

NNLS DESTITUTE ASYLUM SEEKERS DROP IN TUTORING SCHEME

SAFEGUARDING AND CHILD PROTECTION POLICY

The NNLS Destitute Asylum Seekers Drop In Tutoring Scheme (referred to as the “Tutoring Scheme” for the remainder of this policy) is committed to safeguarding the welfare of children and expects all staff and volunteers to share this commitment. All adults involved in the Tutoring Scheme and who come into contact with children have a duty of care to safeguard and promote their welfare. All children have a right to protection from mistreatment, abuse, violence and exploitation.

- The Tutoring Scheme has a duty to ensure that all adults who work with or on behalf of children are safe to do so.
- Everyone involved in the Tutoring Scheme must follow the Code of Conduct and comply with the Safeguarding and Child Protection Policy.
- They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse.

Scope

- For the purpose of this policy, children are defined as people below the age of 18.
- This policy applies to all Tutoring Scheme staff, volunteers and trustees.

Designated Safeguarding Officer

If there is an allegation, signs and indicators of abuse are identified or if at any point an adult involved with the Tutoring Scheme's work fails to comply with any element of the Code of Conduct this information must be passed immediately to the Tutoring Scheme's Designated Safeguarding Officer. It is the Designated Safeguarding Officer's responsibility to collect all relevant information and make decisions on how to proceed. All staff and volunteers involved in the Tutoring Scheme have a duty of care to pass on all relevant information regarding any allegations of abuse, or identified signs and indicators of possible abuse.

If a member of staff or volunteer has identified any signs or indicators that a child/young person is being abused, they should immediately contact the Designated Safeguarding Officer. Known facts should be recorded in writing and sent to the Designated Safeguarding Officer (contact details below).

In the event of an emergency - and if the child is at risk - inform the police or children's social services/ NSPCC first and then the Designated Safeguarding Officer.

Designated Safeguarding Officer: Rachel Karp

Contact: nnlsdropintutoring@gmail.com - This email will be monitored by Rachel Karp, Alix Hattenstone and Ben Mackay. Volunteers will also be given Rachel's phone number.

Policy

All staff, trustees and volunteers will take any concerns or allegations of abuse against children very seriously. The Tutoring Scheme will deal with all concerns and allegations appropriately, with the understanding that it may be necessary to refer them to children's social care services, the independent Local Authority Designated Officer (LADO) for allegations against staff, trustees and other volunteers, and in emergencies, the police.

The Tutoring Scheme maintains a high standard in vetting its volunteers. All volunteers who work with children will have to provide evidence of an enhanced DBS check (covering roles in the child workforce and the issue date within the last three years or registered on the Update Service). Otherwise they must undertake an enhanced DBS check prior to volunteering. These enhanced DBS checks must include Children's Barred List information. Those who already have an enhanced DBS check must provide it to the Tutoring Scheme – the disclosure number and date of issue will be recorded – along with photographic ID. Enrol all new DBS checks in the online Update Service (free for volunteers) – and set them to automatically renew. If DBS checks aren't enrolled in this service, they must be renewed every three years. Volunteers will also be expected to undertake training in child protection policies and procedures.

Online security

Parents/guardians must be in the same room as their child for the duration of the tutorial. This will ensure that there is supervision of the child using the computer/internet during the session (the tutor will not be able to see if the child goes on other websites during the session) and to further safeguard the child. Outside of tutorial sessions any communication for the purposes of organising tutorials should be between the tutor and parent(s)/guardian(s). There should be no communication between the tutor and child outside of tutorials under any circumstances, save where incidental to the session.

As the tutorials are taking place on Zoom, volunteers must ensure that sessions are properly protected so that the right people attend the call and there are no non-invited guests joining the session. Both the parent/guardian and tutor should login using two-stage authentication (Zoom code and password); tutors must send the meeting ID and password directly to the right parent/guardian before the session. Tutors should use a “waiting room” system whereby one attendee is accepted at a time and the tutor verifies it is the child and parent/guardian expected. Any incidents whereby a non-invited guest is able to access the Zoom session must be reported to the Designated Safeguarding Officer (Rachel Karp) and the Tutoring Scheme Leads (Alix Hattenstone and Ben Mackay) – by emailing nlsdropintutoring@gmail.com or calling Rachel. In an emergency, contact the police or relevant local authorities.

