



Helping you achieve.



Harrow Safeguarding Children & Young People Guidance

For The Voluntary, Community, Faith & Private Sector

The Green Book

2017 Update





The Harrow Safeguarding Children Board recognises that you all play a very important role in protecting and promoting the welfare of children and young people, as well as supporting their families - and so it is only right that we offer you support in undertaking this important work.

We also want to ensure that there is a consistent approach to safeguarding children and young people and so the revised Green Book has been produced to provide a range of useful information, as well as a model policy and procedure.

If your organisation does not currently have its own Safeguarding Policy and Procedures, you can use this document to create your own or simply adopt the model one provided. It can also be used as a check to ensure that what you do have in place is up to date and fit for purpose.

Equally important is encouraging staff and volunteers to take part in local safeguarding training, the LSCB offers this free and information can be found here:

<http://www.harrowlscb.co.uk/learning-development/training-with-hscb/>

Voluntary sector training:

<http://www.harrowlscb.co.uk/guidance-for-practitioners/voluntary-sector-partners/>

The message that safeguarding children is everyone's business is a key theme for the Local Safeguarding Children Board (LSCB) in Harrow and we look forward to working with you to help you play your part. I hope that you will find the Green book useful.

Thank you

A handwritten signature in black ink, which appears to read 'Christopher John Hilder'. The signature is written in a cursive style and is positioned above a horizontal line.

Harrow Safeguarding Children Board Independent Chair

Who Should Use This Guidance?

This Guidance should be used by all organisations and groups in the Voluntary, Community Sector, (VCFPS), Faith & Private that provide information, advice and/or support to children, young people and/or families, whether or not they are registered as a charity with the Charity Commission. It applies to all VCFPS staff and volunteers, including trustees, committee members, senior management, religious leaders, students on work placements and sessional workers.

All staff and volunteers are encouraged to familiarise themselves with the contents of the policy procedure and the updated Green Book. All Nominated Safeguarding Persons, Deputy Nominated Safeguarding Persons, trustees and (senior) managers are advised to read through the whole document carefully and explore relevant resources referenced in the Green Book.

It is the responsibility of the Nominated Safeguarding Persons and their Deputies to support all staff and volunteers in understanding the Green Book and applying it in their everyday work.


How To Use This Guidance?

This Green Book should inform the day-to-day work of all groups and organisations in direct contact with children and/or families.

We have designed a model policy statement and a policy and procedure document which can be adopted by your organisation.

To do this you need to read the document and understand your responsibility, then either insert relevant information in the spaces provided or add relevant information that may apply to your organisation e.g. special needs. The policy should be relevant to your setting and your structure.

Symbols Used:

 This icon marks links and references to additional sources of information and support

* Please note that internet access is required to click-through to external resources

If you have a concern about the safety of a child or if you are worried that a child has suffered abuse, contact:

Harrow Golden Number on: 020 8901 2690 - 020 8424 0999 during out of hours)

You can also contact the following:

NSPCC helpline on 0800 800 5000

If it is an emergency DIAL 999 for the Police

Voluntary Action Harrow Safeguarding Outreach Team: Telephone: 020 8861 5894
asiachetouani@voluntaryactionharrow.org.uk or suebush@voluntaryactionharrow.org.uk

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Commonly Used Acronyms

Below is a list of acronyms and a glossary of terms that you may come across around children and young people's services in Harrow. Whilst this is not an exhaustive list of all terminology and acronyms it is a selection of some of the more commonly used ones.

AAP Allegations Against Professionals

BAMER Black, Asian, Minority Ethnic and Refugee (also known as BME, BAME or BMER)

CA 1989 Children Act 1989

CA 2004 Children Act 2004

CAFCASS Children and Family Court Advisory and Support Service

CAIT Child Abuse Investigation Team

CAMHS Child and Adolescent Mental Health Service

CAT Children's Access Team (Harrow)

CFC Change for Children

CCPAS Churches' Child Protection Advisory Service

CLA Children Looked After

CP Child Protection

CYP Children and Young People

DBS Disclosure and Barring Service

DfE Department for Education

DV Domestic Violence

ECM Every Child Matters

FGM Female Genital Mutilation

FMU Forced Marriage Unit

HBV Honour Based Violence

HO Home Office

IDVA Independent Domestic Violence Advisor/Advocate

ISVA Independent Sexual Violence Advocate

LA Local Authority

LADO Local Authority Designated Officer

LGBT Lesbian Gay Bisexual Transgender

HSCB Harrow Safeguarding Children Board

LSP Local Strategic Partnerships

MARAC Multi Agency Risk Assessment Conference

MASH Multi Agency Safeguarding Hub

NAVCA National Association for Voluntary and Community Action

NSP Nominated Safeguarding Person

NEET Not in Education, Employment or Training (Young People)

