



# Child Protection and Safeguarding Policy

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Updated September 2019

For review annually by AWPO management

Note:

Our child protection and safeguarding procedure provides supplementary detail on administrative procedures in the team



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## Abbreviations and definitions

AWPO

Access and Widening Participation Office.

CIR

Concern or Incident Report form.

Disclosure

A report, verbal or written, made by a child or young person that they have been abused by someone.

DBS

Disclosure and Barring Service.

DSO

Designated Safeguarding Officer.

LADO

Local Authority Designated Officer.

NSPCC

National Society for the Prevention of Cruelty to Children.

Regulated activity

Types of work with children and young people which require a DBS clearance.

SA

Student Ambassador.

SAMS

Student Ambassador Management System (our online jobs allocation system).

TP

Taster Presenter.

UCL Unitemps

In house temp agency for student workers.

WP

Widening Participation.



# 1. Context of our work with children and young people

UCL's AWPO delivers activities for over 3,000 children and young people annually, on 100+ programmes.

A child is any person under the age of 18.

The safety and wellbeing of all children and young people on our programmes is essential. All UCL staff and students working for us are responsible for safeguarding. We believe all the children and young people we work with have the right to be treated equally and with respect, regardless of their background or personal circumstances.

Our programmes support primary and secondary school children, parents, carers, teachers, mature students, and students in their first year of undergraduate study at UCL. Some specific groups we work with, such as disabled young people, may have additional safeguarding needs.

We also work with young people online, through social media accounts, a blog, our website, and e-mentoring platforms.

Activities have varying frequency. We run one-off events, non-residential and residential summer schools, and long-term programmes with students attending regularly.

As well as delivering centrally managed activities, we also fund UCL academic departments to deliver their own WP activities.

This policy covers all activities run by AWPO at UCL or in external locations, and funded WP activities run by UCL academic departments.

Activities delivered in schools are covered by the schools' own safeguarding procedures, and we comply with these as required.

This policy and our working procedures follow the principles of UK government's guide to inter-agency working, [Working Together to Safeguard Children, July 2018](#).



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**Note: This policy does not cover activities run by external organisations in booked UCL spaces**

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## 2. Supporting documentation and other UCL policies

Our [safeguarding policy and procedures](#) are reviewed annually. The policy is publicly available on our website. All child protection documents are kept on Sharepoint.

In addition to our policy, some other UCL departments have safeguarding policies:

UCL HR's policy '[Working with vulnerable groups](#)' covers work with children, young people and vulnerable adults.

[UCL HR's policy for DBS \(Disclosure and Barring Service\) checks in recruitment.](#)

[UCL Student Support and Wellbeing's Safeguarding policy for applicants and current students.](#)

UCL Student and Registry Services' '[Prevent](#)' policy.



### 3. Safer recruitment and training of staff

We use safer recruitment practices.

Knowledge of child protection is listed as essential or desirable in person specifications, depending on the grade.

Compliance with UCL's safeguarding policy is a core responsibility in job descriptions.

Job offers are conditional on provision of:

- two references, one of which must be the current or most recent line manager;
- for roles that include unsupervised work on regulated activity (this covers the majority of our posts), a clear enhanced level Disclosure and Barring Service (DBS) clearance certificate, including a check of the DBS 'Children's Barred' List.

These requirements are stated in job adverts, job descriptions, at interview and in job offers.

AWPO staff in roles that do not require DBS clearances cannot work on regulated activity in an unsupervised capacity.

All line managers are responsible for ensuring their direct reports read, understand and follow this policy.

New staff read this policy as part of their induction, and existing staff review it annually.

All new staff complete the EduCare training module '[Child protection in education](#)' in their first month. Existing staff repeat it once every three years.

Safeguarding is regularly discussed in staff meetings.

All AWPO Managers are trained as Designated Safeguarding Officers (DSOs) and attend refresher DSO training every three years.

Managers run annual refresher training shortly before the summer season to ensure staff are up to date on policy and procedures.



## 4. Safer recruitment of student workers

As well as AWPO staff, children and young people are in contact with:

- UCL student workers: student ambassadors and PhD taster presenters.
- UCL academics and professional services staff from other departments.
- External guest speakers, including UCL alumni and speakers from other organisations.