Before sessions start taking place, the Tutoring Scheme Leads will set out clear expectations for parents/guardians concerning their role in keeping the children safe. This includes ensuring that the meeting is taking place in the same room as the parent/guardian and the child is dressed appropriately. The Tutoring Scheme Leads should also explain that there is a Safeguarding Policy and Procedure in place and how the parent/guardian can raise any concerns with the Designated Safeguarding Officer and Tutoring Scheme Leads, as appropriate (further details below under “Allegations against volunteers”).

Types of abuse

Physical abuse: physical injury to a child where there is knowledge, or a reasonable suspicion, that their injury was inflicted or knowingly not prevented.

Neglect: the persistent or severe neglect of a child that results in serious impairment of the child's health or development (both physical and mental).

Emotional abuse: the persistent or severe emotional ill-treatment of a child which has severe adverse effects on the behaviour and emotional development of that child.

Sexual abuse: the involvement of dependent, developmentally immature children and adolescents in

sexual activities they do not truly comprehend, to which they are unable to give informed consent. This doesn't have to be physical contact, and it can happen online.

Domestic abuse: Witnessing domestic abuse is child abuse, and teenagers can suffer domestic abuse in their relationships.

Online abuse: Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones.

Child sexual exploitation: Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power or status.

Female genital mutilation (FGM): Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons.

Bullying and cyberbullying: Bullying can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.

Child trafficking: Child trafficking is a type of abuse where children are recruited, moved or transported and then exploited, forced to work or sold.

Grooming: Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example a family member, friend or professional.

Further information regarding indicators of child abuse can be found here:

<https://www.nspcc.org.uk/globalassets/documents/information-service/definitions-sig-ns-child-abuse.pdf>.

Responding to a disclosure

If a child or young person discloses information relating to abuse:

1. They should be allowed to speak without interruption and encouraged only to disclose information they feel comfortable disclosing. Be accepting of what is said and you should not ask leading questions or conduct any kind of investigation.
2. Staff and volunteers must not promise to keep a secret for a young person - they should advise the young person that they will offer support, but that they must pass on information relating to safeguarding concerns.
3. If the young person refuses to disclose anything more, this decision should be respected and the incident should still be reported.
4. Immediately after a disclosure, the Designated Safeguarding Officer should be contacted. In the event of an emergency – and if the child is at risk – inform the police or children's social services/ NSPCC first and then the Designated Safeguarding Officer.
5. Report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant.
6. The Tutoring Scheme shall retain a copy of all such notifications in accordance with GDPR guidelines.

In the event that a volunteer tutor suspects abuse, but it has not been disclosed by the young person, volunteer tutors:

1. Do not discuss your suspicions with the young person in question or conduct any form of investigative work.
2. Report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant.
3. Provide this detailed information to the Designated Safeguarding Officer as soon as you are able.
4. The Tutoring Scheme shall retain a copy of all such notifications in accordance with GDPR guidelines.

Confidentiality and Handling Data

Child protection information will be stored and handled in line with the principles set out in current data protection legislation and NNLs Destitute Asylum Seekers Drop In's Data Protection Policy (available on request).

The Data Protection Act (2018) and GDPR do not prevent the Tutoring Scheme from sharing information with relevant agencies, where that information may help to protect a child.

When dealing with the personal data of young people:

1. All information should be handled with sensitivity and confidentiality.
2. The information should be kept securely and not be made available to others without the authority of the Tutoring Scheme.
3. Dispose of personal data, particularly relating to under-18s, in a confidential manner, by shredding or deleting it when it is no longer needed.
4. Do not use the information inappropriately, especially if it will cause harm to the young person concerned.

