

# SCOTTY'S LITTLE SOLDIERS

The charity for bereaved British Forces Children



## SUPPORTER TEAM: OVERWATCH COMMUNITY

An exciting opportunity to join the charity for bereaved British Forces children and young people



[www.scottyslittlesoldiers.co.uk/jobs](http://www.scottyslittlesoldiers.co.uk/jobs)

Registered Charity No. 1136854



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# INTRODUCTION

## A MESSAGE FROM NIKKI

Hi, I'm Nikki, the Founder of Scotty's Little Soldiers. I set up the charity after my husband Cpl Lee Scott was killed in Afghanistan in 2009. I witnessed first-hand the effect the loss of a serving parent can have on a child. My son Kai was 5 years old at the time of his dad's death and our daughter Brooke was just 7 months old. Telling Kai his daddy wasn't coming home is the hardest thing I have ever had to do.

It was on a family holiday 9 months after Lee's death that I saw Kai laughing while he was playing in the swimming pool and realised it was the first time I had seen him smile since his dad had been killed. I wondered how many other children had also lost a parent who served in the British Forces but hadn't had that opportunity to smile again. I decided to set up Scotty's to do just that, to #HelpTheirChildrenSmile.

Nikki



## A NOTE FROM OUR CEO

Thank you for taking a closer look at our Overwatch Community role. It's a really interesting role and would equally suit someone with a consumer marketing or fundraising background. The focus is on developing the Overwatch brand and providing value to our subscribers. With that value will come loyalty and long term support.

It's vital for us that we find the right person for the role, not just because of the importance of the work involved, but also to ensure we have the right fit for our culture. Our culture is who we are as a charity and it's something we won't compromise on. We have pulled together this pack so you can decide whether the role and the way we work at Scotty's is right for you. Our team operate with freedom and self-manage their workloads – which sounds fantastic but isn't for everyone. Be sure to check out our culture code which can be found on the website.

We're a very close team but this is certainly a role where one individual can have a huge impact on our work with bereaved children.

This is an exciting opportunity and one which will really help take the charity to the next level.

Good luck,

Stuart



# ABOUT SCOTTY'S LITTLE SOLDIERS

Scotty's Little Soldiers supports children and young people who have lost a parent who served in the British Armed Forces.

In 2019 the charity provided direct support to 410 bereaved Service children across the UK and even internationally. Scotty's will provide help and assistance to children and young people aged 0-25 who have suffered the loss of a parent who served with the British Armed Forces of the Crown. This includes families from the British Army, the Royal Air Force, Royal Navy and Royal Marines, and both regular and reserve forces.

Our help to bereaved Service families is delivered through 4 Family Programmes; SMILES, SUPPORT, STRIDES and SPRINGBOARD.

The SMILES Programme does what it says on the tin, it's a range of fun based activities which help our members feel part of a community, let them know the British public hasn't forgotten their sacrifice and gives them the chance to smile again.

SUPPORT offers help with our beneficiaries' health and well-being including access to professional bereavement counselling and our own internal support team who can provide instant and direct guidance to families remotely.

Our STRIDES and SPRINGBOARD Programmes are both focused on education and development needs. STRIDES includes a range of small grants and will in future provide assistance to those at the 'business-end' of their education, the 14-18 year old cohort. SPRINGBOARD builds on the foundations of STRIDES and offers a range of activities for young people aged 19-25 focused on career development.



**SMILES**  
PROGRAMME



**SUPPORT**  
PROGRAMME



**STRIDES**  
PROGRAMME



**SPRINGBOARD**  
PROGRAMME



SCOTT'S FILMMAKER - STEPHEN

# THE ROLE

**BASED:** Scotty HQ, King's Lynn, Norfolk

**SALARY RANGE:** £26,000 to £28,000

**TEAM:** Supporter Team

## INTRODUCTION

This role is a permanent full-time position within our Supporter Team here at the charity Scotty's Little Soldiers. Overwatch is a community of supporters who are committed to helping the charity achieve its mission of supporting bereaved British Forces children & young people. We created Overwatch as a way for those dedicated supporters to help watch over the children of the fallen. By pledging a monthly donation, they are able to subscribe to an online portal which provides them with access to the charity and behind the scenes content – showing them exactly how we use their donations to support the children. Following a trial launch in mid 2020 we are now looking for someone to take responsibility of the community and help develop it further.

