



Safeguarding Policy

Updated June 2023

Welcome to Good Chance's Safeguarding Policy, outlining our approach to safeguarding and the procedures we follow in all activities conducted by Good Chance around the world.

In every activity or project we undertake, we are committed to ensuring that every person we work with can participate in a safe environment and with their human rights fully respected. To this end, we have taken into account a range of international guidance for the creation of this Safeguarding Policy.

The objective of this document and its procedures is to regulate the way we work as a charitable organisation, so that everyone we have contact with - directly or indirectly - is protected and that their wellbeing is promoted and that our actions do not cause them harm.

We are committed to promoting our Safeguarding Policy widely with our team, partners and volunteers who actively participate in our artistic and humanitarian work. In case of a disclosure, concern or abuse, we will undertake an immediate, professional response in line with this policy.

Safeguarding is everyone's responsibility.

In this policy, the term **adult at risk** applies to any person aged 18 or over who is (or may be) in need of care and support (e.g. health care, relevant personal care or social care) and is experiencing (or is at risk of) abuse or neglect and, as a result of this, is unable to protect themselves from either the risk (or experience of) neglect or abuse.

A note on the contexts in which Good Chance works:

Good Chance works in places where human rights are being challenged, where people have experienced trauma and where there may be discord among communities.

We will always provide briefings on the specific contexts in which a project is taking place. Frequently, these are constantly changing, and often, while there are many volunteers and humanitarian organisations doing incredible work on the ground in the places we go, there are also people who are hostile to the situation, which could include local communities and members of the police.

We always do our best to ensure we communicate the latest information to everyone working with us.

CONTENTS:

1. Charity Commission Expectations
2. Working with Adults at Risk, Young People & Children
3. Safeguarding Procedures Overview
4. Code of Good Safeguarding Practice
5. Responding to Incidents, Allegations or Disclosures
6. Raising Concerns
7. Written Records
8. Information Sharing
9. Training and Support
10. Safeguarding Staff
11. Declaration

1. CHARITY COMMISSION EXPECTATIONS

Good Chance is a UK-based charity and recognises the UK Charity Commission's four clear expectations of charity trustees:

- Provide a safe and trusted environment. Safeguarding involves a duty of care to everyone who comes into contact with your charity, not just vulnerable beneficiaries like children and young people.
- Set an organisational culture that prioritises safeguarding, so it is safe for people to report incidents and concerns in the knowledge they will be dealt with appropriately.
- Have adequate safeguarding policies, procedures and measures to protect people and make sure these are made public, reviewed regularly and kept up-to-date.
- Handle incidents as they arise. Report them to the relevant authorities, including the police and the Charity Commission. Learn from these mistakes and put in place the relevant mechanisms to stop them happening again.

2. WORKING WITH ADULTS AT RISK, YOUNG PEOPLE AND CHILDREN

Good Chance recognises that our work with displaced people, in a variety of settings, will bring us into contact with both adults at risk, young people and children. As such, we are in a position of trust and our responsibilities to them and the organisation must be taken seriously. It is important to recognise how our own attitudes and behaviour can impact on our participants and where there may be imbalances of power. Our aim as an organisation is to "do no harm."

We recognise the duty to protect the rights of children, young people and adults at risk and to comply with the principles enshrined in the UN Convention on the Rights of the Child (1990), the Children Act (1989) and other relevant legislation.

Children, young people and adults at risk have fundamental human rights and we use all available means to safeguard all those we come into contact with.

We recognise the challenges that have and will continue to arise, following the COVID-19 pandemic and acknowledge our responsibility to ensure the health and safety of those we are brought into contact with, in particular vulnerable persons and communities.

We acknowledge that the circumstances within which we are operating are complex, volatile and changeable. This policy is designed to be flexible and responsive.

A safeguarding concern can be any concern of harm, exploitation or abuse that has occurred or will occur if no action is taken.

Adults at risk, young people and children may be subject to abuse that could be carried out deliberately or unknowingly, in single or multiple acts, including:

- **physical abuse:** including violence, misuse of medication, inappropriate restraint

- **sexual abuse:** including rape, indecent assault, inappropriate touching, exposure to pornographic material, trafficking
- **emotional abuse (includes psychological):** including belittling, name calling, threats of harm, intimidation, isolation, extortion
- **financial or material abuse:** including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits
- **neglect and acts of omission:** including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs
- **discriminatory abuse:** including racism, sexism, that based on a person's disability or sexuality, and other forms of harassment, slurs or similar treatment
- **institutional or organisational:** including regimented routines and cultures, unsafe practices, lack of person-centred care or treatment
- **self-neglect:** any failure of an adult to take care of themselves that causes (or is reasonably likely to cause), within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets
- **modern slavery:** a complex crime that takes different forms; it encompasses slavery, sexual exploitation, domestic servitude, forced and compulsory labour and human trafficking
- **exploitation:** the deliberate maltreatment, manipulation or abuse of power and control over another person. It is taking advantage of another person or situation usually, but not always, for personal gain
- **domestic (violence and abuse):** includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 and over who are, or have been, intimate partners or family members, regardless of gender or sexuality. It also includes so called honour-based violence, female genital mutilation and forced marriage

