



## Safeguarding & Child protection policy

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## Introduction

As a Community Interest Company working with children & young people, Sussex Against Bullying CIC has a duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practises reflects statutory responsibilities, government guidelines and complies with best practise and local authority requirements.

The policy recognises that the welfare of children are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion, or belief, sexual orientation, socio-economic background, all children have a positive and enjoyable experience in a safe environment.

All children are protected by staff of Sussex Against Bullying while taking part in activities with the organisation. They are also protected outside of activities by the appropriate sharing of information.

Sussex Against Bullying CIC acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept responsibility to take reasonable and appropriate steps to ensure their welfare.

## Definition

A child/young person is defined as a person under the age of 18 yrs (Children's Act 1989) However, our policies and procedures also support working with all children regardless of their age, disability, gender, sexual orientation or identity, racial heritage, religious belief or social status.

## Policy Statement

This policy applies to all staff, including senior managers, board of Directors, paid staff, volunteers and interns or anyone working on behalf of Sussex Against Bullying CIC

The purpose of this policy is:

- To protect all children and young people who are involved with Sussex Against Bullying
- To provide staff and volunteers with the overarching principles that guide our approach to safeguarding and to ensure they know their own responsibility for Safeguarding, how to recognise potential abuse and how to report it.

This policy has been drawn up on the basis of legislation and guidance that seeks to protect children including:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Sexual Offences Act 2003
- Children Act 2004
- Data protection act 2018
- Working together to safeguarding children (2018)



- Keeping Children Safe in Education (2020)

### The commitment

Sussex Against Bullying CIC

- recognising that the welfare of the child is paramount, as detailed in the Children's Act 1989.
- believing that all children, whatever their age, disability, gender, sexual orientation or identity, racial heritage, religious belief or social status should be able to participate in Sussex Against Bullying in a fun and safe environment.
- recognising that some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other factors.
- adopting safeguarding and child protection practices through procedures and a code of conduct for staff and volunteers and taking all reasonable steps to protect children from harm, discrimination and degrading treatment.
- to respect the rights, wishes and feelings of all children and young people.
- ensuring all concerns and allegations of unsafe or inappropriate practice or abuse are taken seriously and responded to swiftly and appropriately.
- ensuring all Sussex Against Bullying employees who work with children are recruited with regard to their suitability for that responsibility and provided with guidance and/or training in good practice and child protection procedures.
- providing effective management for staff and volunteers through training, supervision and support.
- understanding that working in partnership with parents, carers and children is essential in promoting and protecting the welfare of children and young people.
- sharing safeguarding and child protection concerns with agencies who need to know and involving parents and children appropriately.
- appointing a member of the management team as Lead Safeguarding Officer and a Deputy for Safeguarding.

### **Gender Diversity and Inclusion**

- Sussex Against Bullying CIC commits to treating all children with respect and acceptance. All Sussex Against Bullying staff or volunteers who work with children will never try to provide advice to, or guide children who are questioning their gender, but instead support them and adapt to their preferences.
- We understand that some young people may feel awkward or uncomfortable in getting changed with other people, so we will always endeavour to provide private changing facilities for them. Where this is not possible, we will provide participants with changing robes to enable them to get changed privately



## Plan for Safeguarding Children

### Responsibilities for key members

The Safeguarding Lead for Sussex Against Bullying will complete appropriate training in safeguarding and ensure this is regularly updated.

#### The Designated Safeguarding Officer will be responsible for:

- Promptly addressing any arising concerns reported by Sussex Against Bullying staff and volunteers.
- Recording written information about arising concerns and actions taken which shall be kept securely at the central office.
- Seeking advice from the appropriate professionals in the local area (where the area which the child home address is situated).
- Ensuring project co-ordinators understand their role in safeguarding for their projects.
- Maintaining a central record of the training that Directors, Staff, volunteers have undertaken.

