

Safeguarding Policy Statement, Process & Child Protection Policy

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Owner	Turn2 Mentoring
Gate Keeper	Business Development Manager

Turn2 Mentoring is committed to ensuring we do everything possible to support the safeguarding of students under Turn2 Mentoring Referral. We fully recognise the contribution we make to safeguarding and, therefore, have developed a safeguarding policy that takes into account key legislation and guidance.

This policy applies to all staff, including directors, senior management, trustees, mentors, paid staff, volunteers, tutors, sessional workers, students, work experience or anyone working on behalf of Turn2 Mentoring.

Name	Position	Contact
Natalie Davies	Designated Safeguarding Lead Business Development Officer	ndavies@turn2mentoring.co.uk 07794751188
Angela Lockhart-Dibble	Deputy Safeguarding Lead Well-Being Lead & Counsellor	Angilockhart@turn2mentoring.co.uk 07823773179
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Nicola Laird	LADO – (Local Authority Designated Officer)	LADO@bristol.gov.uk

STATEMENT OF INTENT

The purpose of this policy is to safeguard and promote our mentee and employee safety and welfare by providing a sincere, nurture focused approach to our work. The young person's safety and welfare is at the forefront of practice and is of the utmost importance.

Our promise:

We understand the importance of building trust, maintaining a professional but supportive relationship with children and young people (CYP) and vulnerable adults (VA). We recognise that any CYP/VA that are at risk of harm and abuse, benefit from a trusted adult and a positive support network around them. We will endeavour to boost self-worth, self-esteem and confidence. Through mentoring and education, we will equip children and adults with skills to keep themselves safe.

There are three main elements to our policy:

- Prevention through mentoring offered to students and through robust recruitment processes, by ensuring that all staff, partner agencies and volunteers have reference and DBS checks prior to coming in to contact with students; Disclosure and Barring Scheme (DBS) guidance.
- Procedures for identifying and reporting cases, or suspected cases of abuse.
- Support to those students who may have been abused or at risk of being abused (Child Sexual Exploitation; CSE, Adult Sexual Exploitation ASE).

Prevention

Turn2 Mentoring recognises that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult help to safeguard CYP or VA within our services.

Turn2 Mentoring will therefore:

- Establish and maintain an ethos where CYP/ VA feel secure, are encouraged to talk and share their concerns; and will be listened to.



- Ensure that CYP/VA know that all adults within Turn2 Mentoring can be approached if they are worried or concerned about matters that concern them or their siblings or friends.
- Include activities and opportunities for PSE which equip children with the skills they need to stay safe from abuse or exploitation (crime or sexual) and to know that they can turn to mentors for help.
- Explore material which will help children develop realistic attitudes to the responsibilities of adult life, particularly with regard to life skills, pre and post 16.

Procedures

- Pay due regard to Department for Education's (DFE's) statutory guidance Keeping Children Safe in Education (2025) and Working Together to Safeguard Children (2023) and during the recruitment of staff and when allowing volunteers to come in to contact with our students.

Turn2 Mentoring will:

- Ensure it has a named designated senior member of staff (Mrs N.Davies) who has undertaken the appropriate training in line with agreed national and local requirements.

Turn2 Mentoring will also nominate a named deputy (Mrs A.Lockhart-Dibble) who will be the central contact in times when the designated person is absent.

In the unlikely event that both are absent or unavailable, the person who will act as a contact point for other staff will be the most senior member of staff. This will be (Mr J.Lockhart-Dibble).

- Recognise the role of the designated person and arrange support and training. Turn2 Mentoring will look to the Keeping Bristol Safe Partnership, and particularly the Local Authority Designated Officer (LADO) for guidance and support in all child and adult protection matters in assisting Turn2's designated person.

- Ensure that all members of staff, including permanent, part time and adult volunteers, along with everyone knows:

- the name and contact details of both the designate and deputy person responsible for child protection;
- that it is the named designated person and/or their deputy who have the responsibility for making child/ adult protection referrals within agreed timescales by completing the agreed multi-agency form;
- that the designated person and deputy will seek advice from the LADO and or Social Services Duty and Assessment Team, if necessary when a referral is being considered; if in doubt a referral must be sent;
- ensure that the referring person will ensure that the LADO will be sent a copy of

the referral as soon as it is practically possible.

