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2.2 Wigan Youth Zone Safeguarding and Child Protection Policy

POLICY NOTE

"The welfare of the Child is paramount"

Wigan Youth Zone works with children and young people between 8 and 19 years old, and young/vulnerable adults up to the age of 25. At Wigan Youth Zone the safety and welfare of our young people is of the utmost importance. Due to of the day-to-day contact with young people, our staff are well placed to observe signs of abuse. All adults working for Wigan Youth Zone must protect children, young people and vulnerable adults (up to the age of 25) from harm and abuse and be aware that any child, young person or vulnerable adult may be at risk of harm or abuse. We have a duty to safeguard and promote the welfare of our members by identifying any welfare concerns and taking action to address them in partnership with families and other agencies where appropriate.

In addition to our safeguarding and child protection policy, we have policies to cover Code of Conduct, health and safety, anti-bullying, behaviour and equality and diversity. We also ensure that issues of child protection are raised with young people during youth centre sessions. Our policy applies to all staff and volunteers working in the Youth Zone. There are a number of elements to our policy:

- Ensuring safe recruitment practice by checking the suitability of all our staff and volunteers to work with children, young people and vulnerable adults;
- Raising awareness of safeguarding issues amongst all staff and volunteers and of what to do if they have concerns;
- Implementing procedures for identifying and reporting cases, or suspected cases, of abuse;
- Effective links with relevant agencies and co-operating as required with their enquiries regarding safeguarding matters including attendance at Multi-Agency Meetings.
- Establishing and maintaining a safe environment in which young people feel secure and are encouraged to talk freely about anything that concerns them; including additional safeguards to protect children with disabilities.



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- Ensuring young people know there are adults within Wigan Youth Zone who they can approach if they are worried about anything;
- Including opportunities in the Youth Zone to develop and equip young people with the skills needed to recognise risks and stay safe from abuse;
- Supporting young people who have been abused or may be at risk of harm in accordance with any agreed safeguarding plan;
- Ensuring we respond appropriately to any concern or allegation about a member of staff or volunteer;
- Ensuring staff follow accepted “safe practice” principles when working with children, young people and vulnerable adults;
- Support for staff and volunteers including supervision; and
- Implementing safeguarding expectations for external agencies and partners delivering on behalf of Wigan Youth Zone.

If there are safeguarding concerns appropriate procedures (*Wigan Safeguarding Children Board*) must be followed (available online and from the Safeguarding Officer/Duty manager at each Session). The Wigan Safeguarding Children Board (WSCB) has adopted these procedures. This policy and procedure also accords with:

1. Government guidance - "Safeguarding Children and Safer Recruitment in Education" (DfES; 2012)
2. “Working Together to Safeguard Children” (HM Government 2018)
3. Keeping Children Safe in Education (HM Government, 2021)



DEFINITION

Safeguarding and promoting the welfare of young people relates to any child or young person (i.e. under 18 years of age) who has suffered from, or may be at risk of physical harm, neglect, emotional abuse or sexual abuse.

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes.

In this policy a **vulnerable adult** is defined as a person aged 18 and over who, for any reason, may be unable to take care of themselves or protect themselves against significant harm or exploitation. Safeguarding vulnerable adults involves reducing or preventing the risk of significant harm from neglect or abuse, while also supporting people to maintain control of their own lives.

Safeguarding and promoting the welfare of adults is defined for the purposes of this policy as:

- Ensuring they can live in safety, free from abuse and neglect.
- Empowering them by encouraging them to make their own decisions and provide informed consent.
- Preventing the risk of abuse or neglect and stop it from occurring.
- Promoting their well-being and take their views, wishes, feelings and beliefs into account.

This policy outlines how to recognise the signs and indicators of possible abuse to ensure that staff and volunteers recognise the significance of what they are observing, and the procedures that they need to follow if they have a concern. Staff and volunteers are trained to support their development. This ensures that they have a knowledgeable staff team that are able to respond appropriately in safeguarding and child/adult protection situations.