## SUMMARY

You will be responsible for providing value to the members of our Overwatch community. This will include complete ownership for all aspects of Overwatch from the online portal itself through to the content featured on it.

We believe there is huge potential for Overwatch and that this will represent 100% of the role in the future, however whilst you build the community there will be some additional duties as detailed below, focused on supporter donations and other online giving activities.

## THE FULL RESPONSIBILITIES FOR THE ROLE ARE;

- Work with the creative team to publicise the impact and value of Overwatch in order to grow its membership.
- Engage with the community to improve, and measure, the value provided to subscribers.
- Manage the online portal, working with team members or external partners to ensure excellent subscriber experience.
- Ensure a regular flow of quality updates are provided to subscribers.
- Manage the communication of these news updates for subscribers, primarily through email as well as other potential communication tools.
- Lead the development of new phases of the online portal and feature rollouts.
- Identify areas of opportunity that can be maximised through cross-departmental collaboration and database audiences.



# THE ROLE

- Prepare and present reports on the membership of Overwatch and analyze trends for future opportunities to improve the community.
- Preparing briefings and materials ahead of any internal meetings at team level, charity wide and board level.

Supporter donations & other online giving activities (estimated 20% of role initially);

- Ensure all supporter journeys are considered and optimised, providing a great experience and maximising their opportunity for involvement in our work.
- Take ownership of any digital touchpoints for donations such as via the website, text donations, contactless etc.
- Work closely with the wider Supporter Team to maximise opportunities for those touchpoints.
- To ensure that communications are compliant with rules of the Gambling Commission, Institute of Fundraising, Advertising Standards Authority & other relevant bodies.

**NOTE:** This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE/ TRAINING</b>	<ul style="list-style-type: none"> <li>• Good knowledge of supporter/customer acquisition and development.</li> <li>• Thorough understanding of the principles of supporter care.</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Marketing/ Marketing or Communications Qualification.</li> <li>• Knowledge of Gift Aid and Data Protection legislation.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Significant experience of consumer brand marketing or individual giving, with a demonstrable track record of achievement.</li> <li>• A thorough understanding of managing a marketing or individual giving programme.</li> <li>• Experience of financial planning.</li> <li>• Proven experience of working to and meeting ambitious targets.</li> <li>• Extensive experience of digital marketing techniques across video, web, social media.</li> <li>• Demonstrable appreciation of current trends within marketing, with regard to lifetime value and cost: income ratios</li> <li>• Hands on experience of working with CRM databases and data segmentation processes.</li> <li>• Sound experience in producing, analysing and interpreting statistical data.</li> <li>• Experience of managing relationships with external agencies and suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with senior level contacts, trustees or boards to harness their support.</li> <li>• Working knowledge of the CRM software Salesforce or similar.</li> <li>• Experience of working with issues of bereavement, education or wellbeing.</li> <li>• Experience of working within a consumer marketing function in the commercial sector.</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to devise and implement a strategic and operational plan.</li> <li>• Excellent communication skills with the ability to translate complex information into literature and to evaluate plans and creative work prepared by agencies and staff members.</li> <li>• Solid IT skills including advanced Excel and database skills.</li> <li>• Ability to work under pressure and prioritise in a busy environment.</li> <li>• Good analytical skills particularly with data.</li> <li>• Ambitious, innovative and target driven</li> <li>• Excellent problem-solving skills.</li> <li>• Self motivated with positive attitude.</li> <li>• Creative and lateral thinking.</li> <li>• Ability to work on own initiative and as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and relationship building skills.</li> <li>• Strong negotiation and influencing skills.</li> </ul>
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Strong IT skills are essential, in particular the use of Microsoft Office apps such as Word, Excel &amp; Teams.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Adobe creative suite apps and social media platforms would be an advantage.</li> </ul>



# OUR CULTURE & WORKING AT SCOTTY'S

Our culture is what makes Scotty's different. We don't just talk about having core values, we live them. We are dedicated to the mission of providing relief from the effects of bereavement to young people who have lost a parent who served with the Armed Forces of the Crown.

We think it's a fun and rewarding place to work but that doesn't mean that it's an easy place to work. We all have the freedom to manage our own working day but that means we also have to be highly self-motivated and disciplined.