- Ensure that all members of staff are aware of the need to be alert to signs of abuse and know how to respond to a mentee who may disclose abuse. That all members of staff will be offered and expected to attend appropriate training and updates as arranged by Turn2 annually.
- Ensure that parents and carers have a clear understanding of the responsibility placed on Turn2 Mentoring and its staff for child protection by setting out their obligations in the initial contact form and other forms of communications. In particular, there is a clear obligation that 'the welfare of the child is paramount' and in some circumstances this may mean that the parents are not initially informed of a referral made by Turn2 Mentoring.
- Provide training for all staff so that they:
 - know their personal responsibility;
 - recognise the need to be vigilant in identifying suspected cases of abuse;
 - know how to support a child who discloses abuse, particularly the do's and don'ts

Notify the LADO and Social Services if:

there is an unexplained absence of a mentee on the child protection register of more than two days' duration from agreed sessions.

- Work to develop effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters including attendance at initial and review child protection conferences and core groups; and support these with the submission of written reports.
- Keep written records of concerns about CYP/ VA (noting date, event and action taken), even where there is no need to refer the matter to agencies responsible for formal investigation.
- Ensure that all records and files are kept secure and in locked locations. The designated person is responsible for the security, compilation and storage of all records and should be able to access and produce them in times of need. It is the responsibility of the designated person to ensure that any transfer of records is conducted via GDPR protocol and procedures for the 'Transfer of Sensitive Information'.
- Ensure that all recruitment and selection procedures follow all national and local guidance.
- Seek to designate a Trustee for child protection who will champion and oversee Turn2 child protection policy and practice. This Trustee will feed back to the Managing Director on child/ adult protection matters.

Supporting the student at risk

At Turn2 Mentoring, we recognise that children and adults who are at risk, suffer abuse, or witness violence are often affected by these in adverse ways, some may be deeply troubled by these events. Interactions with Turn2 Mentoring may be the only stable, secure and predictable element in the lives of CYP/VA at risk. Nevertheless, when engaged with Turn2 Mentoring, due to these adverse factors their behaviour may be challenging and defiant or they may be withdrawn.

At Turn2 Mentoring staff will endeavour to be patient and supportive to the mentee at risk.

Turn2 Mentoring will endeavour to support the mentee through:

- The content of the activities and narrative to encourage self-esteem and self-motivation (see section 2 of this policy on Prevention);
- Raising awareness of CSE, ASE and providing support and guidance to victims of and those at risk of CSE, ASE;
- Turn2 acknowledges the impact of domestic violence and seeks to work with our partners to support mentees and their families.

Our ethos which:

- promotes a positive, supportive and secure environment;
- gives CYP/ VA a sense of being valued (see section 2 on Prevention).
- Turn2 Mentoring behaviour policy is aimed at supporting vulnerable CYP/VA in its care.
- All staff will follow a consistent approach which focuses on the behaviour of the offence committed by the child but does not damage the CYP/VA sense of self-worth.
- Turn2 Mentoring will express and explain to all CYP/VA that some behaviour is unacceptable, (Shared with parents via initial meeting and other points of communication) but each individual is valued and not to be blamed for any abuse which has occurred.
- Staff should read Turn2 Mentoring Behaviour Policy in conjunction with this and other named policies noted in this policy.
- Liaison with other agencies who support CYP/VA such as Social Services, Child and Adolescent Mental Health services, the Educational Psychology Service, Education Welfare Service and others;
- Keeping records and notifying Social Services if there is a recurrence of a concern with the individual.



- Ensure that we continue to meet the needs of those CYP/VA in need of care and support

When a CYP on the child protection register leaves, we will support with the transfer of sensitive information to the new school or service provider immediately using the agreed policy and procedures for the 'Transfer of Sensitive Information'. The designated person will be central to this process and will inform Social Services of the move.