#### Project co-ordinators/Deputy Safeguarding Officers will be responsible for:

- Promptly addressing any arising concerns shared by children, young people, parents/carers and volunteers on their project ensuring clear information about the course of action to be taken and making a written record of this.
- Promptly sharing information relating to concerns with Sussex Against Bullying Lead Safeguarding Officer and sharing the written record of this.
- Seeking advice from appropriate professionals in the local area (where the area which the child home address is situated).
- Completing safeguarding training with the local area safeguarding board in their geographical area and ensuring this is regularly updated.
- Ensuring all volunteers working with Sussex Against Bullying have completed Child protection training to work with any children and young people.
- Ensuring all volunteers working with SAB are supervised at all times.
- Ensuring all those involved in SAB in their area have access to clear information about what to do in the event of a safeguarding concern or disclosure.

#### Procedures for responding to an arising concern, disclosure or allegation

It is the responsibility of all those involved in SAB to act on any concern or disclosure in relation to safeguarding by following the procedures within the organisation. It is not the responsibility of anyone working with SAB (paid or unpaid) to decide whether or not abuse is taking place. This applies both to allegations relating to abuse taking place elsewhere and any allegations made within SAB organisation.



## Responding to concerns of abuse

### If a child is in immediate danger

If there is an immediate concern about a child or their family any member of staff can phone the local safeguarding children board (LSCB) (Please see appendix 2 for contact information) Or if it is an emergency, they can phone the police on 999, after they have alerted the authorities it is then vital to phone either the Designated Safeguarding Lead or the deputy DSL to alert them on what has happened and that police are involved.

If you are unsure you can contact the Local Safeguarding Children Board for advice and guidance. When contacting the LSCB or making a referral Ensure that you have factual information about the child as possible when phoning including:

- Full Name
- D.O.B
- Address
- Family composition details
- Any key professionals working with Sussex Against Bullying
- Factual information about the concerns you have

Directors, staff and volunteers may become aware of possible abuse in a variety of ways. They may see it happening, they may suspect it happening because of signs of abuse (as detailed in Appendix 1 & 4) or it may be disclosed by someone else or directly by the child or young person affected.

In the event of a disclosure by a young person (who is not deemed to be in immediate danger), it is particularly important to respond in a specific way. If a young person says or indicates that they are being abused, you should:

- **Stay calm** so as not to frighten the young person.
- **Reassure** the child that they are not to blame and that it was right to tell.
- **Listen** to the child, show that you are taking them seriously.
- **Keep questions to a minimum** so that there is a clear and accurate understanding of what has been said. The law is very strict and child abuse cases have been dismissed where it is felt the child has been led or words and ideas have been suggested during questioning. Only ask questions to clarify.
- **Inform** the child that you have to tell other people about what they have told you. Tell the child this is to help keep them safe.
- **Safety of the child** is paramount. If the child needs urgent medical attention call an ambulance, inform the doctors of your concern and ensure they are made aware that this is a child protection issue.
- **Write down** exactly what the child has said without adding any interpretation.
- **Report** the incident to the deputy safeguarding officer as soon as possible.

Asking questions is fine to help understand the issue is **BUT** you must ensure the questions are open and give the child the ability to clarify.



- It is important **NOT** to ask leading e.g. Did----Was it----?.
- It is important to know when to stop asking questions and listen.
- It is important not to interrogate.

Types of questions you can ask:

- Tell me? (tell me what happened)
- Explain? (explain what you meant by)
- Where did this happen/where were you?
- When did this happen?

Remember you are only clarifying with the child if something concerning did happen or could have happened from the information they give you.

### **Recording information**

To ensure that information is as helpful and factual as possible, a detailed record in the child's/young person's own words should always be made at the time of the disclosure/concern. When recording information, the individual should only note facts and distinguish what is personal knowledge and what others have said. Own opinions should not be included.

This should be recorded on the standard Sussex Against Bullying 'Record of Disclosure' form (see Appendix 3) and shared immediately with the DDSL, the DDSL is then responsible for deciding on the most appropriate action, if necessary seeking further advice from professionals in the LSCB and recording the actions together with the person raising initial concerns.