Before starting work, all student workers:

- are interviewed;
- provide two references;
- sign a code of conduct;
- complete the Educare ‘Child Protection in Education’ online module;
- attend child protection training delivered by an AWPO Senior Access Officer, then annual refresher training if they wish to continue working.

In addition, student workers booked for work on regulated activity also need:

- a clear enhanced level DBS certificate, including a check of the DBS Children’s Barred List.

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**Note: due to the Rehabilitation of Offenders Act 1974, UCL does not have the legal right to request DBS clearances for work on unregulated activity (such as campus tours).**

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## 5. Safeguarding information for one-off presenters

Other UCL staff, alumni, and external speakers deliver sessions on our activities. These presenters are given a safeguarding note in advance, which outlines key principles of our child protection policy, and advises them not to exchange contact details with young people.

(If an academic or external individual is going to work on regulated activity, for example daily teaching on a summer school, they need DBS clearance and to complete the EduCare module.)



## 6. Safeguarding for UCL academic departments

We fund and support academic departments delivering their own widening participation activities.

These departments must follow this policy, and be in regular contact with an AWPO staff member during the activity.

Departments work with their AWPO officer to ensure that everyone working on regulated activity has DBS clearance, a signed code of conduct, and has completed the EduCare module.



## 7. Safeguarding for external organisations

We partner with external organisations to deliver programmes, at UCL and other locations. For partnership working we request a copy of the organisation's child protection policy and provide them with ours. An Access Manager reviews the policies to ensure they are compatible. If any issues are identified, these are discussed and a joint approach agreed in writing in advance.

When we commission an external organisation to deliver an entire project (with our involvement limited to funding and monitoring), we make it clear that the partner organisation is fully responsible for safeguarding, and we review their child protection policy.



## 8. Communication and supervision

Contact with children, young people, parents / carers and teachers attending WP activities is run through UCL staff emails, office phones and AWPO mobile phones.

Everyone working on activities is instructed not to share personal contact details or interact on social media with children and young people, and their parents / carers. This includes personal mobile phones, home phone numbers, personal email accounts, personal social media accounts and UCL student email accounts.

Our staff only contact participants through UCL email accounts.

AWPO maintains 'Discover UCL' social media accounts on [Facebook](#), [Twitter](#) and [Instagram](#).

However, student workers must not accept friend requests from children and young people who may find them through these accounts.

For some programmes, UCL SAs contact children and young people through virtual learning environments or e-mentoring platforms such as [Brightlinks](#).

These platforms are moderated by Brightside or AWPO staff. SAs receive training on using these sites, and are not able to share personal contact information with young people through them.

We follow NSPCC guidance on appropriate adults: young people ratios:

- 9 - 12 years: one adult\* to eight children.
- 13 - 18 years: one adult to 10 children.

Our child protection procedure outlines our enrolment, registration, and departure processes, and our approach to supervision and behaviour management.

We are responsible for young people from the point of registration, until they depart. We make it clear in enrolment materials that UCL is not responsible for



the safety of young people as they travel to and from UCL.

Our [risk assessment](#) is publicly available on our website.



## 9. Our professional behaviour standards

### UCL AWPO staff and student workers:

- Understand that safeguarding is their responsibility, and that they are in a position of trust in relation to children and young people on our programmes;
- Follow UCL policies and procedures;
- Keep their child protection training up to date;
- Take responsibility for their own actions and behaviour, and avoid any conduct which could lead a reasonable person to question their suitability to work with children and young people;
- Work in an open and transparent way;
- Treat all children and young people the same and avoid favouritism;
- Acknowledge that false allegations of abuse are extremely

rare, and that all concerns must be reported and recorded.

When contractual staff are supervising student workers, we model professional conduct and give prompt, regular feedback on conduct issues as needed.

UCL AWPO staff and student workers do not:

- develop personal relationships with children and young people or their families\*;
- discuss their personal lives with children and young people;
- meet or arrange to meet children and young people or their families privately away from UCL activities;
- exchange personal contact details with children and young people or their families, or connect with them on social media;
- display discriminatory, offensive language or behaviours;
- engage in rough physical play or close contact with children and young people;



- take gifts money from children and young people or their families;
- give gifts or money to children and young people or their families.