## OUR CORE VALUES



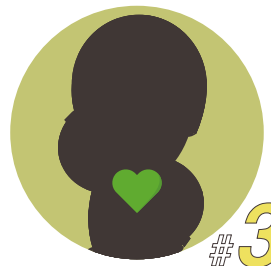
### FAMILIES COME FIRST

Our beneficiaries are the sole reason we are here. For every decision we make and every action we take, we ask ourselves how this takes us closer to completing our Mission.



### EVERYONE A SUPPORTER, EVERY SUPPORTER A V.I.P

Everyone who walks through our doors has the potential to support the charity. Without that support we can't achieve our Mission. Everyone is a potential supporter & every supporter should be treated like a V.I.P.



### LOVE WHAT YOU DO

When you truly love what you do it shouldn't feel like work, and when it doesn't feel like work you can achieve great things. We work as a team towards one goal, our Mission.



### REMEMBER EVERYDAY

For our beneficiaries Remembrance isn't just one day of the year, it's everyday of the year. We remember the sacrifices made by these families, everyday.

These four values guide us. We don't take short cuts or quick wins if it means compromising on our principals. Many people say they're a team player, are highly motivated, productive and a self-starter, but in reality, not everyone is. That's fine but if you aren't, you might struggle in our team. If that genuinely sounds like you, then you're likely to thrive at Scotty's.

Check out our full culture code at [www.scottyslittlesoldiers.co.uk/culture](http://www.scottyslittlesoldiers.co.uk/culture) and decide if you're what we're looking for.

# SCOTTY'S LITTLE SOLDIERS

The Charity for Bereaved British Forces



SCOTTY'S SUPPORTER TEAM MEMBER - DAWN

# TERMS, CONDITIONS & BENEFITS

**JOB TITLE:** Supporter Team: Overwatch Community

**LOCATION:** Office Based, King's Lynn (note the role will be home based whilst social distancing restrictions are in place).

**CONTRACT:** 37.5 hours per week, permanent.

**SALARY:** £26,000-£28,000 depending on previous experience.

## BENEFITS

We know the amazing feeling that comes from working at a charity like Scotty's and seeing how what you do each day has a hugely positive impact on the lives of other people. We also know that we can't just rely on the nice fuzzy feeling we get if we want to recruit the best people to join our team. That's why we're working hard to create a place that is amazing to work at. We judge team members not on whether they work long hours but on the impact of the work they do. We believe that having a good work/life balance and ensuring our team spends plenty of time with their families results in even better work impact in the long run. That said, don't mistake working at Scotty's as a nice and easy place to work. It's fun but it's also hard work. Here are some of the benefits you can expect as one of the team.

### HOLIDAY

Our permanent team members have complete flexibility over their time off and manage their calendars themselves. You will have unlimited holiday but will be expected to work productively, meet targets and deadlines, and act in the best interests of the charity when taking time off.

In addition to this team members also get:

- 1 extra days holiday on your birthday.
- 2 extra days allocated to family events such as school sports days or assemblies.
- The period between Christmas and New Year.

### PENSION

We have a simple NEST Pension scheme available to all full-time permanent employees. We can provide further details at the interview stage of the application process.

# TERMS, CONDITIONS & BENEFITS

## **FLEXIBLE WORKING**

Life is full of lots of little unexpected twists and turns. Our team members know that should the unexpected happen, we'll support them. We do our best to work around each team members individual requirements but typically we have three working day options:

**08:00 - 16:00**

**09:00 - 17:00**

**10:00 - 18:00**

**FREEDOM FRIDAY:** *On the last Friday of the month we all head off an hour early!*

**COVID-19 UPDATE:** Our team are mostly working remotely from home currently. Our plan is to slowly begin our transition back to office working but it is likely to take some time before we are all fully back to office working.

## **OTHER BENEFITS**

All team members receive a laptop to provide more freedom when working.

One of our goals for 2021 is to relocate to a new office. A long-term home, still within King's Lynn, which will provide a better collaborative working space for the team. As with anything the charity does, we will only commit to the move if we can fund the project in the right way.



# WHAT HAPPENS NEXT & F.A.Q'S

## HOW DO I APPLY?

If you think you're the perfect person for this role please let us know why! Please send your CV and a covering letter to [team@scottyslittlesoldiers.co.uk](mailto:team@scottyslittlesoldiers.co.uk).