Information should include the following:

- the child's name, age and date of birth
- the child's home address and telephone number
- whether or not the person making the report is expressing their concern or someone else's
- the nature of the allegation, including dates, times and any other relevant information.
- A description of any visible bruising or injury, location, sizes etc. Also, any indirect signs such as behavioural changes
- Details of witnesses to the incidents
- The child's account if it can be given, of what has happened and how any bruising/injuries occurred.
- Have the parents been contacted? If so what has been said?
- Has anyone else been consulted? If so record details
- Has anyone been alleged to be the abuser? Record details



### **Reporting a concern**

All concerns, allegations and disclosures must be reported appropriately. Sussex Against Bullying expects its members and staff to disclose any safeguarding or child protection concerns they may have about the welfare of a child immediately with the DDSO and subsequently to check that appropriate action has been taken.

Should the DDSL not be available, members should take responsibility and seek advice from the Lead SG Officer or the DDSO. If neither are available they should make contact with the duty officer at the local safeguarding board to seek advice (Contact info detailed in Appendix 2).

If anyone has a concern about an employee or a volunteer this must be reported to the DSO who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- Sussex Against Bullying will refer the matter to the Local Authority Designated Officer
- The parent/carer of the child will be contacted as soon as possible following advice from the local safeguarding board
- The Board of directors will be notified to decide who will deal with any media enquiries and implement any immediate disciplinary proceedings
- If the Lead Safeguarding Officer is the subject of the concern or allegation, the report must be made to the appropriate manager or the Safeguarding director who will refer the matter to the LADO.

### **Confidentiality**

Sussex Against Bullying's approach to confidentiality is set out in its confidentiality policy. Every effort should be made to ensure that confidentiality is maintained for all concerned. Confidentiality needs to be discussed and fully understood by all those working with children, particularly in the context of child protection. No employee or volunteer must ever guarantee confidentiality to any individual including parents, children, colleagues. Staff should make children aware that if they disclose information that may be harmful to themselves, then certain actions will need to be taken.

Wherever possible, consent should be obtained before sharing personal information with third parties. In some circumstances, obtaining consent may not be possible or in the best interest of the child or young person, e.g., where safety and welfare of that child or young person necessitates that the information should be shared. The law permits the disclosure of confidential information necessary to safeguard a child or young person. Disclosure should be justifiable in each case, according to the particular facts of the case, and legal advice should be sought if in doubt.

Information should be shared on a need to know basis only. This may include the following persons:

- The Lead Safeguarding Officer/Deputy Safeguarding Officers
- The parents or Carers of the child/young person



- The person(s) making the allegation
- Local Area safeguarding board if appropriate or LADO
- The alleged abuser (and parents or carers if the alleged abuser is a child)
- School headteacher or Designated Safeguarding Leads

If the information giver relates directly to the safety and welfare of a child or young person then the Lead Safeguarding Officer/ Deputy Safeguarding Officer must be informed immediately.

### **Managing complaints, allegations, grievances, incidents and bullying**

Sussex Against Bullying recognises its duty to act on any safeguarding or child protection concern raised by service users and their parents/carers and maintains a complaints procedure to address these. It also recognises its duty to report any concerns or allegations against its staff (paid or unpaid) within the organisation and provides procedures or allegations against its interns or volunteers to feel safe to raise any concerns.

All young people, their parents/carers will be given guidance on the SAB website about what to do if they have a safeguarding or child protection complaint. All volunteers will be given information during the induction about how to proceed with a complaint that has been raised by a service user or a concern that they themselves hold.

### **Managing complaints**

Should a service user, parent/carer or referrer wish to report a concern and seek a resolution:

1. If a complaint is made verbally or in writing to a volunteer or member of staff, they should raise this with the DDSL and explain to the individual that this will happen.
2. Should the complaint involve the DDSL, the volunteer or member of staff should make contact with a member of the Directors
3. All discussion and documentation should be recorded along with agreed actions towards resolution.

### **Addressing Bullying**

Service users are given clear guidance about the code of conduct expected within Sussex Against Bullying. This includes rules that all service users are asked to agree to and they are reminded of these during each session.

If a service user has a concern related to bullying they are encouraged to raise this with either a volunteer or member of staff they are comfortable with. That volunteer or member of staff is then expected to discuss this with the youth worker who would then seek to find a resolution on the matter with those involved.