RA Risk Assessment

SCR Serious Case Review

SEN Special Educational Needs

TAF Team Around the Family

UNCRC United National Convention on the Rights of the Child

VAWG Violence Against Women and Girls

VCS Voluntary and Community Sector

YOT Youth Offending Team

Key Definitions

Term	Definition
Abuse	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 (e.g. via the internet). They may be abused by an adult or adults, or another child or children.
Child	A child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'children and young people' throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in a secure estate for children and young people, does not change his or her status or entitlement to services or protection (Working Together to Safeguard Children 2015).
Child in need	Under Section 17 (10) of the Children Act 1989, a child is 'in need' if, without the provision of local authority services: He or she is unlikely to achieve or maintain a reasonable standard of health or development; His or her health or development is likely to be significantly impaired; or He or she has a disability.
Child protection	The process of protecting individual children identified as either suffering, or at risk of suffering significant harm as a result of abuse or neglect. It is a part of safeguarding and promoting the welfare of the children.
Children perceived as 'different'	Research indicates that children who may be perceived as 'different', e.g. disabled children, children from minority ethnic groups or cultures and children with differing sexual orientations, are more vulnerable to abuse. It is therefore vital that all agencies promote equality of opportunity and anti-discriminatory practice. Failure to do so may expose particular children to significant harm.
Children's Social Care	Within local authorities, Children's Social Care staff (including social workers) act as the main point of contact for children with welfare concerns. They may be contacted directly by children, parents or family members seeking help, by concerned friends and neighbours, or by professionals and others from statutory and voluntary organisations. Where a child or young person is suffering or likely to suffer significant harm, children's social care staff have lead responsibility for undertaking an assessment of the child's needs, the parents' capacity to meet these needs and to keep the child safe and promote their welfare, and of the wider family and environmental circumstances.
MASH Referral Record	This is the referral form used to refer concerns to MASH, the form includes the Signs of Safety methodology.
Disclosure and Barring Service (DBS)	The DBS is designed to help prevent unsuitable people from working with children and vulnerable adults. This is done via: Criminal record checks for all prospective staff (previously CRB checks managed by the Criminal Records Bureau) Barring individuals who pose a risk of harm from working with children and vulnerable adults (previously managed by the Independent Safeguarding Authority)

Local Authority Designated Officer (LADO)	<p>A senior member of staff situated within the Local Authority Children's Services who should be alerted to all cases in which it is alleged that a person who works with children has:</p> <ul style="list-style-type: none"> behaved in a way that has harmed or may have harmed a child; possibly committed a criminal offence against children; behaved towards a child in a way that indicates they are unsuitable to work with children <p>A LADO helps co-ordinate information sharing with the correct people and provides guidance and advice on steps such as suspension or referral to the Barring Service.</p>
Nominated Safeguarding Person (NSP)	There must be at least one person in each organisation who has responsibility for child protection issues and provides child protection advice to other staff and volunteers (this role has a variety of different names)
Parent/ Parental Responsibility	Parent or carer, including a person with a Special Guardianship Order or Residence Order. The term includes foster parents and the local authority for children in care.
Adults who pose a Risk to children	Description of an adult or child who has been identified (by probation services / youth offending teams, police or health services, individually or via the Multi-Agency Public Protection Arrangements) as posing an ongoing risk to a child (replaces the term Schedule 1 Offender).
Safeguarding and promoting the welfare of children	<p>The process of:</p> <ul style="list-style-type: none"> Protecting children from maltreatment. Preventing impairment of children's health or development. Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. Taking action to enable all children to have the best life chances.
Significant harm	<p>A situation where a child is suffering, or is likely to suffer, a degree of physical, sexual and / or emotional harm (through abuse or neglect), which is so harmful that there needs to be compulsory intervention by child protection services.</p> <p>The Children Act 1989 introduced the concept of significant harm as the threshold level that justifies compulsory intervention in family life in the best interests of children, and gives local authorities a duty to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm.</p>
Staff	Any individual/s working in a voluntary, employed, professional or unqualified capacity, including foster carers and approved adopters.
Third sector	These are voluntary and community organisations (both registered charities and other organisations such as associations, self-help groups and community groups), social enterprises, mutuals and co-operatives.
Having a Holistic Approach to the wellbeing of Children / Young People: Think Whole Family.	The achievement of the best outcomes for children. Also, to think of a child within the family context, e.g. Siblings, grandparents, step family members & those that they may not live with but visit due to court orders/ shared parental responsibility.

Basic principles

The child's welfare is paramount.

Think Whole Family Approach; This looks at the effect on children/young people by other family/friends that interact closely with the family, think of a child within the family context, e.g. Siblings, grandparents, step family members & those that they may not live with but visit due to court orders/ shared parental responsibility.