Allegations against volunteers

It is vital that anyone with concerns about the conduct of a member of staff/volunteer that seems inappropriate or unsafe feels able to raise these concerns. Concerns must be listened to fairly and equally with all allegations taken seriously. Allegations may arise in a number of ways, such as a concern, suspicion, complaint or report from a child, parent or another adult within or outside of the organisation. Any concerns should be raised directly with the Designated Safeguarding Officer (Rachel Karp).

Parents who have concerns about volunteers will be asked to contact the tutoring scheme team on: nnlsdropintutoring@gmail.com. These emails will be accessed by Rachel Karp (Designated Safeguarding Officer) and Alix Hattenstone and Ben Mackay (Tutoring Scheme Leads).

Tutor code of conduct

- There should be no communication between the tutor and child outside of tutorials, save where incidental to the tutoring session.
- Communication between the tutor and the child's parent(s)/guardian(s) should only take place at reasonable hours (not after 8pm or before 8am).
- Tutors will conduct online tutoring in a location that does not expose personal information or inappropriate background content.
- Tutors will be dressed appropriately in a manner that would be suitable for their attendance at a school in person.
- Tutors will keep their video stream 'on' for the duration of their sessions.

- Tutors will never disclose their phone, email or other personal communication details with their pupil nor seek out their personal contact details.
- Tutors will conduct their sessions without disruption (mobile phones should be set to silent and away from gaze) or supervision by any other persons not approved by the Tutoring Scheme.
- Tutors will not share any links to online content or websites that contain anything other than educational resources that directly link to the content of their sessions. If in doubt of the validity of any websites or material please get in contact with the Tutoring Scheme Leads (Alix Hattenstone and Ben Mackay). Also see the document on recommended websites.
- Tutors must only share their screen to share educational resources that directly link to the content of their sessions. In the event that tutors share their screen they must ensure that there is no inappropriate background content (tutors must check the windows and tabs they have open and that notifications e.g. from email and Facebook are off).
- Be aware that social networking sites are in the public domain if not protected by privacy settings. Strongly consider strengthening any privacy settings so that young people would not be able to access your online profiles and be privy to any information you would not want in the public domain.
- Block any young people that approach you online and inform the Tutoring Scheme Leads. You must not seek out or add young people on any social networking site.
- Tutors will report any concerns about safeguarding or child protection as well as follow all Tutoring Scheme safeguarding and child protection procedures.

Other matters

For all non-safeguarding matters volunteer tutors should contact the Tutoring Scheme Leads in the first instance.

The health and wellbeing of our volunteer tutors is of great importance. They should not feel obligated to go beyond the support that they are already providing through tutoring. We know that this can be difficult when faced with the very real hardship that some families we work with are facing. For example, the families may have specific questions about the support they can get from NNLS Destitute Asylum Seekers Drop In and other services. We recommend in these cases that volunteer tutors direct them to the [NNLS Destitute Asylum Seekers Drop In website](#) and specific queries to dropin@nnls-masorti.org.uk

Contact details

Concern	Contact
Safeguarding concern about a child (EMERGENCY)	Police or children's social services/NSPCC (0808 800 5000) first and then the Designated Safeguarding Officer.
Safeguarding concern about a child or DBS query or if families have safeguarding concerns about tutors	Designated Safeguarding Officer Rachel Karp: nnlsdropintutoring@gmail.com Alix Hattenstone and Ben Mackay also monitor this email. Rachel Karp will give volunteers her phone number.
If an unknown guest enters the chat, you have any concerns about tutoring materials or any non-safeguarding	Tutoring Scheme Leads Alix Hattenstone and Ben Mackay: nnlsdropintutoring@gmail.com

concerns	
If families have concerns about what support they can get from the NNLS Destitute Asylum Seekers Drop In	Direct them to the NNLS Destitute Asylum Seekers Drop In website and specific queries to dropin@nls-masorti.org.uk

Full name:

I have read and agree to follow the Safeguarding Policy for the Drop In Tutoring Scheme

[please tick]:

Date:

Signed:

Please email your signed Safeguarding Policy to nlsdropintutoring@gmail.com.

Thank you!