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**\* Under the Sexual Offences Act 2003, it is an offence for a person aged 18 or over (such as a teacher, youth worker) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual.**

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## 10. Examples of causes for concern

### Definitions of child abuse

A child is anyone under the age of 18.

There are four categories of abuse: neglect, physical abuse, emotional abuse and sexual abuse.

Information about child abuse is covered in the EduCare module, on the [NSPCC website](#), and in guidance from the [London Safeguarding Children Board](#).

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**Note: it is not always possible to recognise if someone has been abused - signs may not be obvious.**

**UCL staff or students are not responsible for investigating or deciding if abuse is occurring, but it is always our responsibility to report concerns.**

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### Possible signs of abuse:

- Direct disclosures of verbal, emotional, physical, sexual, neglect, or bullying, by anyone.

Abuse can be current or historical. Children can be abused by other children, as well as adults;

- Third party disclosures (abuse happening to someone else);
- Saying they want to tell you something but only if you keep it a secret;
- Hints about abuse in classwork, homework or e-mentoring conversations;
- Self-harm marks, bruises, burns or other injuries;
- Signs of disordered eating, anxiety or serious depression;
- Sudden change in behaviour, for example very withdrawn when previously confident and happy;
- Serious aggression or inappropriate behaviour towards other children and young people or UCL staff;
- Worrying language such as excessive swearing or sexualised comments;



- Seeming anxious about going home, or afraid of us calling their parents;
- Talking about being pregnant, or having an older girl or boyfriend.

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**Note: AWPO staff may occasionally have concerns about the wellbeing of a student worker, for example seeing self-harm marks or disordered eating.**

**We have a duty of care to our student workers. If a staff member is worried about a UCL student, they can speak to them and encourage them to use UCL's Student Support and Wellbeing services.**

**If a staff member has a serious concern about a UCL student, they can discuss it with their manager and can choose to report it (either anonymously or with consent) through the Student of Concern form.**

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**Possible signs that an adult on an activity (UCL staff, student,**

**alumni or an external individual) may have an inappropriate relationship with a child or young person:**

- They are seen interacting with a child or young person on social media, or have photos of them on their phone;
- They are seen exchanging contact details or meeting them alone outside of the activity;
- They have private conversations with from the main group without other people present;
- They are overheard having inappropriate conversations, for example about their romantic life;
- They are seen giving gifts to them;
- They are seen kissing, hugging or touching them.

**Concerns that you or another staff member might be open to allegations of inappropriate conduct:**



- If you are working on a UCL WP activity and are concerned that a young person is becoming attracted to you, for example repeatedly trying to contact you on social media, asking for your contact details, asking to spend time with you privately or trying to touch you;
- If you are working on a UCL WP activity and are concerned that a young person could have misunderstood or misinterpreted something you have said or done.

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**Note: these examples  
are not exhaustive  
lists.**

**If something concerns  
you, but doesn't match  
the situations listed  
above, it should still be  
reported.**

**If you are in doubt,  
always report your  
concern.**

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## 11. Responding to and reporting a disclosure

### If a child discloses abuse you should:

- Remain calm and receptive to what they are telling you;
- Listen carefully without interrupting;
- Take what the child is telling you seriously;
- Repeat back to the child what they have said using their own words in order to check your understanding;
- Reassure the child that they have done the right thing in telling you;
- Reassure the child that nothing they have done is their fault;
- Explain to the child that you will have to tell somebody else;
- Complete the Concern or Incident Report Form as soon as possible and follow the procedure.

### You should not:

- Show shock, disgust or anger;

- Express any emotions towards the alleged abuser;
- Interrupt the child or ask questions to elicit more information;
- Promise that you can keep anything a secret.

### How to report

- Use a [Concern or Incident Report Form](#) to record your concerns (the staff member running the event will have blank forms, or you can download one from the AWPO website);
- Where possible write down the child's own words: you can express an opinion relating to the child's presentation or demeanour but make it clear it is only your opinion;
- Be as specific as possible about the nature of the concern;
- Include information about dates and times and whether anyone else was present at the time of the disclosure;



- Do not ask the child to remove clothing to show injuries or marks, but you can draw a body outline to indicate the location of marks;
- Sign, date and send the form as soon as possible and within 24 hours;
- The safeguarding contact will update you that action has been taken, but may not be able to share all information due to confidentiality.