## Safer recruitment of personnel working with children and young people

### **The Safer Recruitment processes**

Safer recruitment processes apply to the Directors, staff and volunteers, both full time and part time. The following steps are taken when recruiting to ensure appropriate protection within the organisation. Volunteer mentors are recruited to contribute to the project under direct supervision of staff and or a qualified Youth Worker/Youth support worker at all times. Any volunteer working in a supervising capacity will have been subject to the same recruitment practices and safeguarding training as Sussex Against Bullying staff.

### **Directors and Staff:**

- All new Directors and staff complete an application process. The application process elicits information about the applicant's past and includes a self-disclosure about any criminal records.
- All Directors and staff are required to complete an Enhanced DBS check and consent is obtained from the applicant to seek information in order to process this.
- Two confidential references, including one involving previous work with children are obtained. These references are taken up, confirmed through telephone contact and held on central record.
- Evidence of identity (Passport or driving license with photo) is obtained and held on central record.

### **Youth Mentors**

- Some young people may wish to volunteer to support Sussex Against Bullying. This is permitted for volunteers over the age of 12 as long as they have a qualified youth worker or another professional there to supervise.
- Where young people (under 18) are acting as 'peer mentors' Volunteers, it will remain the responsibility of the project Youth worker or lead volunteer to ensure the supervision of the young person at all times. Peer mentors will be made aware of a named responsible adult that they can seek support from.
- Where young people are acting volunteers, they are considered as under the care of Sussex Against Bullying CIC. Therefore, all parts of this policy apply to the volunteer as a young person, to ensure appropriate safety/protection of the young people. The youth worker or lead co-ordinator must get written agreement from volunteers, which should outline what they will be expected to do.
- Safeguarding training will be provided for all young volunteers, however this will be delivered in an age appropriate and sensitive way. It is the Project co-ordinators responsibility to ensure young volunteers feel confident to pass on any concerns they have to the project co-ordinator or youth worker.

### **Induction**



Sussex Against Bullying commits resources for induction, training of staff (paid and unpaid)  
Effective communication and support mechanisms in relation to Safeguarding and Child protection.

All employees receive formal induction during which:

- A check is made that the application form has been completed in full, including sections on criminal records and self-disclosures.
- Their qualifications are substantiated.
- The job requirements and responsibilities are clarified.
- Safeguarding and Child Protection procedures are explained and online or face to face training in child protection is taken and renewed every 2 yrs with quarterly team workshops and quizzes to recap.

Each member of staff and volunteer is expected to read the Safeguarding Policy and take training on Safeguarding, understand our process and how to raise a concern.

### **Ongoing Support**

Safeguarding issues and practises will be a standing item for staff team meetings, board meetings in order to address any arising matters relating to this area.

We recognise that involvement in situations where this is risk or actual harm is stressful for all staff concerned. The mechanism in place to support staff include:

- Debriefing support for paid and unpaid staff so they can reflect on the issue they have to deal with.
- Staff who have initiated a safeguarding concern will be contacted by the designated safeguarding officer within one week.

### **Lone working with children and young people**

Staff at Sussex Against Bullying will offer 1-1 mentoring to children and young people who have been affected by bullying. This can be in any format the child/young person chooses which includes i.e., going to the park, going for a walk or even going to a young person's house etc. This means staff will be alone with the child and young person.

- Before a 1-1 session can begin, the mentor should discuss this with the project lead or the project youth worker and the referrer in order to determine and agree the terms of starting 1-1 face to face mentoring sessions.
- The Member of staff who is mentoring the young person should make contact with the referrer before to discuss the referral and to make sure they are happy to start mentoring.



- Once everything has been set, the mentor will arrange to meet the child/young person either at their home, or with a parent for an initial meet-up this is where we can discuss why the young person wants mentoring, what happens during a mentoring session etc.
- Only once the mentor is happy will the face to face mentoring commence.
- Each young person/child who is being mentored shall have a risk assessment and a mentoring action plan.
- Notes shall be kept on each session and signed session reports shall be written and stored. Session reports shall include what was discussed during the session, concerns that may have come up and next steps.