We like to give feedback to everyone but unfortunately because of the sheer volume of applications we receive this isn't always possible.

## WHEN IS THE APPLICATION CLOSING DATE?

Thursday 24<sup>th</sup> December 2020

## WHAT HAPPENS NEXT?

We will shortlist candidates and if you've made the shortlist you'll hear from us via email by: Friday 8th January 2021. As part of our safeguarding policy, if you are shortlisted you will be asked to complete an application form prior to attending an interview.

## WHERE WILL INTERVIEWS BE HELD?

Interviews will be held either online via Microsoft Teams or socially distanced as our King's Lynn HQ depending on current guidelines w/c 18th Jan.

## WHY OFFICE BASED?

We love using technology to help us become more efficient but we've also seen the benefit of working closely together as a team. We soak up what's going on around us and develop a unique understanding of what our beneficiaries need. At this stage of the charity's development we've found that a close knit team working collaboratively together in the same office has had a hugely positive impact on our culture and our impact.

## WHAT IF I HAVE A QUESTION ABOUT THE ROLE?

Please email your question(s) to [team@scottyslittlesoldiers.co.uk](mailto:team@scottyslittlesoldiers.co.uk) and a member of the team will get back to you as soon as possible.

## WHEN WOULD I START?

ASAP.

# WHAT HAPPENS NEXT & F.A.Q'S

## **WILL I HAVE TO WORK WEEKENDS?**

Your typical work week will be Monday to Friday. Many of our Team Members also choose to volunteer throughout the year at either fundraising or family events but this is completely optional.

## **WILL I HAVE TO WORK EVENINGS?**

We actively encourage our team members to leave on time. You are free to use your computer to do additional work in the evening but we don't ask this of you, in fact we'd rather you spend time with your family and come in fresh the next day.

## **WILL I NEED TO TRAVEL?**

Our operations are largely based out of our HQ in King's Lynn. In the short term you may be asked to work closely with some of our major corporate partnerships which rarely require visiting but there might be occasions when travel is required. Travel expenses or a loan vehicle would be provided.



## Charity Policy: Recruitment Policy (PP11)

### 1. Scope:

This policy has been agreed by the Trustees of Scotty's Little Soldiers ('the charity') to ensure all recruitment follows a fair and transparent process. Special consideration is given to roles which require working with children and young people and this policy has been created in line with the Safer Recruitment Guidance issued by the Norfolk Safeguarding Children Board.

### 2. Job Description & Person Specification:

All roles within the charity have a dedicated Job Description which includes clearly defined duties and responsibilities as well as a person specification which will include any qualifications, experience, skills, knowledge and key competencies required.

Job descriptions are approved by departmental heads and the CEO.

### 3. Advertising Roles:

All positions within the charity are promoted on the charity's website, staff noticeboards and social media as a minimum. Most roles are also advertised within the appropriate channels for the position in question. This could be a web portal specialising in jobs, for example, for education professionals or qualified accountants.

Most roles based at the charity's head office are advertised in the local press/media.

Jobs advertisements will refer applicants to the charity's website for further details which will include the Job Description as part of a New Team Member Pack.

The New Team Member pack includes full details of the charity's safeguarding policies, our culture code and the recruitment next steps.

### 4. Short Listing.

In most cases a closing date for applications will be provided. Following this date applicants will be shortlisted against the job descriptions and person specification.

Shortlisted candidates will be asked to complete an application form before coming for an interview.

### 5. Application Form.

The charity's application form includes personal details such as names, past and current work experience and details of qualifications. It will also include an explanation of all gaps in employment, current and previous addresses (past 5 years), two references, details of any convictions or cautions and a statement that the applicant is not disqualified from working with children or subject to any sanctions imposed by a regulatory body.

### 6. Interviewing.

All team member posts will require a minimum of one face to face interview. In most cases two interviews will take place with a minimum of two different charity representatives involved.

For roles related to working with children the interviewers will be trained in Safer Recruitment

Interviewing and Warner-style questions will be used during the interview.

For volunteer roles, over the phone interviewing maybe appropriate, particularly for fundraising volunteers.

Applicants will be expected to bring photo ID with them to their interview.

## 7. Successful Applications.

All volunteers attending beneficiary events, team members and trustees are required to have an enhanced DBS disclosure check. Individuals will not be permitted to have contact with children until these checks have been completed and the charity is satisfied the applicant is suitable.