3. SAFEGUARDING PROCEDURES OVERVIEW

Good Chance will safeguard the rights of children, young people and adults at risk by:

- Ensuring children, young people and adults at risk are treated with respect.
- Ensuring the entire organisation is aware of and trained in safeguarding and reporting procedures and promoting a positive culture around these.
- Providing a code of good practice for all staff and volunteers working (or coming into direct contact with) children, young people and adults at risk and undertaking due diligence with partner organisations including assessing their safeguarding practices and behavioural expectations.

- Ensuring enhanced safeguarding standards for all key staff working directly with children, young people and adults at risk, including Disclosure and Barring Service (DBS) certificates (for the UK – or the relevant local Criminal Records Check for international work). All staff, volunteers and visitors will never be left alone with a child, young person or adult at risk.
- Ensuring volunteer recruitment follows a safeguarding positive process and volunteers undertake the necessary training.
- Ensuring there is a formal process for assessing safeguarding risks for all projects and incorporating mitigating actions into the project design and implementation.
- Acknowledging that we are not experts or trained to manage trauma that many of our participants will have experienced and will, therefore, seek advice and guidance from other charities and NGOs who can advise on best procedures to follow.

Good Chance operates internationally and there may be country-specific laws that must be adhered to, in addition to this policy. Good Chance undertakes to make staff and volunteers aware of these additional laws via an addendum for any project it undertakes outside the UK.

4. CODE OF GOOD SAFEGUARDING PRACTICE

All Good Chance staff, volunteers and partners must adhere to the following when working with children, young people and adults at risk:

- 4.1.1 Be aware of relevant and current health and safety rules - particularly public health rules and guidelines, including temporary guidelines (such as for COVID-19) and take appropriate steps to ensure you abide by them.
- This includes by reporting any unsafe practices to a member of Good Chance staff, if it cannot be resolved more simply. This person will assess the situation and respond as appropriate (including by escalating to the Safeguarding Officer if necessary).
- 4.1.2 Never be alone with a child, young person or adult at risk, especially in an enclosed space.
- If you are interacting with one person individually, always make sure that you and the other person are in full view of at least one other person to avoid concerns.
 - If this is unavoidable, make sure that you are visible to other colleagues, keep the door open and make sure that other staff or volunteers know where you are and how long you will be there.
 - This is for the protection of everyone in this situation. Even if you do not see any potential for harm, this is a precaution we ask everyone to take, to ensure everyone is safe and to reduce the potential for harm.
- 4.1.3 Report anyone whose behaviour with children, young people or adults at risk you feel is inappropriate.

- Some people may not know how to behave with children, young people or adults at risk. If you see someone behaving in a way that may put them, the child, young person, or adult at risk, in danger please report it to a Good Chance staff member. This person will assess the situation and report/scale, as necessary.
- It is the responsibility of the Safeguarding Officer to ensure that this report is followed up and the response is documented. Unfortunately, crisis situations attract people who take advantage of children and vulnerable people, putting them at risk of abuse and exploitation. If you see someone behaving in a way that may be harmful, please report this immediately to the Safeguarding Officer, who will report it to the police if required.

4.2 Engage in respectful, appropriate behavior at all times.

- Promote equality by treating everyone with respect and dignity.
- Do not engage in any physically rough or sexually provocative play or inappropriate conversation or touching during any activity.
- Seek participants' agreement before any physical contact, recognising the potential for an imbalance of power in such interactions.
- Do not introduce potentially "triggering" content into workshops or performances, without first establishing a strong relationship with the participants and make it clear what the content will be and ensure that everyone is comfortable with it.
- Involve participants in decision-making as much as possible.
- Do not discriminate or show signs of approval or prejudice.
- Build balanced relationships, based on mutual trust and focused on work, rather than on the expectation of friendship.
- Use appropriate verbal language and body language at all times.
- Not participate in or tolerate inappropriate physical activity or intimidation of any kind.
- Report any incidents, disclosures and concerns to the Safeguarding Officer.
- Never draw conclusions without knowing all the facts.
- Never trivialize topics or situations, nor make suggestive comments or gestures.