RECOGNITION

The first indication of concern about a young person's welfare is not necessarily the presence of a serious injury. Concerns may be because of:

1. Bruises or marks on a young person's body;
2. Remarks made by the young person, another young person, a parent or another adult;
3. Observations of the young person's behaviour;
4. Unexplained changes in the young person's behaviour or personality;
5. Evidence of disturbance or explicit detail about abuse or possible abuse in a young person's play, drawing or writing;
6. Evidence of neglect, failure to thrive or exposure to unnecessary risks;
7. Unauthorised absence from school/college or non-attendance at Youth Zone sessions; and
8. Information about the parent(s) / carer(s) of the child or their home background.

****Please see links to other useful reading and policies at the end of this Document (Appendix 1).***

DESIGNATED STAFF FOR CHILD PROTECTION

Our Designated Senior Manager for safeguarding children, young people and vulnerable adults is Nicola Varley (Youth Work Manager) and Hayley Russell (Safeguarding Officer), along with Charlotte Beck (Trustee).

In addition, a member of our Safeguarding Team will have a presence at each session (where possible) at Wigan Youth Zone. Any member of staff concerned about a child, young person or vulnerable adult should initially report concerns to the Safeguarding lead. The Safeguarding Officer will be informed immediately if necessary. If they are unavailable you should talk to the Duty

Manager on shift to escalate. The Safeguarding Officer or Duty Manager/Safeguarding Team member has a responsibility to:

- Liaise with the local authority Children and Family Services, LADO, Police and other agencies on individual child protection cases;
- Act as the contact person within the Youth Zone, providing advice and support and ensuring that all staff (including temporary, supply staff and volunteers) are aware of their role;
- Be responsible for co-ordinating action within the Youth Zone on safeguarding issues;
- Discuss individual cases with staff on a “need to know basis” to protect children's right to confidentiality;
- Chair weekly Safeguarding meetings with the Wigan Youth Zone Safeguarding team with any other relevant staff (e.g. key worker, youth worker), represent Wigan Youth Zone at safeguarding meetings and be a member of a “Core Group” if required;
- Ensure staff are familiar with this Policy and Procedure, the Wigan Child Protection Procedures, and Government guidance;
- Raise awareness about safeguarding on an ongoing basis; and
- Together with the Youth Work Manager, **Nicola Varley**, and Local Authority Safeguarding Training Officer, arrange safeguarding training for all (i.e. including ancillary) staff and volunteers at least once every three years (and for new staff commencing work between whole service training sessions or absent for such sessions to arrange attendance at induction sessions arranged by the local authority).

THE ROLE OF INDIVIDUAL STAFF

Everyone in the Youth Zone must be alert to the possibility that any child, young person, or vulnerable adult regardless of race, religion, culture, class or family background, could be the victim of abuse or neglect and must be familiar with these procedures. The abuse or neglect maybe from



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the carer, but also may be from another young person (peer on peer).

Concern about a young person must be discussed with a member of the Safeguarding Team or Youth Work Manager immediately so that if necessary, a referral can be made without delay. In urgent situations, referral must not be delayed. If the Safeguarding Officer is not available, please consult the Duty Manager and/or member of the safeguarding team on shift who will have access to the appropriate course of action.

Members of staff must not investigate safeguarding concerns. The Safeguarding Team may use professional curiosity where appropriate and seek guidance from other services when required eg. Children's Partnership First Hub and/or Police. Further investigation is done by Children's Social Services or the Police. However, if a young person says something, it is vital to listen carefully, so you can record and report it accurately. Accurate records will assist the Safeguarding Team to make informed decisions with regards to follow up actions and involvement of other relevant services where necessary.

CONFIDENTIALITY OF RECORDS

Our members and their parents/carers/guardians have the right to expect all staff to deal sensitively and sympathetically with their situation. It is important that information is only available to those who need to know it. Parents/carers/guardians and where appropriate young people should be told that their right to confidentiality may be breached if information comes to light suggesting possible harm to a young person. Child protection issues relating to individual cases must not be subject to open discussion in staff rooms or elsewhere or other environments. Only secure emails should be sent, and/or using young person's initials and password protected wherever possible.

