



Brighter Futures

Safeguarding

Policy and Procedures

Version number	Effective Date	Author	Brief Description of updates
V 1.1	01/09/2023	Fiona Brennan	General updates
V1.2	02/05/2024	Fiona Brennan	Various updates inc procedure if allegations against BF personnel, deletion of training, staff suitability and complaints as addressed in Handbook, New Appendix A
V1.3	17/07/2025	Fiona Brennan	Name change to Brighter Futures - 2025 Safeguarding Policy

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Policy Statement

Policy Aim

Brighter Futures is a medium sized registered charity. We are a family focused charity that works with approximately 150 families per week who are facing significant disadvantage or difficulties in their lives. These families have committed to changing their situations and improving life chances for themselves and their families. The client is referred to Brighter Futures from a range of agencies such as health visitors, schools, children's services etc. Whilst the client is identified as the main carer within the family, the welfare of the children within the family is paramount in all that we do.

As a member of The Safeguarding Partnership Board (SPB) in Jersey, Brighter Futures is committed to following the SPB guidelines, policies and procedures published on its website (www.safeguarding.je) and ensuring our safeguarding practices are kept up to date and current.

The Safeguarding Partnership Board, formed in 2013, works to safeguard children and adults in Jersey through the joint work of two boards, being Safeguarding Children and Safeguarding Adults. It has responsibility for promoting the understanding of safeguarding, helping agencies to work together to safeguard children and adults at risk and to monitor how effectively agencies are working together to keep adults and children safe in Jersey.

Purpose of Policy

The purpose of this Policy is to protect from harm children, young people and carers who receive services from Brighter Futures. It is never acceptable for a child or an adult at risk to suffer any form of abuse, whether physical, emotional, or sexual, or from neglect. Everyone at Brighter Futures has a responsibility to promote the welfare of all children and adults at risk and to keep them safe and to work in a way that protects them. All references to children in this document include unborn children and a child is a person up to the age of 18 years old.

Definitions of what constitutes abuse and neglect may be found on the "Safeguarding Children" page of the SPB website.

Brighter Futures recognise that all children and adults regardless of age, disability, gender, race, or religion have a right to equal protection from all types of harm or abuse and that some are additionally vulnerable due to previous experiences, communication needs or other issues. Extra safeguards may be needed to keep those who are additionally vulnerable safe from abuse.

This Policy is also intended to protect employees and volunteers in the event of allegations into their behaviour which shall always be investigated in a fair and proper manner.

Our Duty and Beliefs

This Policy applies to anyone working at Brighter Futures including the CEO, the board of Directors, employees, volunteers, and students. Everyone has a duty to proactively follow Brighter Futures procedures if we suspect that a child or adult may be a victim or potential victim of abuse or neglect

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or maybe a perpetrator. It is also the duty of everyone to follow these procedures should they witness suspicious behaviour.

Brighter Futures will seek to keep children and their carers safe by:

- Valuing, listening and respecting them
- Appointing a Designated Safeguarding Lead together with a Deputy Designated Safeguarding Lead
- Adopting protection and safeguarding best practice through our policies and procedures and our Handbook for employees and volunteers
- Providing suitable support and training for employees and volunteers in respect of safeguarding so that all employees and volunteers follow our policies and procedures and code of conduct with confidence and competence
- Ensuring that all necessary checks are made when recruiting employees and volunteers
- Recording and storing information securely in accordance with data protection legislation
- Ensuring that everyone knows who to speak to if they have a concern
- Sharing any concerns with the appropriate agencies
- Ensuring we have an effective complaints and whistleblowing procedure in place
- Ensuring a safe physical environment for children, carers, employees and volunteers by complying with health and safety legislation
- Ensuring we have a culture where employees, volunteers, children, carers and families are comfortable about sharing any concerns

This Policy statement should be read alongside the procedures and guidance in this document.

Contact Details

Designated Safeguarding Lead

Name: Lauren Maggs, Manager

Email: L.Maggs@brighterfutures.org.ie (please mark all emails "Private and Confidential")

Phone: 01534 449142 or 07829 780080

Deputy Designated Safeguarding Lead

Name: Carla Brito (SPB Level 1 Foundation Trainer for Charity and Third Sector (Children))

Email: C.Brito@brighterfutures.org.ie (please mark all emails "Private and Confidential")

Phone: 01534 449126 or 07829 734403

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Chief Executive Officer

Name: Fiona Brennan

Email: f.brennan@brighterfutures.org.je (please mark all emails "Private and Confidential")

Phone: 01534 449129 or 07797 853029

Children and Families Hub (Government of Jersey)

Email: childrenandfamilieshub@gov.je

Phone: 01534 519000 (8.30 to 17.00 Monday to Thursday and 8.30 to 16.30 on Friday)

(outside these hours call 01534 442000 and ask to speak to the out of hours children's social worker)

Procedures

1. What to do if you have a safeguarding concern

If at any time there is concern of risk of immediate harm to a child, you must call the Police immediately on 999.