4.2.1 Do not take photos of children or young people under any circumstances.

- Always get permission from adults if you wish to photograph them and explain the way in which the photograph will be used.

- Uploading pictures of vulnerable people's faces, names and locations can identify where they are, which may put the people fleeing their country at risk. Never put someone in an uncomfortable position in an attempt to photograph or film them.
- Never use at one time someone's full name, face and location or other identifying information (eg school uniform).

4.2.2 Do not use social media with children or young people.

- Never give your personal contacts and social networking sites to children or young people.
- If adults ask for your contacts/social networking sites, it is your decision whether to give them out. However, we recommend that, instead of giving out your personal information, you direct people to the Good Chance Facebook page or the Good Chance Friends group on Facebook to keep in touch with the organisation.

5. RESPONDING TO INCIDENTS, ALLEGATIONS OR DISCLOSURES

When responding to an allegation or disclosure:

RECEIVE • REASSURE • REACT • RECORD

1. Listen carefully to what they are saying.
2. Do not interrupt.
3. Take what they are saying seriously.
4. Stay calm and do not show shock or disbelief.
5. Explain that it is likely that the information will need to be shared with others. Do not promise confidentiality.
6. Allow them to continue at their own pace.
7. Only ask questions that enable you to understand things more clearly; do not ask leading questions that suggest a particular answer.
8. Reassure the person that they have done the right thing by telling you.
9. Tell them what you will do next and who you will share the information with.
10. Do not make notes while the individual is speaking.
11. Write down what you have been told/witnessed as soon as possible.

If you witness an incident of abuse or abuse has just taken place, the priorities are:

- To ensure the safety of you, staff, volunteers and any other people present
- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To inform the Safeguarding Officers, as soon as possible, to follow up and record this incident as per procedure

6. RAISING CONCERNS

All staff, volunteers, partners and participants will be informed at the beginning of any project who the Safeguarding Officer is and what the reporting process is for raising concerns. There will always be at least two options for reporting concerns, one to a male and one to a female member of staff. Everyone can at any time contact Good Chance's Safeguarding Lead on safeguarding@goodchance.org.uk.

There can be no reprisals for anyone raising a concern or for a whistle-blower where concerns are reported in good faith and without malice. Anyone reporting a concern will be supported throughout the process following Good Chance transparent safeguarding reporting process.

Good Chance staff and volunteers are not specialists in dealing with situations of abuse or concerns over a child's, young person's or adult at risk's welfare or in deciding whether abuse has occurred. All Good Chance staff and volunteers should, therefore, immediately report any concerns by following the procedures below. It is not up to any staff or volunteer to determine if wrong-doing is taking place – that will be determined by professionals as relevant. If you report a concern, you will receive a response within 48 hours.

All concerns, allegations or actual incidents under the supervision of Good Chance will be promptly reported to the Safeguarding Officer. The Safeguarding Officer will investigate the concerns and/or allegations and will keep appropriate written records. The Safeguarding Officer will ensure that all such records are kept securely password protected.

If the Safeguarding Officer on a project is not the Executive Director, they may inform the Executive Director who is the Safeguarding Lead for the whole organisation.

The investigation may result in external organisations being contacted for advice or for escalation. In other instances, it may result in the invoking of procedures, such as disciplinary and/or grievance procedures.

Due to confidentiality, the Safeguarding Officer may not be able to give feedback on actions taken – this does not mean no action has been taken. However, the Safeguarding Officer will keep the individual who has raised the concern updated on an agreed basis and support services will be made available as appropriate.

An indication of how Good Chance proposes to deal with the matter will be given within 21 days but, sooner, where reasonably possible. An indication of the likely timescales involved in providing a final response will also be provided. If a decision is made not to investigate further, an explanation of the reasons for the decision will be provided.

Managing allegations made against member(s) of staff or volunteer(s)

Good Chance will ensure that any allegations made against member(s) of staff or volunteers will be dealt with swiftly.

The Executive Director will ensure that Good Chance's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

If a member of staff/volunteer is thought to have committed a criminal offence, then once reviewed and assessed Good Chance may choose to report a concern to the local authorities or police. If someone's immediate safety or health is in danger, the emergency services in that local area may need to be contacted: Good Chance and the Safeguarding Officer are not an emergency service line.

7. WRITTEN RECORDS

All information in relation to incidents, allegations or disclosures should be recorded and must include, as a minimum:

- The date and time of the disclosure, concern, allegation or actual abuse incident.
- Details given about the incident.
- An indication of the parties involved.
- Details of any action that Good Chance has taken.
- Details of further reporting actions (e.g. to relevant agencies and organisations).