Members of staff should also remember not to promise to young people to keep "secrets" (see Safeguarding Procedure below). Our confidentiality statement will be visible throughout the youth zone. See below:



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Wigan Youth Zone Confidentiality Statement

As a member of Wigan Youth Zone you have the right to talk **confidentially** to staff and volunteers. However, if we think you require **additional support** or the information you give us leads us to believe that you or someone else may be at **risk for any reason**, staff and volunteers will be required to pass on the information to the WYZ Safeguarding Team who may need to discuss this with you and another appropriate agencies in further detail.

We will always discuss this with you and involve you in the process whenever possible.

If you have any questions about confidentiality, please ask a member of staff 😊

WORKING WITH CHILDREN

We recognise that young people who are abused, neglected, or who witness abuse or neglect may find it difficult to develop a sense of self-worth. They may feel helpless, humiliated and a sense of blame. The Youth Zone may be the only stable, secure and predictable element in the lives of young people at risk. When at the youth zone their behaviour may be challenging and defiant or they may be withdrawn. The service will endeavour to support the young person through:

- The service ethos which promotes a positive, supportive and secure environment and gives young people a sense of being valued;
- The youth zone behaviour agreement which is aimed at supporting vulnerable young people in the Youth Zone; we will ensure that young people know that some behaviour is unacceptable and that they are valued and not blamed for any abuse which has occurred; and
- Liaison with other agencies that support young people such as social services, the child and adolescent mental health service, **Targeted Youth Support Service**, the Local authority school attendance service and the educational psychology service.



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RECRUITMENT, SELECTION, TRAINING AND SUPERVISION OF STAFF AND VOLUNTEERS

In our recruitment and selection of staff and volunteers we will at all times adhere to the Government guidance contained within *“Working Together to Safeguard Children”* (HM Government 2018) and *“Safeguarding Children and Safer Recruitment in Education”* (DfES 2012).

In particular we will ensure that our interview panellists are appropriately trained, that we always follow up gaps in previous employment, that we always require specific references from employers for the last five years and that for all posts, paid and voluntary, the appropriate Disclosure & Barring Service (DBS) disclosure carried out.

We keep a central record of all staff with the reference number, date and outcome of their Disclosure & Barring Service (DBS) Enhanced disclosure.

Relevant staff will receive training from the Wigan Safeguarding Partnership for Safer Recruitment.

CONTRACTORS AND OUTSIDE SERVICES

We expect all contractors providing services within the Youth Zone whose staff or volunteers have access to youth zone premises to comply with this policy and the attached procedure.

In particular we require any contractor or organisation delivering a service on behalf of the Youth Zone or using our premises to provide evidence they adhere to the above requirements in terms of recruitment, selection, training and supervision of their staff and any volunteers, in particular enhanced DBS disclosure. If you are bringing in a specialised worker, please consult the Duty Manager for advice on recording DBS details.

This policy and procedure will also apply to any organisation using Wigan Youth Zone facilities. They must agree to this in writing.

Staff at Wigan Youth Zone have a moral obligation to provide children, young people and vulnerable adults with the highest possible standard of care. There is also a legal obligation under the common law **Duty of Care** for Wigan Youth Zone and its staff to take reasonable steps to ensure the safety and wellbeing of its members.

If concern arises about the welfare of a young person the following procedure must be followed.

1. Do not delay

- Consult the Safeguarding Officer, Duty Manager or designated manger (Youth Work Manager) as soon as you can. It may be necessary to interrupt a session to do this - do not leave notes that require immediate action as they may not get back to check their desk/post until the after the young person has gone home;
- Early referral gives more time to offer help to the young person and family before the situation becomes severe or serious;
- When the matter is already severe or serious, early referral gives more time for others to protect the young person;
- The Safeguarding Officer, Duty Manager or Designated Manager may consult Children's Social Care.

