

Chapter One: Child Safeguarding Policy and Procedure

1. Chapter One Programmes

Chapter One's Online Reading Volunteers programme deploys volunteers from corporate organisations to support young readers using an online platform and voice connection for 30 minutes once a week. No visual connection is established between the volunteer and child during volunteering and unsupervised physical meetings between volunteers/staff and pupils do not take place. Chapter One staff, including Early Literacy Interventionists, are regularly present in schools.

Chapter One recognises that it has a clear responsibility to its staff, volunteers and beneficiaries to ensure that conduct and training complies with best practice in relation to Safeguarding. Chapter One therefore undertakes:

- To ensure all Chapter One staff and volunteers are aware of what Safeguarding is
- To ensure Chapter One staff and volunteers understand what constitutes appropriate behaviour in their interaction with children
- To train all Chapter One staff and volunteers in the appropriate procedure to follow should they become concerned that a child is experiencing abuse, or is at risk of abuse
- To ensure Chapter One follows an appropriate procedure if an allegation is made against staff or volunteers
- To ensure that all volunteers and Chapter One staff pass a criminal record or Enhanced DBS/ Scottish PVG check before they begin to volunteer or work
- To ensure that all reading calls are recorded and recordings can be reviewed on demand
- To ensure Chapter One's Senior Leadership team regularly reviews data on Safeguarding reports

2. Why is Safeguarding important?

All children have an absolute right to a childhood free from abuse, neglect or exploitation. Chapter One believes that in all matters concerning child protection and safeguarding, the welfare and protection of the young people we work with is of paramount consideration. Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families or carers has a role to play in safeguarding children. People involved in primary schools are particularly important as they are in a position to identify concerns early, provide help for children and prevent concerns from escalating.

3. What is Child Abuse?

Child abuse happens when a person – adult or child – harms a child. It can be physical, sexual or emotional, but can also involve a lack of love, care and attention. Neglect can be just as damaging to a child as physical or sexual abuse. Children may be abused by family members, friends, people working or volunteering in organisational or community settings, people they know or, much less commonly, by strangers. Children suffering abuse often experience more than one type of abuse. The abuse usually happens over a period of time, rather than being a single, isolated incident. Increasingly, abuse can happen online.

For definitions and signs of abuse please refer to this [NSPCC guide](#)

4. What is the purpose of Safeguarding?

Safeguarding is:

- Protecting children from maltreatment with appropriate measures
- Ensuring children grow up in circumstances with the provision of safe and effective care

- Taking action to enable all children to have the best outcomes

5. Criminal Record/Enhanced DBS/Scottish PVG checks

Chapter One will perform an Enhanced DBS or PVG in the UK every two years for all volunteers through a qualified third-party supplier. Further detail on how Chapter One administers this process can be found in the organisation's Recruitment of Ex-offenders Policy, available on request.

All Chapter One staff are recruited in line with the organisation's Safer Recruitment Policy, a copy of which is available on request.

6. Training for Chapter One Staff and Volunteers

All Chapter One staff are required to have up to date safeguarding training and knowledge of the Prevent duty. Staff who are school-facing and who do not have recent proof of training on joining Chapter One will be required to take the [NSPCC Child Protection in Schools](#) online course. All Chapter One chat team staff are trained on how to respond to volunteers who approach them with safeguarding questions, as explained in Chapter One's internal Safeguarding Procedure Process Guide.

All Chapter One Online Reading Volunteers are required to have safeguarding training and agree to comply with Chapter One's Safeguarding Policy and Procedure, as well as a Volunteer Code of Conduct (see Section 10). Volunteer training includes guidance on how to spot signs of abuse, how to deal with disclosures and how to report them to Chapter One. Chapter One's training reinforces this simple advice: 'if in doubt, report it'. All volunteers and staff will agree to comply with Chapter One's Safeguarding Protection Policy and Procedure.

7. Procedure for dealing with a Disclosure or Concern of Abuse in the Online Reading Volunteers programme

In the event that a child discloses any form of abuse to a volunteer whether the session is taking place at home or at school, they will follow this procedure:

- Be welcoming and allow the child to speak openly but be clear that nothing can be kept confidential and that you will need to tell someone that can help them
- Try to make a note of the child's exact words for use in the report to Chapter One
- Try to react in a calm and reassuring manner (controlling any shock) and show concern "I am so sorry that this has happened and I will make sure we deal with this."
- Do not ask any leading questions e.g what was your mother doing at this point? This is the job of the Designated Safeguarding Lead in the relevant School.
- Continue with the reading session (if relevant, and they believe it to be in the best interests of the child at that particular moment)
- As soon as the session has ended report the concern immediately to safeguarding@chapterone.org using the Rapid Reporting Form (appendix 1) and the child's own words as far as possible