Welfare Check Protocol for High-Risk Mentees

In accordance with our Attendance Policy, any Mentee identified as high risk—including those under Care and Risk Management, subject to Child Protection plans, or considered vulnerable to crime or sexual exploitation—who is absent for more than three consecutive days (inclusive of weekends), will be subject to a home welfare check. This measure ensures the safety and wellbeing of the Mentee and enables timely intervention where necessary.

This policy should be read alongside our policies and procedures on:

- E-safety & IT Acceptable use
- Anti-bullying
- Health and safety
- Risk Assessments
- Behaviour Policy
- Code of Conduct

Turn2 Mentoring will:

- Provide a safe, secure environment in which children and adults feel comfortable to express themselves. We will work to gain trusting relationships to ensure the young people we work with feel listened to and respected.
- Provide a service that ensures all members of the team, children and young people feel confident that they have a trusted adult that they can approach when in a time of need.
- To develop relationships with other agencies and professionals, to ensure a positive, child focused approach is provided by all.
- Recognise the importance of a positive relationship with the home. We will strive to work with families to support the needs of the child/adult.

- Provide a service which works to equip CYP/VA, with the skills to recognise and keep themselves safe from any form of abuse.
- Appoint designated safeguarding leads (DSL) for children and young people.
- Adopting child protection and safeguarding practices through policies and a code of conduct for all staff, mentors and volunteers
- Develop and continue to review an E-safety policy
- Manage and support staff effectively through, supervision, regular check ins. CPD will keep staff up to date with the most up to date policies and procedures.
- When recruiting staff, Turn2 will ensure that all the correct checks are made before employing staff members or volunteers. Turn2 Mentoring will ensure that the right member of staff is employed and meets the ethos of the company.
- Record and store information professionally and securely. When sharing information about safeguarding, ensuring good practice is maintained with children, their families, staff, mentors and volunteers.
- When sharing concerns and relevant information to outside agency, staff will abide by the safeguarding procedure. Where appropriate staff will include the parents, families, carers, children and young people.
- If an allegation is made against a member of staff, Turn2 will use the procedure to make sure this is managed appropriately.
- Ensure we have a complaints and whistle blowing procedures in place.
- Liaise with the education or care provider, to gain contact details in order to communicate any concerns confidently.
- Have effective health and safety measures in place, to provide a safe environment for our staff, mentors, volunteers, children, and young people. We will ensure our policy meets the health and safety at work guidance.

Note for Parents/Carers

Where Turn2 Mentoring has a concern about a child/adult they will attempt to discuss this with the family, and where possible seek their agreement in making a referral. Please note, this will only be done where such a discussion does not place the child/adult at an increased risk of significant harm.

The designated safeguarding person will clarify with statutory agencies as to when, how and by whom, the parents or carers will be told about any referral. They should also seek advice from these agencies as to whether the child should be told of the process. Turn2 Mentoring recognises that care and support for children and vulnerable adults can be challenging, demanding and at times unrewarding. If you are struggling to cope, you may need to ask for help and support to protect and care for your child/ adult.



At Turn2 Mentoring you can contact any of the listed names on page 1
You can also seek help from local Family Hubs and Families In Focus, or the allocated Youth or Support Worker. You can also seek support from a counsellor or other external agencies such as Education Welfare Services.

The following ideas/thoughts may be helpful:-

- Make time to talk and listen to your child/adult
- Familiarise yourself with your child/ VA friends and their routines
- Be alert to and sensitive about changes in behaviour
- Teach your child/VA to feel confident to refuse to do anything they feel is wrong
- Be aware of your child/ VA use of the internet and mobile phone to ensure they don't place themselves or their friends at risk.

DEFINITIONS OF CHILD ABUSE

1. Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness in a child or vulnerable adult.

2. Emotional Abuse

This is the persistent emotional maltreatment of a person such as to cause severe and persistent adverse effects on the persons emotional development. It may involve conveying to a person that they are worthless, unloved or inadequate. It may involve bullying, causing the person to feel frightened or in danger.