Do not speak to any suspected or alleged perpetrator of abuse and follow the reporting actions to the Designated Safeguarding Lead set out in section 2 paragraphs (a) to (g) below.

Whilst children may disclose abuse directly by telling you something has happened to them, sometimes children may not always be aware that they are disclosing abuse through their actions and behaviour. Adults need to be able to notice signs that a child or young person might be distressed and ask them appropriate questions about what the cause might be.

If you have any concerns whatsoever about any child at Brighter Futures, you must immediately discuss your concerns with the Designated Safeguarding Lead or if they are not available with their Deputy or the Chief Executive Officer. Should you have any concerns regarding the safety of a child whilst outside of the Brighter Futures premises and within your working role, e.g. on a home visit, these concerns must be reported to the Designated Safeguarding Lead without delay and these procedures followed accordingly.

2. What to do if a child makes a disclosure

If a child begins to tell you something, it is vital to be truthful to the child in an age-appropriate manner. Tell the child that if they tell you something that creates concern, you may have to tell someone else. It is important to deal with the information appropriately, sensitively, and empathically.

Never speak to the alleged perpetrator about a child's disclosure as this could make matters worse.

Guidelines on what to do:

- Always stop and listen, give them your full attention and keep your body language open and encouraging
- Do not interrupt and let them share what's happened at their own pace
- Make it clear you are interested in what they are telling you and reflect back what they've said to check your understanding
- Do not ask leading questions, ask open questions and never make a promise

IF A CHILD IS AT IMMEDIATE RISK CALL THE POLICE ON 999

If a child is not at immediate risk but you suspect that a child or young person may be a victim of abuse (or a perpetrator), or you have witnessed any suspicious or concerning behaviour, you must:

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- (a) Immediately raise your concerns with the Designated Safeguarding Lead, or in her absence inform the Deputy Designated Safeguarding Lead. If neither of these individuals are available, you must inform the Chief Executive Officer of Brighter Futures.
- (b) The incident must be recorded by you as soon as possible in writing and include (i) the child's name, age and address (ii) what the child said or did that gave concern, if a verbal disclosure write down their exact words (iii) any information that the child has given you about the alleged abuser (iv) sign and date the document and give it to the Designated Safeguarding Lead.
- (c) The Designated Safeguarding Lead must sign the document and store the document appropriately in line with data protection procedures. Clear and accurate records ensure that there is a documented account for Brighter Futures as well as your involvement in a situation. This may be requested by other agencies such as members of the Multi Agency Safeguarding Hub (MASH.)
- (d) The Designated Safeguarding Lead may complete a Children & Families Hub referral. If there are child protection concerns and you think the child is in immediate risk, you must follow the Children & Families Hub guidelines available at: www.childrenandfamilieshub@gov.je and contact the Police.
- (e) In the event of the absence of the Designated Safeguarding Lead or their Deputy advice and guidance must be sought from the Chief Executive Officer of Brighter Futures.
- (f) If for any reason none of the Designated Safeguarding Lead, their Deputy or the CEO are available you may make a call to Children and Families Hub on 01534 519000 and meet with them at the earliest opportunity. When making a report to MASH or responding to a query from MASH, if appropriate, Brighter Futures will endeavour to inform the parent(s) of the action being taken and the reason for the action, ensuring clarity regarding the role of MASH.
- (g) **If the action of informing the parent(s) may put the child at risk of further harm the parent(s) must NOT be informed at this time.**

3. What to do if an adult makes a disclosure about a child

If an adult makes a disclosure that may lead to concern regarding the safety of a child, the procedures in section 2 above must be followed.

Regarding all of the scenarios below, the Children and Families Hub must be informed by calling 01534 519000 or emailing childrenandfamilieshub@gov.je

1. Historical abuse, also known as non-recent abuse, refers to any form of abuse that occurred in the past when an adult was a child or under the age of 18 years old. If an adult makes a disclosure regarding historical abuse but there remains a risk presented to a child (not necessarily the child who suffered the abuse but possibly another child) for example, the historical abuser is known to be in Jersey and may continue to have access to children, the

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Children & Families Hub must be informed. If a social worker is involved with the family, then they must be informed.