## 12. Safeguarding reporting contacts

All AWPO Managers are Designated Safeguarding Officers (DSOs). Every activity has an assigned on-call DSO.

Child protection concerns which do not appear to involve a potential allegation against a UCL staff member or student must be reported to an AWPO DSO.

Child protection concerns which involve a potential allegation against a UCL staff member or student must be reported directly to UCL HR, with an AWPO DSO copied in.

[A Concern or Incident Report \(CIR\) form is completed for any child protection concern.](#) Paper forms are available on all activities, and on our website. CIR forms are confidential and are securely stored.

### UCL AWPO Designated Safeguarding Officers (DSOs)

Lucie March  
Acting Head of Access and Widening Participation

[l.march@ucl.ac.uk](mailto:l.march@ucl.ac.uk)

020 3108 8281

Caroline Fionda-Dedman  
Access Manager

[c.fionda@ucl.ac.uk](mailto:c.fionda@ucl.ac.uk)

020 3108 8271

Alison Forbes  
Access Manager

[alison.forbes@ucl.ac.uk](mailto:alison.forbes@ucl.ac.uk)

020 3108 8267

Jennifer Whitney  
Access Manager

[j.whitney@ucl.ac.uk](mailto:j.whitney@ucl.ac.uk)

020 3108 8243

### If no response, escalate to:

Katy Redfern  
Deputy Director of Access and Admissions

[k.redfern@ucl.ac.uk](mailto:k.redfern@ucl.ac.uk)

0203 108 8266

### UCL HR Safeguarding contacts

Claire Rowlinson – Head of HR

[c.rowlinson@ucl.ac.uk](mailto:c.rowlinson@ucl.ac.uk)

020 3108 8854

### If no response, escalate to:



Donna Dalrymple  
Acting Joint Director of Human  
Resources

[d.dalrymple@ucl.ac.uk](mailto:d.dalrymple@ucl.ac.uk)

020 3108 8825

Peter Warwick  
Acting Joint Director of Human  
Resources

[peter.warwick@ucl.ac.uk](mailto:peter.warwick@ucl.ac.uk)

020 7679 8182

Fiona Ryland – Chief Operating  
Officer [f.ryland@ucl.ac.uk](mailto:f.ryland@ucl.ac.uk)



## Other sources of advice

### Camden Local Authority Child Protection Services

[www.cscb-new.co.uk](http://www.cscb-new.co.uk)

### Camden Child and Family Contact Services

9th Floor, 5 St Pancras Square,  
London, N1C 4AG

Office hours (9.00 to 17:00):