All team members receive a detailed onboarding process which is further explained in our Onboarding Policy document.

A 3-month probationary period is normal for all team members and volunteers during which time the individual will work closely with experienced members of staff.

All roles within the charity will have the appropriate level of safeguarding training delivered within 3 months of starting work.

## 8. Review:

This policy is to be reviewed annually but may be updated by the board of Trustees as required.

Next review date: 8th March 2020

## 9. Approved on behalf of the Trustees:

Sign Name:

Sign Name:

Print Name:

Print Name:

Date:

Date:



## Charity Policy: Safeguarding Children Policy (MP07)

### 1. Scope:

This policy has been agreed by the Trustees of Scotty's Little Soldiers ('the charity') to ensure that every child within our organisation is safe and protected from harm. This means we will always work to:

- Protect children from maltreatment
- Prevent impairment of children's health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe effective care
- Take action to enable all children to have the best possible outcomes.

This policy will give clear direction to team members, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at Scotty's Little Soldiers.

A 'child' is someone under the age of 18 years. Please see our Safeguarding Adults Policy for 18 years and upwards. Both policies are closely intertwined to safeguard the whole family.

### 2. Definitions:

A 'child' is someone under the age of 18 years. Please see our Safeguarding Adults Policy for 18 years and upwards.

### 3. Introduction:

Scotty's Little Soldiers fully recognises the contribution it can make in protecting children from harm and supporting and promoting the welfare of all children. The charity is exclusively focused on providing support to children and young people and it is our ambition to set the industry benchmark when it comes to their safeguarding. Our policy is focused on prevention, protection and support.

We will establish and maintain an ethos where our children feel secure, are encouraged to talk, are listened to and are safe. Children will be able to talk freely to any team member or support volunteer if they are worried or concerned about something.

All team members and support volunteers in contact with children will know how to recognise a disclosure from a child and will know how to manage this. We will not make any promises to any child and we will not keep secrets. Every child will be clear about what the adult they have spoken to will do with whatever information they have been told.

We will provide activities and opportunities that will equip our beneficiaries with the knowledge they need to stay safe. At all times we will work in partnership and try to establish effective working relationships with parents, carers and colleagues from other agencies and organisations.

### 3. General Procedures:

- When new team members or support volunteers join Scotty's Little Soldiers they will be informed of the safeguarding arrangements in place. They will be given a copy of our safeguarding policies and told who our Designated Child Protection Officer for safeguarding is. They will be shown the recording format, how to complete it and who to pass it on to.

- Every new member of the team or support volunteer will have an onboarding period that will include essential safeguarding information. This programme will include safeguarding training (appropriate to their role) relating to the signs and symptoms of abuse, how to manage a disclosure from a child, how to record this information and issues of confidentiality. The onboarding will also remind team members and support volunteers of their responsibility to safeguard all children and the remit of the Designated Child Protection Officer.
- All team members and support volunteers will be asked to read this policy yearly and after it has been reviewed and updated if necessary.
- All guardians will be asked to confirm they have seen and read our safeguarding policy. They will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to make a referral to Children's Services.
- Parent/Carers will sign a consent form at the start of their child's membership of Scotty's Little Soldiers, which includes any vital health or otherwise notable information and will be kept securely on record. It also requests permission for images to be used for promotional purposes only.

#### 4. Training.

Every team member will undertake appropriate safeguarding training every three years. The Families team will all complete core safeguarding training and all other team members and support volunteers will complete safeguarding awareness training. The Designated Safeguarding Officer and Deputy Safeguarding officer will complete Designated Safeguarding Officer Training.

We actively encourage all staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via [www.norfolkscb.org](http://www.norfolkscb.org)

The Designated Safeguarding Officer should be the first point of contact for concerns and queries regarding any safeguarding concerns in Scotty's Little Soldiers.

#### 5. Safer Team Members & Support Volunteers:

All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with, or on our behalf, with our children are competent, confident and safe to do so.

We ensure that we adhere to the principles of safer recruitment as per our Recruitment Policy and also the guidance from Norfolk Children Safeguarding Children Board.