2. If an adult makes a disclosure regarding historical abuse where the risk to a child is currently unknown i.e., the abuser is no longer in Jersey, the adult can be signposted to appropriate support as required for their needs. The information must be documented and stored by the Designated Safeguarding Lead who will decide if any further action is required. Information may need to be shared to ensure the safety of children elsewhere as determined by the Designated Safeguarding Lead.
3. If an adult makes a disclosure regarding historical abuse where no child is now at risk (for example, the abuser is deceased or the child is now an adult), the adult can be signposted to appropriate support as required for their needs. The information must be documented by the Designated Safeguarding Lead.

4. What to do if an adult makes a disclosure about themselves or another adult

If you have a concern about an adult at risk, please speak to the Designated Safeguarding Lead at Brighter Futures in the first instance. If she is not available speak to the Deputy Designated Safeguarding Lead or the CEO.

For information regarding Safeguarding Adults who may be vulnerable please see the Safeguarding Adults page of the Safeguarding Partnerships Board website www.safeguarding.je for more information on recognising and reporting abuse of adults.

5. What to do if an allegation is made against a Board Director, CEO, employee, volunteer or student

If an allegation is made against anyone working for or volunteering for Brighter Futures the person investigating such allegation will be a person not directly involved in the allegation.

A safeguarding allegation against an employee or volunteer may be an allegation, either current or historic, that a person has:

- Behaved in a way that has harmed a child or adult or may have harmed a child or may lead to a child being harmed
- Committed or is planning to harm a child or adult
- Behaved in a way towards a child or adult in a way that indicates that person is or would be unsuitable to work with children or families
- Behaved in a way that has harmed or may have harmed an adult at risk

An allegation may be about any type of abuse – physical, emotional, sexual or neglect and the allegation may not directly relate to a child or adult known to Brighter Futures.

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Any person working or volunteering at Brighter Futures who becomes aware of or has any suspicions of any safeguarding allegation made about another person must record the details to include:

- The name of the individual(s) who the allegation is about
- Name of the child or children at risk or adult
- Date and time of the allegation arising
- Name and contact details of the person making the allegation
- Key information about the nature of the safeguarding allegation
- Steps taken since the allegation was made

We suggest you complete the form attached at Appendix A which is the template provided by the Safeguarding Partnership Board to notify the Children and Families Hub about an allegation or concern about a person working with children.

The person either receiving the allegation from another person, or making the allegation, must without delay inform the Designated Safeguarding Lead or in their absence the Deputy Designated Safeguarding Lead or the CEO. If the person feels they cannot report the allegation to those people the person should contact m.fricker@brighterfutures.org.je, the Chairman of the Board of Brighter Futures.

Where an allegation relates to abuse involving a current family or past family of Brighter Futures, action shall be taken to lock down the files of that client so that previous records cannot be altered. All records must remain secure for the process of managing the allegation.

After an allegation has been received by the Designated Safeguarding Lead an initial plan will be determined by the Designated Safeguarding Lead within 24 hours to include:

- Action to be taken to address any immediate safety of the child or adult involved
- Whether the Police or any other agency should be notified
- Whether the person who is subject of the allegation should be notified
- If an employee, whether the individual the subject of the allegation should be suspended pending further enquiries/investigation
- What further information is required including identifying anyone else who is aware of the safeguarding allegation
- Arranging support for (i) the person who is the subject of the safeguarding allegation and (ii) the person who raised the allegation and (iii) the child or adult who is the subject of the alleged wrongdoing
- Seeking legal advice, as required

Unfounded or Malicious Allegations

If the Designated Safeguarding Lead determines the matter is not a safeguarding issue but is considered poor practice or misconduct the CEO must be immediately informed to consider,

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in the case of an employee, if disciplinary action should be instigated in accordance with the Brighter Futures Handbook.

It may be determined that a child or adult made a false allegation and in this case advice should be sought as the child may have been abused by someone else. Support should be considered for the person the subject of the false allegation.

All decisions and reasons must be recorded in writing.

Evidence Supporting Allegations

If the Designated Safeguarding Lead determines that the matter constitutes a safeguarding issue they will make a referral to the Children and Families Hub and the Police for investigation. Subject to legal advice, the employee will be suspended pending the investigation, and in the case of a volunteer, Brighter Futures will cease to use the services of a volunteer on a temporary basis until the investigation into the allegations has concluded.

All decisions and reasons must be recorded in writing.

6. Supervision and Support for Employees and Volunteers

Any employees or volunteers may be affected by distressing or stressful situations. In such cases employees and volunteers will be offered support and given supervision. This will provide the time and space needed to reflect on challenging circumstances and receive advice and support. This supervision is conducted by Deputy Manager Margaret Bailey. If appropriate, advice may be sought from the Designated Safeguarding Lead. The supervision sessions are recorded and stored in confidential individual staff files.

On a monthly basis Keyworkers have the opportunity to discuss families involved in safeguarding and clinical support for keyworkers is conducted on a monthly basis facilitated by a Consultant Clinical Psychologist at Brighter Futures.

7. Confidentiality and Safeguarding

As part of the induction process, employees and volunteers are required to sign a confidentiality agreement. Following or during the induction process, all employees and volunteers are required to attend the SPB Level 1 training and depending on the role (e.g. Keyworker) Level 2 courses. This is to ensure current knowledge and best practice in safeguarding throughout the Brighter Futures team.

All information relating to a child safeguarding issue is confidential and must be treated accordingly. The Designated Safeguarding Lead will decide on the appropriateness and necessity of sharing any information.

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8. Whistleblowing or Speaking Up

Whistleblowing or speaking up is when someone reports wrongdoing. Often it is something they have seen at work. The wrongdoing may have happened in the past, or it may be something that is happening now or may happen in the future, and the whistleblower is concerned.

You may wish to make a whistleblowing report if:

- You have concerns that the safeguarding procedures at Brighter Futures are not being followed
- You are worried a safeguarding concern that has been raised has not been acted upon
- You are worried that there may be repercussions if you raise a concern about safeguarding

Confidential reporting or Whistleblowing by employees, volunteers, or clients, of any behaviour towards children or adults which is abusive, inappropriate or unprofessional must have an established route for disclosure. It is vital that concerns are shared to keep everyone safe.

At Brighter Futures the first point of contact is the Designated Safeguarding Lead or Fiona Brennan, CEO Brighter Futures. If the individual concerned feels that this route is inappropriate for any reason they can contact the Head of Service, Children and Family Hub, Government of Jersey, Lisa Perkins on 07700712294 or by emailing l.perkins@health.gov.je

This reporting mechanism allows the reporter to either reveal their identity or to remain anonymous.

9. Audit and Review Process

This policy will be audited and reviewed annually each year by the board of Brighter Futures on advice from the CEO and the Designated Safeguarding Lead. If any changes are required, the updated copy will be provided in a hard or soft copy for all directors, employees, volunteers and students.

It is a requirement for all directors of Brighter Futures, employees, volunteers and students to sign and date this document to evidence that they have read and understood this policy and procedures. They are then required to keep a copy of this document for reference. A copy will be stored in their individual file.

SIGN_____

DATE_____

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APPENDIX A

**FORM TO COMPLETE IF ALLEGATIONS OR CONCERN ABOUT AN EMPLOYEE OR VOLUNTEER AT
BRIGHTER FUTURES**



STRICTLY CONFIDENTIAL

**ALLEGATIONS OR CONCERN ABOUT A PERSON WORKING WITH
CHILDREN**

This form has been designed to help all agencies working with children record and refer information when it has been alleged that a person who works with children has:

- Behaved in a way that has harmed a child or may have harmed a child.
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates she or he may pose a risk of harm to children

If the child is at immediate risk of harm, do not use this form and instead contact the emergency services on 999 and/or the Children and Families Hub on 01534 519000

If this referral relates to a staff or volunteer member who only works with adults, please refer to the [adult guidance](#)

Please send the completed form to jdo@health.gov.je

About you (the person making the referral). If you do not provide your details, we will be unable to respond and process this referral

Your full name (referrer)	
Your phone number	
Your email address (if you are a professional, please use your work email address)	

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Name and address of your workplace	
Your role	
What is your relationship to the adult that the allegation is about?	

About the child (ren)

Name	
Date of birth	
Address	
Legal status	
Ethnicity	
Does the child have a Social Worker?	
Relationship to the adult whom the allegation is about	
Parents names	

About the adult involved. Please provide as much information about the adult as you can.

Full name	
Date of birth	
Full Home address	
Ethnicity	
Job role	

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Agency or Department	
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Details of the allegation (to include name of professional reporting if not you, date, time, detail of allegation and other professional (s) involved)

Does the professional have their own children / grandchildren? Please give details below.		
Name	Date of Birth	Does the child live with the adult? Do they have contact?

Does the professional work with children or adults at risk in any other capacity?		
Agency	Role	Contact details

Do you believe that the individual concerned poses a current risk of significant harm to children and young people in your organisation? (Please provide rationale for your yes / no answer)	
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Form completed by:	
Date:	