In the event that the volunteer is reading with a child who is at home, and has emergency concerns about the home environment of a child they will additionally follow this procedure:

- If the volunteer believes the situation is an emergency they must telephone Emma Bell, Designated Safeguarding Officer on 0787 2182373. If Emma doesn't answer please send the following text: "*It is (Name). I have an emergency situation at (Child's) home.*" A member of staff from Chapter One will ring back immediately to discuss the situation.
- In addition, the volunteer should report the concern in writing immediately to safeguarding@chapterone.org using the Rapid Reporting Form (appendix 1)

Once Chapter One have received a Safeguarding disclosure, the team will follow this procedure:

- In any emergency situation relating to the home programme, Emma Bell will either call 999 or immediately refer to statutory Children's Services. Emma will ensure that any such action is also reported to the child's school.
- In a non-emergency situation, relating to home or school sessions, on receipt of a Rapid Reporting Form the staff member picking up the concern at safeguarding@chapterone.org will refer it

immediately to Emma Bell, Designated Safeguarding Officer, who will acknowledge receipt to the referrer and check they don't have any additional support needs.

- Emma will review the report act in accordance with the Chapter One's internal Safeguarding Procedure Process Guide. Either she, or the relevant Programme Manager, will share it with the school's Designated Safeguarding Lead by email the same school day or within 24 hours. The referral email will clearly indicate that a safeguarding concern is being raised and ask the school to acknowledge receipt. If no acknowledgement is forthcoming then the DSO or Programme Manager will call the school.
- All information about the referral, including dates and times information is received and passed on will be recorded on Chapter One's Safeguarding Incident Log by Emma.
- If Emma learns about a disclosure outside school hours, or before a weekend/break when the school will be closed, she may decide to report the incident immediately to statutory Children's Services.
- If required, Chapter One will follow-up with the school not more than 2 working days later to ask for confirmation, in writing via email, that the report has been received and that appropriate action is taking place.
- Chapter One will keep an updated list of school DSLs available and accessible to all programme staff at all times.

8. Online Reading Volunteers at Home

The majority of reading sessions will take place in the school setting, however some may take place while the child is in their home, especially in the context of a pandemic which closes schools. All the procedures in Section 7 will apply to the home setting, but both volunteers and parents will be given additional information and support for at home session delivery. This will consist of:

- A technical guide for parents to help them understand how to set up their home devices and mobiles for safe use
- An additional parental agreement and consent form which describes the responsibilities parents have for ensuring home-based sessions run smoothly and safely
- A revised code of conduct that all volunteers delivering home based sessions will be required to consent to plus a refresher training and safeguarding guidance which specifically addresses safety questions and issues that might arise in the home.

Chapter One has also developed a framework document for schools which explains the expanded Safeguarding procedures in place for at home sessions.

9. Procedure for dealing with a Disclosure or Concern of Abuse in the ELI programme or to Chapter One staff in a school

ELIs are Chapter One staff based in schools part-time, and other Chapter One staff visit schools occasionally. All Chapter One staff present in schools should adhere to the policies and procedures within that as well as Chapter One's procedures:

- All Chapter One staff members present in schools should familiarise themselves with the Safeguarding procedures and DSLs in that school
- If a child makes a disclosure to an ELI, or other Chapter One staff member in a school, or a Chapter One employee observes something of concern, they should report it according to the school's procedure to the school DSL. The school should be asked to acknowledge receipt.
- The ELI/staff member should also immediately notify the Chapter One Designated Safeguarding Officer, Emma Bell, who will record details of the incident on the internal Chapter One Safeguarding Incident Log, ELI tab. The ELI should also inform Emma when the school acknowledge receipt and the name of the school DSL.

10. Procedure with dealing with an allegation of abuse AGAINST a Chapter One staff member or volunteer

The person who receives the allegation of abuse, whether it is a Chapter One staff member, or another volunteer, shall:

- If they are on the school premises at the time the allegation is made, and it has been made by a child, ensure that the school DSL or Deputy is immediately made aware.
- Immediately after receiving an allegation or disclosure, contact Emma Bell, the DSO at Chapter One using the safeguarding@chapterone.org email address.
- Report the facts on a Safeguarding Rapid Reporting Form (see Appendix 1, page 6), including the names of relevant adults and/or young people and the account given to you using the words that they used as well as including any other information you feel is relevant.
- Provide this detailed information to the DSO as soon as you are able to.