020 7974 3317

Out of Hours: 020 7974 4444

### NSPCC

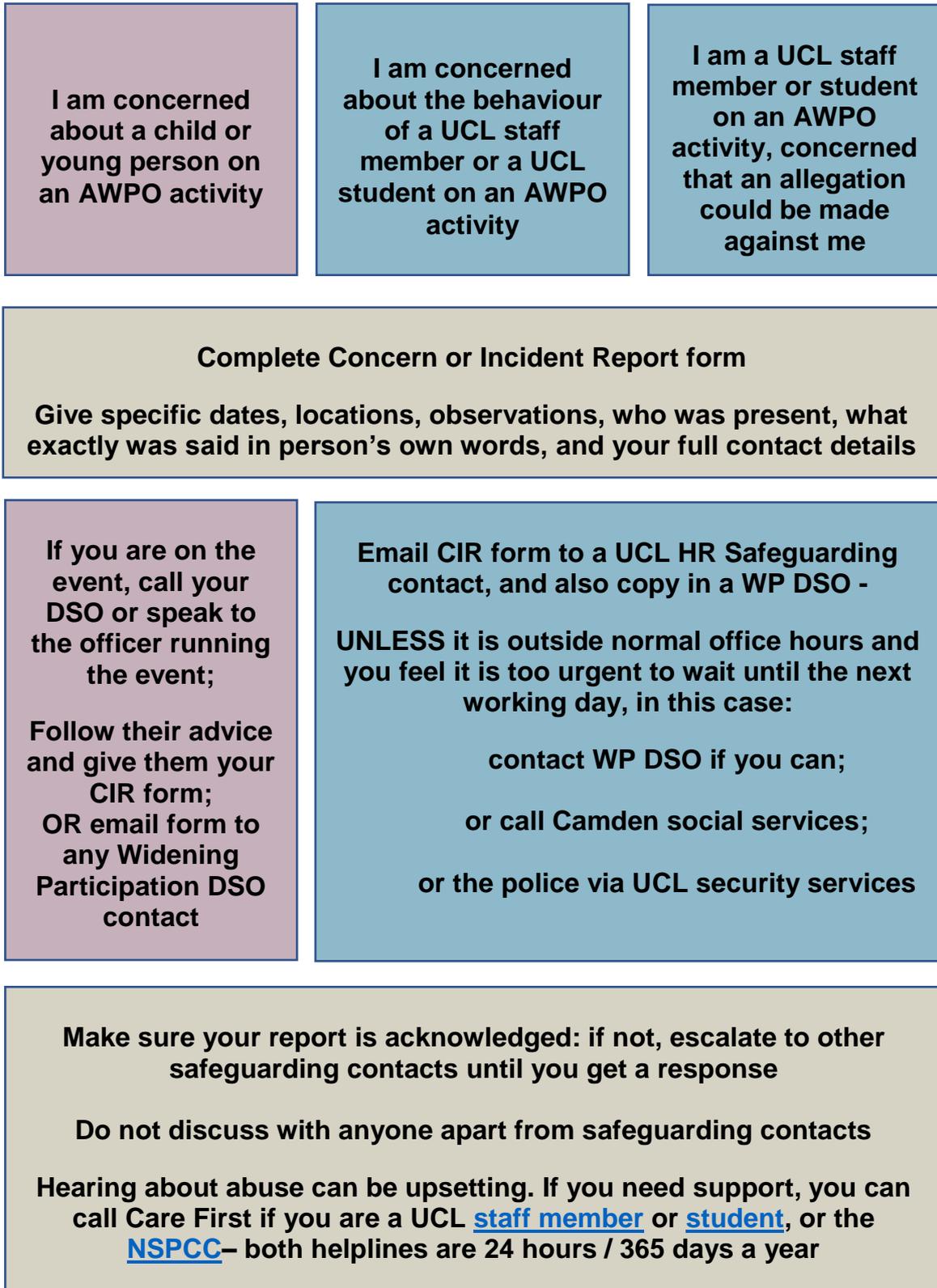
24 / 7 advice helpline and email  
service for child protection concerns  
0808 800 5000

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

[www.nspcc.org.uk](http://www.nspcc.org.uk)



### 13. Flowchart: How to report a child protection concern on a UCL AWPO activity



## **14. UCL's response to reports**

UCL AWPO and / or HR Safeguarding contacts investigate every child protection report that they receive.

The response may include liaison with police, local authorities, the family or school, UCL security or other departments.

If DSOs are unsure of the appropriate response they will contact the Camden Child and Family Contact services for advice.

If a child protection concern is raised against a UCL staff member or student, they will be removed from all UCL activities with children or vulnerable adults until the matter has been conclusively investigated.

UCL HR provide guidance to staff and students who have child protection allegations made against them.

After any incident or report, the safeguarding team review the efficacy of their response and complete any follow up, which may include updating this policy.

### **Sharing and storing child protection information**

AWPO DSOs will inform parents or carers of concerns, unless there are indications that by doing so would place the child at greater risk of harm.

The safety and welfare of children is paramount and protecting confidentiality is not a barrier to sharing information in the case of child protection.

As much as possible, we will seek consent to share confidential information about a child's safety unless this would jeopardise the safety of the child.

Where a decision is made to share information without consent, this decision is taken by AWPO DSOs or the HR safeguarding contacts (not by other staff).

We follow the principles for sharing information set out in the UK government's safeguarding advice for practitioners, updated March 2015.

All records relating to reports and investigations are securely stored in either the AWPO or the HR office as appropriate.