Any report submitted, no matter what the outcome, will be stored for 10 years, password protected.

8. INFORMATION SHARING

All Good Chance staff should consider each request on a case-by-case basis. Any information sharing must be done in accordance with Good Chance policies and the Data Protection Act/GDPR 2018 and must be based on an assessment of the relevance and appropriateness of the information. Where information is shared, there must be permission from a Director and a written auditable record.

9. TRAINING AND SUPPORT

All members of staff and volunteers will receive this Safeguarding Policy and basic safeguarding training as part of their induction to Good Chance, provided through the [Safeguarding Resource and Support Hub](#). Adherence to Good Chance's Safeguarding Policy forms part of the written contract with all members of staff and volunteers. If any member of staff or volunteer would like to discuss additional training options available for working with children, young people and adults at risk, please contact the Safeguarding Officers. At any time anyone can make confidential contact with the Safeguarding Lead at safeguarding@goodchance.org.uk.

Emotional support:

Self-care is vital when you are working in challenging circumstances. You may have heard people talk about "burnout". It is important that you take the time to look after yourself throughout the time you are working with Good Chance. Please ask to speak with the Project Managers, at any time, if you wish to find out more information and support you can access. Look after yourself so that you can continue to look after others.

Other resources:

These are some resources we have found helpful in providing advice on how to care for yourself and others as a volunteer in humanitarian crisis situations:

- <http://worldreliefdurham.org/establishing-boundaries-and-avoiding-burnout>
- Facebook: Solidarity and Support Network for Camp Volunteers
- Facebook: Mutual Support for Refugee Aid Volunteers
- <http://mindfulnext.org>
- <https://www.helpguide.org/articles/stress/preventing-burnout.htm>

Please do not hesitate to ask for more information or guidance if you would like it.

Relevant legislation:

The following legislation and guidance have been considered in the development of this policy:

- The Rehabilitation of Offenders Act (1974)
- The Children Act (1989)
- The Police Act (1997)
- Public Interest Disclosure Act (1998)
- The Protection of Children Act (1999)
- Criminal Justice and Court Services Act (2000)
- Care Standards Act (2000)
- The POVA or Protection of Adult at Risk Scheme (launched 2004)
- Every Child Matters and the Children Act (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Equality Act (2010)
- Working Together to Safeguard Children (2015)
- The Care Act 2014
- Care and Support Statutory Guidance (2017)
- Appropriate DBS checks
- The General Data Protection Regulation 2018
- Working together to safeguard Children 2018

10. **SAFEGUARDING STAFF**

Good Chance has appointed its Executive Director to have overall responsibility for compliance with this policy.

Executive Director, Naomi Webb:

Naomi Webb email: naomi@goodchance.org.uk

UK mobile number: +44 (0)7584 200670

Each project will have an appointed Safeguarding Officer. The Safeguarding Officer will ensure that all staff understand their responsibilities under this policy. This staff member will be named and contact details provided in the project-specific safeguarding briefing, to both staff, volunteers, partners and participants. There will also be an option for raising concerns to another member of staff so that both a female and male staff member are available.

The Safeguarding Officer will:

- Be the focal point for all safeguarding questions.
- Have responsibility to provide advice and guidance to staff who, during the course of their work, believe that a participant may be at risk of harm and/or have concerns about their welfare.
- Ensure that all staff and volunteers have been made aware of this policy and are equipped to escalate any concerns accordingly.

- Deliver a safeguarding briefing for the project to all other staff and volunteers.

The Safeguarding Officers will receive appropriate training and support to undertake the role. The Safeguarding Lead can be contacted at any time on safeguarding@goodchance.org.uk. Should the Safeguarding Lead need to escalate further, they will report to the Good Chance Board of Trustees.

Should anyone not wish to speak to either of these individuals, they may contact a member of Good Chance's Board of Trustees. The trustees with designated responsibility for safeguarding who have received the relevant training are:

Susan Witherow who can be contacted on susanwitherow@mac.com / +44 7531 414385

Gemma White who can be contacted on gemmawhite@blackstonechambers.com / +44 2075 831770

11. **GOOD CHANCE SAFEGUARDING POLICY DECLARATION**

Once you have read Good Chance's Safeguarding Policy carefully, please read and sign the declaration below.

DECLARATION

I confirm that I have read and understood the Good Chance Safeguarding Policy and the Good Chance Safeguarding Code.

I undertake that I must comply with the policy in all respects and at all times during the course of my participation with Good Chance.

I understand that it may become necessary, in due course, for me to be checked by the Disclosure and Barring Service (DBS), in which case I shall promptly provide Good Chance with any related assistance that they may request.

Name (please print):

Signature:

Date: