

# Childline Gibraltar Safeguarding Policy

Childline Gibraltar started in 2006, building on the principles and experiences gained by the NSPCC and Childline in the UK.

## Our Vision

Childline's vision is of a society in which all children are loved, valued and able to fulfil their potential.

## Childline's Mission

It is Childline Gibraltar's mission to end all forms of cruelty to children in Gibraltar and for this to happen we need to be able to reach out to all those children, parents and families that need us, when they need us.

## Our Values

Childline Gibraltar's core values are based on the UN Convention on the Rights of the Child:

- Children must be protected from all forms of violence and exploitation.
- Everyone has a responsibility to support, care and protect children.
- We listen to children and young people, respect their views, and respond to them directly.
- Children should be encouraged and enabled to fulfil their potential.
- We challenge inequalities for children and young people.

# Childline Gibraltar's Safeguarding Statement

Childline Gibraltar, as a provider of a professional Helpline, Appropriate Adults Service, Community Work in Schools, youth clubs and to families values all people we work with, whether they are children, young people or vulnerable adults and is committed to their development, safeguarding, and wellbeing.

Childline Gibraltar believes that it is always unacceptable for a young person to experience abuse of any kind and that their welfare takes precedence over any other situation.

All young people, regardless of protected characteristics as defined by the Equality Act 2010 (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity) have a right to equal protection from all types of harm and abuse.

We recognise our responsibility to prevent the physical, sexual, emotional abuse and neglect of these groups and to report any concern discovered or suspected.

We share this responsibility with others with whom we work and will always seek to ensure that correct practices are in force.

We will endeavour to help safeguard young people by valuing, listening, and respecting them.

Childline Gibraltar commits to providing a safe and nurturing environment for all those who come into contact with our work, especially young people. At all times, the welfare of young people or vulnerable adults takes precedence over any other situation, which might occur in the fulfilling of the Charitable Objectives of Childline Gibraltar.

Childline Gibraltar is committed to exercising due care and diligence in recruiting, supervising, supporting, resourcing, and training all employees and volunteers who work with vulnerable young people. Childline Gibraltar follows Safer Recruitment practice, ensuring all employees and volunteers undertake an Enhanced DBS check to prevent unsuitable people working with young people.

Childline Gibraltar promotes and contributes to effective partnership working between all those involved in providing services to young people.

## The Purpose and Scope of This Policy Statement

This policy applies to anyone working on behalf of Childline Gibraltar, including the board of trustees, paid staff, and volunteers.

The purpose of this policy statement is:

- To protect children and young people, who receive any service or engage with Childline Gibraltar's, from harm. The welfare of young people is paramount, all young people have a right to freedom from abuse and to be treated with respect and dignity. All work with young people will be informed by equal opportunities and anti-oppressive practice and will reflect diversity of need.
- To provide employees and volunteers with the overarching principles that guide Childline Gibraltar's approach to safeguarding and child protection. It is the responsibility of all adults to safeguard and promote the welfare of young people and protect young people from harm wherever they are in a position to do so. All employees and volunteers have a right to be treated with respect and dignity. Where concerns are raised about employees or volunteers, the adult concerned should be treated fairly and honestly and provided with support.

The Policy is supported by the Childline Gibraltar Safeguarding Procedure, which, all Childline Gibraltar team members, whether employees or volunteers, should read in conjunction with this Policy.

## Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Gibraltar.

### Safeguarding Procedures

This policy statement should be read alongside our organisational policies, procedures, guidance, and other related documents:

1. Role description for the Designated Safeguarding Officer
2. Dealing with disclosures and concerns about a child or young person
3. Managing allegations against staff and volunteers
4. Recording concerns and information sharing
5. Child protection records retention and storage
6. Code of conduct for staff and volunteers
7. Behaviour codes for children and young people
8. Photography and sharing images guidance.
9. Safer recruitment
10. Online safety
11. Anti-bullying
12. Managing complaints
13. Whistleblowing
14. Health and safety
15. Managing staff and volunteers' procedure

## We recognise that:

- The welfare of children is paramount in all the work we do and in all the decisions we take.
- Working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young people's welfare.
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

## Childline Gibraltar's Safeguarding Values and Commitment

Childline Gibraltar will seek to keep young people safe by:

- Valuing, listening to, respecting, and representing them. Childline Gibraltar recognises that good lines of communication with a trusted adult can help with the prevention of abuse and other forms of harm.
- Childline Gibraltar staff will strive to establish and maintain an ethos whereby young people feel secure, are encouraged to talk, and are listened to in a non-judgemental manner.
- Appointing a Designated Safeguarding Lead (DSL), at least one Deputy DSL and Trustee with specific oversight and assurance responsibilities for safeguarding.
- Adopting and implementing child protection and safeguarding best practice through Childline Gibraltar's Safeguarding Policy, Procedure and Code of Conduct for Staff Working with Young People. Using the Safeguarding Procedure to:
  - Ensure employees and volunteers understand and apply best practice in safeguarding.
  - Manage any allegations against employees and volunteers, as appropriate.
  - Share concerns and relevant information with agencies who need to know, and involving young people, parents, families, carers, and other personnel, as appropriate.
- Developing and implementing an effective online safety policy and related procedures.
- Providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures, and behaviour codes confidently and competently.
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance.
- Sharing information about safeguarding and good practice with children and their families via the Helpline, face to face contact and written materials.
- Making sure that children, young people, and their families know where to go for help if they have a concern.
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Ensuring that we provide a safe physical environment for our children, young people, staff, and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- Building a safeguarding culture where staff and volunteers, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.
- Where we use a venue to deliver face to face sessions, we will be ensuring that Childline Gibraltar provides a safe physical environment for young people, staff, and volunteers, through a venue's health and safety policy, in accordance with the law and regulatory guidance.
- Creating and maintaining an emotionally safe & supportive environment where young people can learn and develop. Addressing any behaviours that could harm e.g., bullying,

peer on peer abuse, harassment, harmful sexual behaviours, or discrimination and ensuring that incidents of this nature are dealt with effectively.

Childline Gibraltar's Safeguarding Policy and Procedure are reviewed annually or as guidance changes, ensuring they always comply with Government regulations.

## Contact Details

Childline Gibraltar's designated Trustee is responsible for overseeing the content and any updates to this Policy, whilst the Designated Safeguarding Officer is responsible for the Safeguarding Procedure.

The Board of Trustees will review this Policy annually, prior to approval.

### Designated Safeguarding Officer (DSO)

Name: Caroline Carter

Email: [caroline.carter@childline.gi](mailto:caroline.carter@childline.gi)

### Deputy Designated Safeguarding Officer (DDSO)

Name: Jenny Olivero

Email: [jenny.olivero@childline.gi](mailto:jenny.olivero@childline.gi)

### Trustee with Oversight for Safeguarding

Name: Annie Green

Email: [Trustees@childline.gi](mailto:Trustees@childline.gi)

### Childline Helpline

8008

### Version Control

Revision	Date	Author	Changes
1	29 <sup>th</sup> July 2025	C Carter	Changed title from DSL to DSO to fall in line with Introduction of DSO in Gibraltar training and Safeguarding Standards.

2	26 <sup>th</sup> August 2025	C Carter	Updated title of procedure 15 to: Managing staff and volunteers' procedure
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