3. Sexual Abuse

This type of abuse involves forcing or enticing a child or adult to take part in sexual activities, including prostitution whether or not the child or adult is aware of what is happening. Examples of physical contact include penetrative acts (rape, buggery or oral sex) or non-penetrative acts kissing, fondling, masturbation. It may include non-contact activities involving children and adults in looking at or be involved in sexual online images and or encouraging children and adults to behave in sexually inappropriate ways.

4.

Neglect

This is the persistent failure to meet a persons basic physical and or psychological needs, likely to result in the serious impairment to the persons health and development. It can include failing to provide adequate food, clothing and shelter, adequate supervision or failing to provide medical help when needed.

Procedure in the event of a disclosure (appendix 1/flowchart of procedure)

It is important that children and vulnerable adults are protected from abuse. All complaints, allegations or suspicions must and will be taken seriously.

This procedure must be followed whenever an allegation is made that a child or adult has been abused or when there is a suspicion that a child or adult has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the person.

If the complainant is the child or adult, questions should be kept to the minimum necessary to understand what is being alleged and leading questions should be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information including using the 'Initial Cause for Concern Form' Appendix 3.

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the child or adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an allegation or disclosure

Any suspicion, allegation or incident of abuse must be reported to the Designated Safeguarding or Child Protection Officer on that working day where possible (see appendix 1 and 2).

The nominated member of staff shall telephone and report the matter to the appropriate local social services department duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority Social Services department within 24 hours. Where Turn2 Mentoring is working in collaboration with or on behalf of an Educational Setting all safeguarding and protection concerns will be shared with the school, including actions taken.

Responding appropriately to a person making an allegation or disclosure of abuse

Stay calm.

Listen carefully to what is said.

Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.

Inform CYP/VA that the matter will only be disclosed to those who need to know about it.

Allow CYP/VA to continue at their own pace.

Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.

Reassure the CYP/VA that they have done the right thing in coming forward with the disclosure.

If you are unsure of how to respond to a disclosure, you can adopt the following statement:

Thank you for sharing that with me. I want you to know that I'm here to listen and support you, and I really value the trust you've placed in me. Part of my role is to help keep everyone safe, and that means I have a duty of care to share any information that suggests someone may be at risk of harm. I will only share this with the appropriate people who can help, and I'll do my best to keep you informed about what happens next.

Inform the CYP/VA what you will do next, and with whom the information will be shared.

Record in writing what was said, using the CYPVA's own words as soon as possible – note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. That is a task for the professional child protection agencies, following a referral from the Designated Safeguarding Lead.

Confidentiality

Protection raises issues of confidentiality which should be clearly understood by all.



Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of CYP/VA with other professionals, particularly investigative agencies.

Clear boundaries of confidentiality will be communicated to all. All personal information regarding a CYP will be kept confidential except when; it is suspected that a CYP under 18 years is the victim of abuse.

If a CYP/VA confides in a member of staff and requests that the information is kept secret, it is important that the member of staff informs the CYP/VA sensitively that they have a responsibility to refer cases of alleged abuse to the appropriate agencies for the CYP's own sake.

Within that context, CYP/VA should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the CYP/VA before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of CYP/VA is the priority.

Where a disclosure has been made, staff should let CYP/VA know the position regarding their role and what action they will have to take as a result.

Staff should assure the CYP/VA that they will keep them informed of any action to be taken and why. CYP/VA involvement in the process of sharing information should be fully considered and their wishes and feeling taken into account.

Protection issues are highly sensitive and staff who receive information about CYP/VA or their families in the course of their work should share that information only within appropriate professional contexts. All child protection records should be kept secure until the child's 25th birthday.

Allegations Involving Staff

If a CYP/VA or parent makes a complaint or allegation against a member of staff or volunteer the person receiving the complaint must take it seriously and immediately inform the Designated Person.

Any member of staff or volunteer who has reason to suspect that another member of staff or volunteer may have acted inappropriately, placing any CYP or adult at harm or risk of harm immediately informs the Designated Person. This has been defined as;

*A child/young person/Adult who has disclosed that they have been physically harmed resulting in an injury or bruising

* A child/young person/Adult who does not have the ability to communicate, presenting with an injury or bruising that is unexplained.

* An allegation of sexual abuse

* The likelihood that abuse will take place immediately if the matter is not investigated under child protection procedures.