### 1. *Online Sessions*

Sussex Against Bullying may facilitate live online sessions with children and young people. Keeping children and staff safe during these sessions is essential. Staff delivering remote sessions should be aware that the same principles set out in the code of conduct apply.

- It is the project coordinators responsibility to make sure that parents, carers and children understand the benefits and risks of online sessions and get written consent for children to be involved.
- Project coordinators should try to find a quiet or private room or area to facilitate any online session from and should consider what will be in the background.
- Online sessions can be facilitated using Microsoft Teams or Zoom and staff must use Sussex Against Bullying's accounts for all sessions/correspondence and must not use personal accounts.
- Project coordinators can offer children the option to turn their cameras on but should be aware that some children may not feel comfortable doing so, for a variety of reasons. Project coordinators should try to understand the reasons children may not want to turn their camera on and consider checking in with them and their family separately.
- If staff have any concerns about anything they have seen or heard during online sessions, staff will follow the procedures outlined in section 2.2.3 'Reporting a concern'.
- If mentor volunteers are attending online sessions, it is the project coordinators responsibility to ensure that they do not have access to any child's personal information or contact details (such as an email address) and that all activity is fully supervised by the project coordinator (i.e., no unsupervised 'break out rooms').
- If volunteers need to use a personal email address to join a session, it is the project coordinators responsibility to ensure the session as set up as such that this is not accessible to any of the children or young people joining the session.

### [Transporting children & young people](#)



It is best practise to avoid transporting children & young people back home, reasonable and practical steps should be taken to avoid where a volunteer has to transport a child, the following safety measures

- Transporting a child should be agreed with the volunteer line manager, it needs to be agreed, who will be transporting the child, the reason why and how long the journey should take.
- Parents/carers should be informed of transport arrangements, Written consent must be given prior to transporting the child/young person the written consent must also be documented and stored.
- There should be a minimum 2 adults travelling in the same car
- The child should sit in the back seat

### Late pick-ups/failure to pick-up

If a parent/guardian fails to pick up their child from an arranged activity by Sussex Against Bullying the following measures must be taken

- The Youth worker or activity co-ordinator and another volunteer will wait with the child/young person and will try to contact the parents/guardian via their home number, mobile and emergency contact.
- If the parent/guardian has been more than 40 minutes late, we will try to contact a next of kin/emergency contact to come to collect the child/young person.
- If we cannot get in touch with the next of kin, and the parent/guardian is more than 1hr late we will:
  1. Alert the Designated Safeguarding Lead
  2. Phone the out of hours number for the Local Safeguarding Children's Board, alternatively the police on 999 or 101 depending on urgency or advice.
  3. We will wait with the child until the parent/guardian arrives.
  4. The incident will be logged in a Safeguarding form for our records if the same incident occurs we will report it as a child protection concern to the local authorities.

## **2. Code of Conduct**

Whether in position as a Directors, member of staff, volunteer or client, all members have a responsibility to ensure that everyone involved in Sussex Against Bullying are protected from harm and are free to enjoy and participate in all activities safely.

The Sussex Against Bullying is a small community in which everyone works together to provide the best outcomes for clients and their families. Sussex Against Bullying commits to providing a happy, safe environment for all its' trustees, staff and volunteers. All are therefore expected to adhere to the following code of conduct:

It is the responsibility of each adult working in Sussex Against Bullying to ensure that:

- their behaviour is appropriate at all times.



- they observe the rules established for the safety and security of children, young people and vulnerable adults and provide a role model for these.
- they follow the procedures following any disclosure or safeguarding concern (as detailed in this policy).
- they recognise the position of trust in which they have been placed and in every respect, the relationships they form with the children, young people and vulnerable adults in their care are appropriate.
- they follow the data protection guidance including the policy on photographic images and the storage of these.

#### 8.1 Code of Conduct for all adults

- DO put this code into practice at all times.
- DO treat everyone with dignity and respect.
- DO set an example you would wish others to follow.
- DO treat all young people equally.
- DO respect the right to personal privacy of a child, young person or vulnerable adult.
- DO allow children, young people and vulnerable adults to talk about any concerns they may have.
- DO encourage others to challenge any attitudes or behaviours they do not like.
- DO take any allegations or concerns of abuse seriously and refer immediately (procedures found in this safeguarding policy).
- DO follow the guidance in the volunteer handbook with regard to safe touch and how best to support clients during water based activities.