2. Make written notes

- At the earliest opportunity make a written record of your concerns. Record facts accurately and be clear when you are expressing an opinion and the basis for this - these notes will help to ensure accuracy in recalling events later. Notes should be legible, signed and dated. Where possible, this should be done on the official online cause for concern form;
- These notes must be given to the Safeguarding Officer or Duty Manager as soon as possible.

3. Concern from something the child says



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- **Listen** - do not ask questions or interrogate.
- **Remain calm** - if you are shocked, upset or angry the young person will sense this and this could stop them from saying more.
- **Reassure** - the young person that they have done the right thing telling you and that it is okay to talk about things.
- **Do not promise to keep it secret** - tell the young person you cannot keep the matter secret and will need to take advice from someone who can help.
- **Do not give Young People an outcome you cannot guarantee** (e.g. do not say everything will be okay).

4. Referral process

If a member of staff wishes to make a referral to Children's Social Care or to the Police they should consult the Safeguarding Officer or member of the safeguarding team who will be responsible for undertaking this with the staff members input. However, referral must not be delayed - if the Safeguarding Officer or Safeguarding team member is not available the Duty Manager on shift should be advised and the referral made. The Referral and Assessment Service CPF Hub will be happy to discuss concerns even if you are not sure at that stage that a referral needs to be made (please note this call should be undertaken by a Member of the safeguarding team or a Duty manager).

Remember

- If in doubt, consult;
- Do not ignore concerns, even if these are vague;
- Your first responsibility is to the young person; and
- If you need help or support to manage your own feelings, this can be provided.

5. Contact with the family

Contact with the service user and family should be discussed with the Safeguarding Officer/team or or Duty Manager when necessary, who may consult the Children and Family Social Care Service (CPF Hub) for advice prior to contacting the family.

In cases of possible neglect or emotional abuse, the concern may have built up over a period of time. There may have been discussion previously between Youth Zone staff and the family about



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sources of help (e.g. the Children and Family Social Care Service or **Start Well**), **but** if concerns persist the Safeguarding Officer/member of the Safeguarding Team (or Duty Manager) will need to refer to the Children's Social Care and will normally advise the family of this/**gain consent**.

In cases where there are suspicions of serious harm or sexual abuse, immediate advice from the Children and Family Social Care will be sought before discussing this with the family.

6. Recording

1. All records relating to child welfare concerns will be kept in the **locked safeguarding filing cabinet**/recorded on salesforce and the file will be kept secure - a chronology of concern should be kept;
2. We will keep written records of any concerns about young people, even where there is no need to refer the matter immediately;
3. Written records will be uploaded to Salesforce;
4. Every written record will be reviewed and actioned at weekly Safeguarding meeting;
5. Information from records will only be accessed by staff on a "need to know" basis;
6. Appropriate Staff will need to know when a young person is subject to a Child Protection Plan (previously the Child Protection Register), so they can monitor the young person's welfare.

CONCERN ABOUT A STAFF MEMBER, CARER OR VOLUNTEER

Allegations or concerns about a member of staff, worker or volunteer must immediately be notified to the Duty Manager, Youth Work Manager and Safeguarding Officer. If the case is relating to these people, the CEO, HR Manager should be notified or any of the Board of Directors.

- The appropriate manager will always consult the Local Authority Designated Officer (LADO)
- Following consultation, the Youth Work manager or Safeguarding Officer will decide on appropriate action:



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- Immediate referral to the Children's Social Care
 - Police to be informed if required
 - Consideration of suspension and/or disciplinary proceedings
- It is important to bear in mind that although the concern may relate to an individual young person, other young people may also be at risk.
- The procedures in "Safeguarding Children and Safer Recruitment in Education" (DfES, 2012) and the LSCB Procedure will be followed in such cases;
- When appropriate (see guidance above), consideration will be given to referral of a member of staff to the Disclosure & Barring Service (DBS) for consideration of the case.

HARM, FROM OR TO, OTHER CHILDREN

Abuse or concerns about a risk of abuse or harm by other young people is subject to the same safeguarding procedures as in respect of young people being abused by an adult.

- Professionals responding should be alert to the risk a child may pose to children other than any "current" victim; and
- Young people who harm others are likely to have considerable needs themselves (e.g. they may have been subjected to abuse, witnessed domestic violence or committed criminal offences).