For allegations against reading volunteers:

- The DSO will lead on any investigations involving a reading volunteer and will liaise with the school DSL as part of this process.
- The DSO may also seek guidance from the Local Authority Designated Officer (LADO), in line with Part 4 of Keeping Children Safe in Education (2022). The school DSL may also do this.
- Based on the investigation, the DSO will take a decision, inform the school about future involvement of the volunteer tutor on the Chapter One programme, and inform the LADO and police if necessary.
- It is appropriate to suspend a volunteer from reading while an investigation is taking place.

For allegations against staff:

- Any allegations against Chapter One employees will be reported to the DSL and to the Trustee in charge of Safeguarding for investigation. If the allegation is against the DSO then the organisation's Whistleblowing Policy will be followed.
- The Chapter One DSL and Trustee will conduct an investigation, involving the school DSL and LADO where appropriate, in line with Part 4 of Keeping Children Safe in Education (2022)
- It may be appropriate to suspend a member of staff from their duties while an investigation is taking place.

11. Appropriate Volunteer/Staff Behaviour

Chapter One staff and volunteers will also be trained to understand what constitutes appropriate behaviour in their interactions with children. On registration to be an online reading volunteer, volunteers are required to read and accept our Volunteer Code of Conduct (copies available on request). Safeguarding training will also help to protect them against any malicious or unfounded allegations of inappropriate behaviour. The following are the essential requirements for all staff and volunteers to comply with:

- Remember that staff and volunteers are in a position of responsibility and should use language carefully
- Speak in a manner appropriate for the age group e.g. no swearing, no suggestive or derogatory comments
- Do not share personal information with students e.g. Facebook, Instagram, Snapchat, phone number and email address
- Do not ask children for their personal information
- Do not arrange to meet a child anywhere outside the school setting
- Do not offer to send children individual gifts or money or make promises to them that cannot be fulfilled
- Do not interact with children under the influence of alcohol or drugs
- Staff/volunteers should only take photos of children during school events if they have confirmed that the child has a photo release

12. Guidelines for teachers

Chapter One will ensure that teachers are briefed on how to introduce the Online Reading Volunteers programme to their pupils. Teachers will be reminded to set the programme in the context of general

discussions about online safety, emphasising that children should not share their personal contact details with their volunteer, and that if they are ever concerned about something their volunteer says they should tell a trusted adult.

13. Support for staff and volunteers who receive Safeguarding disclosures

Receiving a disclosure of concern from a child can be distressing. When a volunteer reports a concern, the Designated Safeguarding Officer will always acknowledge receipt and check that the volunteer has no additional support needs. This includes reminding them that they can get back in touch at any point if they feel like they need additional support/opportunity to debrief. It is important for the Designated Safeguarding Officer to explain to volunteers that we won't be able to share details of any investigation or outcome with them, and naturally volunteers may find this challenging.

Chapter One is committed to ensuring that staff have access to debriefing with the Designated Safeguarding Officer and can also use the support offered by the Employee Assistance Programme.

14. Chapter One Review of Safeguarding Incidents

Chapter One will collate all reports of abuse/concern. These reports will be anonymised and reviewed by the Board on a regular basis. Any learning from specific incidences will be fed back into training and policy review, reflecting the organisation's culture of continuous learning.

Appendix 1

Online Reading Volunteers Rapid Reporting Form
This must be completed as soon as possible after any disclosure/concern

Name of Child:	Date/Time of Reading Session:
Name and Email of Volunteer:	Volunteer Organisation:
Date Form Completed:	Time Form Completed:
Reasons for Recording Incident: Why are you filling out this form?	
Incident Details <i>What are your concerns? What were the child's exact words? What have you said to the child?</i> Use the child's exact word and direct speech “..” rather than your own. Make it clear where/if you are expressing your opinion. Once you've recorded all the relevant details then email the form to safeguarding@chapterone.org	

Change Record

Date of Change:	Changed By:	Comments:
March 2018		Policy approved by the Trustee Board
June 2019	EB	Review of policy and additions made to reference other policies
January 2020	EB	Addition to clarify process to be followed if disclosure received out of hours
May/June 2020	EB	Alterations to meet needs of home reading sessions
Jan 2021	EB	Updates made for Home reading sessions
May 2022	EB	Updates made for call recording, ELIs in schools, Home reading sessions, support for volunteers making disclosures, refinement of procedures
Jan 2023	EB	Updated with references to Chapter One
May 2023	EB	Updated Section 10 - allegations made against volunteers or staff