## Appendix

### Appendices 1: Understanding Abuse

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm, it commonly occurs within a relationship of trust or responsibility and is an abuse of power or a breach of trust. Abuse can happen to a young person regardless of their age, disability, gender, sexual orientation or identity, racial heritage, religious belief or social status.

Abuse can take the form of physical abuse, sexual abuse, emotional abuse and neglect. The abuser may be a family member, someone the young person encounters in residential care or in the community, including sports and leisure activities. Any individual may abuse or neglect a young person directly or may be responsible for abuse because they fail to prevent another person harming the young person. Abuse in all of its forms can affect a young person at any



age. The effects can be so damaging that if not treated may follow the individual into adulthood

Young people with disabilities may be at increased risk of abuse through various factors such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves or adequately communicate that abuse had occurred.

#### Signs and Indications of abuse

Even for those experienced in working with child abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. Most people are not experts in such recognition, but indications that a child is being abused may include one or more of the following:

- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries.
- an injury for which an explanation seems inconsistent.
- the young person describes what appears to be an abusive act involving them.
- another young person or adult expresses concern about the welfare of a young person.
- unexplained changes in a young person's behaviour e.g., becoming very upset, quiet, withdrawn or displaying sudden outbursts of temper.
- inappropriate sexual awareness.
- engaging in sexually explicit behaviour.
- distrust of adults, particularly those whom a close relationship would normally be expected.
- difficulty in making friends.
- being prevented from socialising with others.
- displaying variations in eating patterns including overeating or loss of appetite.
- losing weight for no apparent reason.
- becoming increasingly dirty or unkempt.
- Signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes.
- a shortage of money or frequent loss of possessions.

#### Bullying / Peer on Peer Abuse

Bullying (including cyber bullying) may come from another young person or an adult. Bullying is defined as deliberate hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. There are three main



types of bullying. It may be physical (e.g., hitting, kicking, slapping), verbal (e.g., racist or homophobic remarks, name calling, graffiti, threats, abusive text messages), emotional (e.g., tormenting, ridiculing, humiliating, ignoring, isolating from the group), or sexual (e.g., unwanted physical contact or abusive comments) and including sexting.

Signs of bullying / peer on peer abuse can include:

- behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go training or competitions.
- an unexplained drop off in performance.
- physical signs such as stomach aches, headaches, difficulty in sleeping, bed wetting, scratching and bruising, damaged clothes.
- a shortage of money or frequents loss of possessions.

It must be recognised that the above list is not exhaustive, but also that the presence of one or more of the indications is not proof that abuse is taking place. It is **NOT** the responsibility of those working in Sussex Against Bullying to decide that child abuse is occurring. However, it **IS** their responsibility to act on any concerns

West Sussex Safeguarding Children's board (MASH/IFD)	MASH 01403 229900 <a href="https://www.westsussex.gov.uk/education-children-and-families/keeping-children-safe/raise-a-concern-about-a-child/">https://www.westsussex.gov.uk/education-children-and-families/keeping-children-safe/raise-a-concern-about-a-child/</a> 033 022 26664 or 07711 769657
East Sussex-Safeguarding Children's board	SPOA (Single point of Access) 01323 464222 <a href="https://apps.eastsussex.gov.uk/contactus/emailus/email.aspx?n=Single+Point+of+Advice+(SPOA)+team&amp;e=0-19.spoa&amp;d=eastsussex.gov.uk">https://apps.eastsussex.gov.uk/contactus/emailus/email.aspx?n=Single+Point+of+Advice+(SPOA)+team&amp;e=0-19.spoa&amp;d=eastsussex.gov.uk</a>
Brighton & Hove	Front door for families: 01273 290400 <a href="mailto:FrontDoorforFamilies@brighton-hove.gov.uk">FrontDoorforFamilies@brighton-hove.gov.uk</a>