In such cases there will usually be a need to refer the alleged perpetrator of harm to the Children and Families Service.

REQUESTS FOR ASSISTANCE BY OTHER AGENCIES

Youth Zone staff have a legal duty to assist local authority Children and Family Social Care Services or the Police when they are making enquiries about the welfare of young people.

- Information about a young person must therefore be shared on a "need to know" basis with other agencies;



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- When telephone requests for information are received, **always** maintain security by checking the telephone number listing for the caller and calling back to a switchboard number **before** giving information or confirming the young person is a member of the Youth Zone;
- Always advise the designated manager about such requests for information;
- Requests for attendance at meetings about individual young people (e.g. child protection conferences) should be notified to the designated manager, who will arrange preparation of a report and attendance at the meeting;
- Reports should contain information about the child's:
 - Attendance
 - Behaviour
 - Relationships with children and adults
 - Family
 - Any other relevant matter;
- Reports should be objective, distinguishing between fact, observation, allegation and opinion; and
- Unless you specify otherwise, reports will normally be made available to the young person's family.

YOUNG PEOPLE SUBJECT TO A CHILD PROTECTION PLAN

Wigan Youth Zone will be told by the relevant local authority Children and Family Social Care when a young person is subject to a Safeguarding Plan (previously the Child Protection Register) whether this is the Wigan, or other local authority.

- The name of the allocated social worker must be clearly recorded on the young person's record - this is done via Safeguarding salesforce account;
- Wigan Youth Zone will participate fully in the work of Core Groups for these young people, to assist with the objectives of the Safeguarding Plan for the young person; and

- When a young person is subject to a Safeguarding Plan, Wigan Youth Zone will report all behavioural changes or other concerns to the allocated social worker. This also applies for other/allocated workers services eg. Start Well, Complex Safeguarding team, TYSS, CAMHS.

CHILD SEXUAL EXPLOITATION

On 16th February 2017 the government launched the revised definition of Child Sexual Exploitation along. The revised definition is detailed below:

“Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology “a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.”

The following signs and behaviour are generally seen in children who are already being sexually exploited:

- Missing from home or care
- Becoming especially secretive and disengaging with their usual friends
- Personality and behaviour change (whilst mood swings are common to all adolescents, it is the severity of behaviour change that is most indicative)
- Physical injuries



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- Drug or alcohol misuse
- Involvement in offending
- Repeat sexually-transmitted infections, pregnancy and terminations
- Absent from school
- Change in physical appearance
- Evidence of sexual bullying and/or vulnerability through the internet and/or social networking sites
- Estranged from their family
- Receipt of gifts from unknown source (which could include expensive items which they couldn't normally afford, such as mobile phones or jewellery)
- Recruiting others into exploitative situations
- Poor mental health
- Self-harm
- Thoughts of or attempts at suicide
- They may receive odd calls and messages on their mobiles or social media pages from unknown, possibly much older associates from outside their normal social network

Our local CSE team is part of The Complex Safeguarding Team based at Wigan Police Station. The Team deals with Child Sexual Exploitation, Child Criminal Exploitation, Human Trafficking, Modern Slavery, FGM and Homicide. The process regarding reporting CSE or other forms of Exploitation concerns is as follows: Safeguarding Officer to put in a referral into Children's Social Care with a note added 'FAO Complex Safeguarding Team'. Alternatively, information can be shared via secure email to the Complex Safeguarding Team for discussion at their Daily Governance Meetings prior to putting in a referral. Our safeguarding Officer Hayley Russell sits on the MGM (Monthly Governance Meeting) for young people open to the Complex Safeguarding team as part of a multi-agency approach to supporting young people affected by CSE/CCE and other forms of exploitation.

The process for sharing information/intel with the Complex safeguarding team is to complete a Partnership Agency Intelligence Form and send to the following address securely using a password protected document or Egress Switch: Wigan.publicprotection@gmp.pnn.police.uk.