We will ensure that we:

- Carefully consider the job description, person specification and selection criteria.
- Circulate all vacancies widely.
- Prepare a New Team Member Information Pack containing the above information, our safeguarding and recruitment policies, general information on the charity and our core values.
- Require a completed application form for shortlisted candidates including details of any criminal convictions.
- Ask for identification.
- Ask for originals of any relevant qualifications.
- Conduct interviews with at least two people present

- Ask for at least two references, including last employer.
- Gain enhanced DBS checks.
- Organise a comprehensive onboarding period which includes familiarisation with safeguarding policies, procedures and safeguarding training.

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for our beneficiaries. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.

All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made. We will seek appropriate advice from the Local Authority Designated Officer (LADO) within 24 hours of an allegation being made. We will then follow up our concerns in writing within a further 24 hours.

Staff will not investigate these matters. We will seek and work with advice that is provided. Should any allegation be made against the Designated Safeguarding Officer or Deputy, this will be reported by the team member or support volunteer raising the concern directly to the LADO.

There are sensible steps every adult should take in their daily professional conduct with children and young adults. This can be found in the NSCB Safer Programme Safer Working Practice. 6. Records & Confidentiality.

If we are concerned about the welfare or safety of any child or young person coming in to contact with Scotty's Little Soldiers we will record our concerns immediately on the agreed report form and give this to the Designated Child Protection Officer.

Any information recorded will be kept securely on our client management system with restricted access. These files will be the responsibility of the Designated Child Protection Officer and the information will only be shared within the organisation on a need to know basis for the protection of the child.

Any safeguarding information will be kept in the file and will be added to. Copies of referrals will be stored in the file.

All information is confidential, however if there is a safeguarding or child protection concern about a child, then information can be shared with other agencies, namely the Police or Children's Services. Reports of a concern to the Designated Child Protection Officer must be in writing and signed and dated by the person with the concern.

## 7. Roles & Responsibilities.

Scotty's Little Soldiers Designated Child Protection Officer will liaise with the relevant Children's Services and other agencies where necessary and make referrals using the procedure below.

- Any concern for a child's safety or welfare will be recorded and given to the Designated Child Protection Officer who will be responsible for ensuring that all team members and support volunteers are aware of our policy and the procedure they need to follow.

- The Designated Child Protection Officer will ensure that all team members and support volunteers have received appropriate child and young adult protection information during onboarding and have accessed the relevant training.
- The Designated Child Protection Officer will ensure that our safeguarding policies are in place and are reviewed annually. The content of our policies has been written in consultation with the Safer Programme.
- At all times the Designated Child Protection Officer will ensure that safer recruitment practices are followed.
- Scotty's Little Soldiers undertakes to remedy without delay any weaknesses to our safeguarding arrangements that are brought to our attention.

## 8. Procedures for Handling Disclosures

A child may decide to disclose information that may indicate they or another child are suffering from abuse or neglect. A child chooses to speak to an adult because they feel they will listen and that they can trust them. The adult needs to listen to what the child has to say and be very careful not to 'lead' the child or influence in any way what they say.

It is important that the adult remembers to:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not to stop or interrupt a child who is recalling significant events
- Never to promise the child confidentiality – it must be explained that the information will be passed on to help keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next (the safeguarding process must be followed)
- Record what has been said immediately as close to what has been said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink
- Contact the designated person immediately
- Seek support We are clear that the individual's Local Authority and Police must lead any investigation in any allegation regarding safeguarding.

Child protection and safeguarding referrals should be made to the individual's local authority Children's Services following their referral processes.

If Scotty's Little Soldiers are unsure whether to make a referral or not, they will request a professional consultation via the individual's Children's Services contact methods.

Any referral, consultation or concern must take place immediately, it is important we do not delay.

## 9. Working Together 2018.

What is abuse and neglect? A form of maltreatment of a child. Somebody may abuse or neglect a



child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

**Physical abuse** A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

**Emotional abuse** The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**Sexual abuse** Involves forcing or enticing a child to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Neglect** The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- a. Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- b. Protect a child from physical and emotional harm or danger;
- c. Ensure adequate supervision (including the use of inadequate care-givers);
- d. Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## 10. Review:

This policy is to be reviewed annually but may be updated by the board of Trustees as required.  
Next review date: 31st January 2020

11. Approved on behalf of the Trustees:

Sign Name:

Sign Name:

Print Name:

Print Name:

Date:

Date:

#HelpTheirChildrenSmile



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