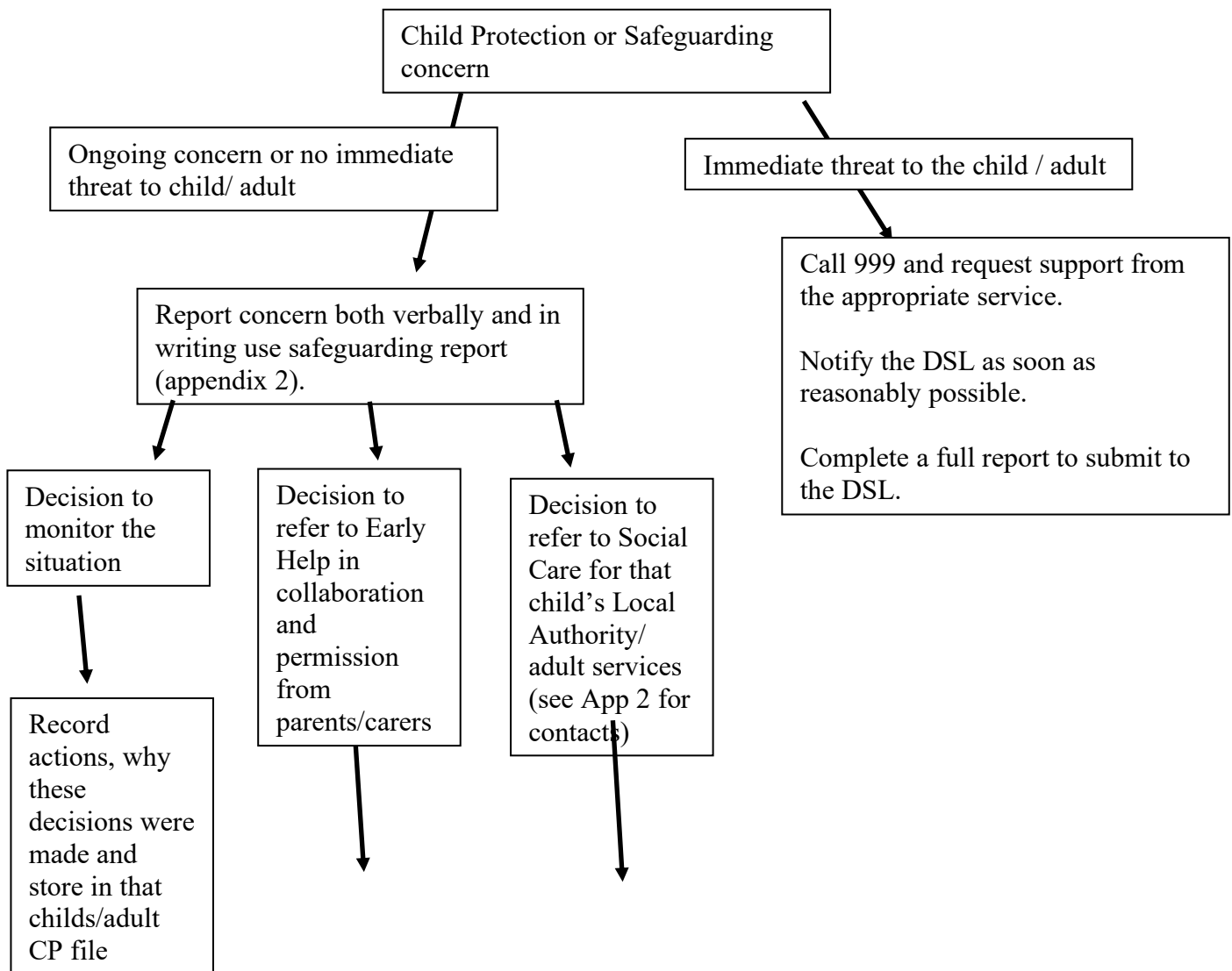
A record of the concerns must be made, including a note of anyone else that witnessed the incident or allegation.

When a complaint is made against a member of staff or volunteer, that person will be immediately suspended, pending further investigation.