Please note that if you are required to complete a PAIF as the staff member who has witnessed an incident this will be completed under the safeguarding Officer or a member of Safeguarding

Team's guidance. It will be the responsibility of the Safeguarding team to submit the form once you have completed it.

RADICALISM AND INVOLVEMENT IN TERRORISM

At the time of writing the current threat from terrorism is considered to be “severe”. Terrorism can involve the exploitation of young people and vulnerable adults.

Terrorism is defined by the Terrorism Act 2000 as:

“An action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system. The use or threat must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause.”

Extremism is defined in the national Counter-Terrorism Strategy (CONTEST) as:

“A vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. It also includes calls for the death of members of our armed forces, whether in this country or overseas.”

Radicalisation is defined in the CONTEST Strategy as:

“The process by which a person comes to support terrorism and forms of extremism leading to terrorism.”

Safeguarding children and young people from radicalisation is no different from safeguarding them from other forms of harm. Staff and volunteers at Wigan Youth Zone will follow the same safeguarding procedures in accordance with this policy and in line with CONTEST and PREVENT strategies. Indicators for vulnerability to radicalisation are the same as those you are already familiar with:

- Family tensions
- A sense of isolation
- Migration



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- Distance from cultural heritage, experience of racism or discrimination, feeling of failure etc.
- In a context of national or international change

The following are examples of recognised offences in relation to terrorism, extremism and radicalisation:

- Murder or soliciting murder.
- Committing, preparing or instigating acts of terrorism.
- Incitement to commit acts of terrorism overseas.
- Encouragement of terrorism.
- Inciting racial or religious hatred or hatred because of sexual orientation.
- Inviting support for a proscribed organisation.
- Terrorist financing offences.
- Dissemination of terrorist publications.
- Offences of encouragement and dissemination using the internet.

The CONTEST strategy focuses on 4 strands: Pursue, Prevent, Protect and Prepare, it is the Prevent strategy that is of relevance in safeguarding young people and vulnerable adults. The Prevent strategy has three key objectives:

1. Ideology - Challenging the ideology that supports terrorism and those who promote it;
2. Individuals – Protect vulnerable people from being drawn into terrorism and ensure they are given appropriate advice and support; and
3. Institutions – Supporting sectors and institutions where there are risks of radicalisation.

In terms of protecting individuals key points made are:

- Radicalisation is a process not an event, and it is possible to intervene in this to prevent vulnerable people being radicalised.
- There is a need to ensure that activities are proportionate, and focused upon people at risk.
- Activity needs to address all forms of terrorism. It is not just the responsibility of the police, but also local authorities and other partners.

- Programmes relating to this are comparatively new, and evidence of impact is limited. The Government is committed to research and evaluation to demonstrate what works and inform the development of best practice.

The safeguarding Officer will be responsible for making PREVENT referrals for young people to the GMP Channel Panel. It is important to remember that throughout this process both the child/young person and parents/carers MUST NOT be informed that the referral is being undertaken, as instructed by the Channel Panel.

REPORTING CONCERNS PROCEDURE

As of the 22nd March 2021 all Youth Zones transitioned to a new digital cause for concern form. This form is completed by staff online and submitted (more details around this process below). The members of the safeguarding team then receive an email notification informing us that we have received a C4C. The safeguarding team can then open the C4C which is linked directly to the member's Salesforce profile. From here we can set actions and track our progress re: concerns raised – e.g. log parent/carer, social care or police calls etc. We can also assign tasks to staff and track our progress and save it. Once we are happy that all relevant actions re: the concern have taken place we can mark the C4C as 'resolved' on the member's profile.

Cause for Concern (C4C) Form

Please speak to your Designated Safeguarding Lead or Session Lead as soon possible following the incident/concern and then complete the Cause for Concern form online. The link can be accessed by going to www.wigan youth zone.org.

If it is an emergency, ensure you share the information for immediate action.

Please complete the form completing all of the sections.

1. Description of Concern



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Please provide a factual overview of the incident/concern.

- Please give a full, but to the point, description of what happened or what you are concerned/worried about.
- Please only include facts, not opinions.
- Recording should be impartial, so write down what you see, what you heard and not what you feel.
- Use bullet points - Use clear and straight forward language - make your report factually accurate, i.e. not opinion (any interpretation or assumptions should be clearly recorded as such).
- Remember to record in chronological order (times and dates)

Once you have submitted the form you will receive an email with a reference number confirming that your form has been successfully submitted. If you do not receive an email, please inform your Designated Safeguarding Lead that you have submitted a Cause for Concern form but have not received an email notification.

2. Log Concern on the online C4C system

The system can be accessed by using the following steps:

1. Go to Wigan Youth Zone's website
2. Type in the search bar 'Share a concern'
3. Click the word search a concern (twice) until the online C4C form appears.
4. Complete the form with as much detail as possible.
5. As advised above, record only what has actually happened or has been said must be recorded **WITHOUT** your opinion.
6. Once you are happy all relevant information has been recorded click '**SUBMIT**'.
7. In the event that you need to log a concern which involves a non-member or adult in the community... please log the concern under Salesforce profile 'Safeguarding Incident'. (First name "Safeguarding" and surname "Incident").



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8. In the event that an incident involves more than one member, please submit a form for the main member involved but you **MUST** log the name and details of the other members involved in the additional comments section on the form.
9. **ALWAYS** inform the Duty manager on session that you are completing a C4C and share concerns (most DM's are members of the safeguarding team but if they are not the DM on shift they will still need to be aware of incidents/concerns).
10. If you are completing a C4C form whilst working from home you **MUST** ensure that no family members or third parties are around who can view or access sensitive information relating to members.

All staff must observe the above policy and procedure at all times. They will be reviewed annually and as required in line with changes in local (LSCB) or national guidance.

APPENDIX 1 – LINKS TO FURTHER READING

Please see other useful Wigan Youth Zone Policies /guidance:

- [Code of Conduct Policy](#)
- [Grievance & Whistleblowing Policy](#)
- [3 Principles for Vulnerable Adult Members](#)
- [Drug and Alcohol Policy](#)
- [Online provision guidance.](#)
- [Guidance for one to one chats.](#)

- [WYZ Well-being calls guidance](#)
- [Covid-19 Policy Annex Domestic Abuse](#)
- [Data Protection Retention Policy](#)

APPENDIX 2 – USEFUL CONTACT DETAILS

Onside Safeguarding Manager – Cath Taylor 07704005036

Children’s Partnership First Hub (CSC Duty) - 01942 828300

Emergency CSC Duty Team - 01942 828300

LADO - Sue Wharton (01942 486 183)

Complex Safeguarding Team - 0161 8565959

Adult Social Care Duty Team - 01942 828 777

Wigan Safeguarding Children’s Partnership

Wigan GMP Police - 0161 856 7954

Police non-emergency number - 101

APPENDIX 3 – ONLINE C4C FORM SCREENSHOTS



Cause for Concern

Do you consider this young person to be at Immediate risk of harm? - ☐ Yes
☐ No

Please describe in one line what you are concerned about:

Young person

First name*

Last name*

Date of birth

Details

Date of incident

Time of incident

Youth Zone session

Description of concern*

Please provide an overview of the incident/concern, providing as much factual detail as possible.

For example:

- Any physical, behavioural or other indicators e.g. bruises, behaviour changes, periods of absence
- Any information relating to the young person's home life e.g. substance abuse, domestic violence, mental health issues

Anyone else involved

Please provide the names of anyone else involved and their role in the incident/concern e.g. staff, volunteer, young person, sibling.



Other information

Please describe any actions already taken
e.g. spoken to Youth Zone staff, informed parents, school, police or other agencies

Additional information
e.g. preferred name of the young person, people who should not be contacted, next steps (if known)

Submitted by

Name *

Role

Email *

Phone number *

Privacy Notice

Your personal information will be used to respond to your enquiry and administer the service.
Where there is a need to protect or support a young person, we may also share personal information with relevant agencies as required by law.
For further information about how we process your personal information, who we may
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