Where the concerns of abuse involved the Designated Safeguard Lead reports can be made directly to the LADO or the NSPCC whistle blowing hotline. These contacts are available in appendix 1.

Appendix 1

Safeguarding procedure



Relevant referrals made (see App 2 for contacts) and reports/decisions saved in child's/ adults CP file

Relevant referrals made by DSL (see App 2 for contacts) and reports/decisions saved in child's/ adults CP file

Appendix 2 Contact information

If a child is at immediate risk call the POLICE	POLICE 999	
To make an URGENT referral, i.e. a child is likely to suffer or is suffering significant harm, call children's social care.	FIRST RESPONSE - 0117 9036444	
Out of Hours	EMERGENCY DUTY TEAM - 01454 615 165	
To make a NON-URGENT referral, contact FIRST RESPONSE using the online form (must have parental/carer consent).	FIRST RESPONSE Online form https://www.bristol.gov.uk/social-care-health/make-a-referral-to-first-response	
To raise concerns and ask for advice about radicalisation (also contact First Response).	PREVENT DUTY - 01278 647466 PreventSW@avonandsomerset.police.uk	
To liaise with the specialist Safeguarding Police unit	Lighthouse Safeguarding Unit – Avon and Somerset police 01278 649228	
Families in Focus (Targeted Support)- For advice and guidance about whether to make a referral		
<p align="center">South</p> <p align="center">0117 9037770</p>	<p align="center">East Central</p> <p align="center">0117 3576460</p>	<p align="center">North</p> <p align="center">0117 3521499</p>

If you have concerns about a professional working with a child...

<p>To raise concerns and ask for guidance in relation to the conduct of someone who works with children</p>	<p>Local Authority Designated Officer - (LADO) Nicola Laird T: 0117 9037795</p>
<p>Child sexual exploitation & child criminal exploitation</p>	<p>Operation Topaz (Avon and Somerset Police) https://www.avonandsomerset.police.uk/forms/vul</p>
<p>Children affected by Forced Marriage</p>	<p>Forced Marriage Unit T: (0) 20 7008 0151 E: fmu@fco.gov.uk</p>
<p>Online Safety Advice</p>	<p>Professional Online Safeguarding Helpline T: 0344 381 4772 E: helpline@saferinternet.org.uk</p>
<p>Reporting online sexual abuse and grooming</p>	<p>Child Exploitation and Online Protection command https://www.ceop.police.uk/ceop-reporting/</p>
<p>FGM advice</p>	<p>NSPCC FGM Helpline T: 0800 028 3550 E: fgmhelp@nspcc.org.uk</p>
<p>Domestic Abuse support (Bristol)</p>	<p>Directorate of local and national services https://www.bristol.gov.uk/crime-emergencies/abuse-violence</p>
<p>Young Carers – advice and support.</p>	<p>Carers Support Centre T: 0117 958 9980 W: https://www.carerssupportcentre.org.uk/young-carers/contact-young-carers/</p>
<p>Whistleblowing professional policy</p>	<p>NSPCC Whistleblowing hotline T: 0800 028 0285 E: help@nspcc.org.uk</p>
<p>Advice around harmful sexualised behaviour.</p>	<p>Be Safe 0117 3408700 W: https://cchp.nhs.uk/cchp/explore-cchp/be-safe</p> <p>Brook Traffic Light Tool https://legacy.brook.org.uk/brook_tools/traffic/index.html?syn_partner=</p>

Appendix 3

Turn2 Mentoring Safeguarding Reporting Form. Initial Cause for Concern.

<u>Staff name</u>		<u>Childs name</u>	
<u>Time and date of incident</u>		<u>Other young people involved:</u>	
<u>Time and date reported to DSL</u>			
<p><u>The report</u></p> <p>Include as much detail as you can, describe cuts or bruises. Where possible use the child's words in quotation marks. If you do not understand ask the child to explain their terms or descriptions. Include timescales.</p> <p>If you have taken immediate action record this on the form.</p>			
<p><u>DSL only</u></p> <p><u>Action taken, including decisions why an timescales:</u></p>			

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Policy read and agreed to – Safeguarding

Name	Date	Signed