Safeguarding children and young people is the responsibility of everyone.

All children and young people have the right to protection from abuse regardless of their race, ethnicity, immigration status, religion or belief, sex, gender identity, sexual orientation or disability. This includes unborn children and children aged 0-18 years, and those up to 21 with learning disabilities.

All allegations and suspicions of abuse will be taken seriously and responded to swiftly and appropriately. They must not be ignored.

If somebody believes that a child may be suffering, or is at risk of suffering significant harm, they should always refer the concern to:

Children's Social Care MASH: 020 8901 2690 or the Police 999 out of hours emergency duty social worker: 020 8424 0999.

All voluntary, community, faith and private organisations/service providers working with children/young people and their families must take all reasonable measures to ensure that risks of harm to children and young people are minimised.

Support and training can be obtained via the Safeguarding Outreach Team. Call: **020 8861 5894**

Every group or organisation **MUST** select a senior member of staff or manager who has specific responsibility for safeguarding and child protection issues (this would usually be someone working **on site**).

For the purpose of this document we refer to this person as the
Nominated Safeguarding Person (NSP)

Keeping the Child at the centre of your work

Organisations should prioritise direct communication with children and develop positive and respectful relationships with them, ensuring the child's wishes and feelings are at the basis of your organisation's approach, plans and/or activities.

Children/young people need to feel they are respected and understood as individuals and to have their wishes and feelings consistently taken into account.

Effective action to keep the child/young person in focus includes:

- Being vigilant and noticing when children appear troubled or anxious
- Developing a direct and stable relationship based on trust and understanding with the child.
- Obtaining information from the child about his or her needs.
- Finding out about the child's wishes and feelings – about their situation now as well as plans and hopes for the future.
- Providing children with honest and accurate information about the current situation, as seen by professionals, and future possible actions and interventions.
- Involving the child in key decision-making (appropriate to age and level of understanding).
- Providing appropriate information to the child about his or her right to protection and assistance.
- Inviting children to make recommendations about the services and assistance they need.
- Ensuring children have access to independent advice and support (for example, through advocates or children's rights officers) to be able to express their views and influence decision-making.

It is also very important to obtain and respond to the views and experiences of children with regards to staff and volunteers.

Providing the space for children/young people to voice their experiences of contact with staff and volunteers is crucial in building and maintaining a safe and responsive environment.

You may find the following resources helpful:

Save the Children:

http://www.savethechildren.org.uk/sites/default/files/docs/Putting_Children_at_the_Centre_final_%282%29_1.pdf

Legislation

This is a brief introduction to some of the key legislation that protects children and young people in the UK. It is not comprehensive and does not constitute legal advice.

The key principles and concepts of:

- The Children Act 1989
- The Children Act 2004
- Working Together to Safeguard Children Statutory Guidance, 2015
- The London Child Protection Procedures 2016
- United Nations Conventions on the Child 1989
- Serious Crime Act 2015
- Children & Families Bill 2014

There is no single piece of legislation that covers child protection in the UK, but there are a number of laws and guidance which are continually being amended. Legislation covering child protection can be divided into two main categories: Civil law and Criminal law.

Civil law is divided into public and private law:

Public law: puts in place systems and processes in order to minimise the risk of children coming to harm and lays out what action should be taken if children are at risk.

Private law: deals with family proceedings, such as divorce and contact with the child.

Criminal law: deals with people who have offended or are at risk of offending against children.

The Children Act 1989

The current child protection system is based on the [Children Act 1989](#) which was hailed as ‘the most comprehensive and far-reaching reform of child law.’ Following the death of eight-year old Victoria Climbié in 2000, as a result of serious abuse, Lord Laming conducted an inquiry (Laming, 2003) to help decide whether to introduce new legislation and guidance to improve the child protection system in England.

The Government’s response was the Keeping Children Safe report (DfES, DH and Home Office, 2003) and the Every Child Matters green paper (DfES, 2003), which led to the [Children Act 2004](#).

i Free Legal Advice is offered by Coram Children’s Legal Centre:

Family, Child and Education Legal Advice - 0300 330 5480.

Education Law - 0300 330 5485

Migrant Children's Project Legal Advice Line - 0207 636 8505

For more information visit <http://www.childrenslegalcentre.com/>

The Police, Social Workers & NSPCC are the **only agencies who can investigate** specific allegations and concerns about child abuse & neglect.

The Children Act 1989 sets out in detail what local authorities and the courts should do to protect the welfare of children. It gives local authorities the 'duty to investigate' if they have reasonable cause to suspect that a child who lives, or is found, in their area, is suffering, or is likely to suffer significant harm (section 47).

Local authorities also have a duty to provide 'services for children in need, their families and others' (section 17).

Welfare of the child is paramount.

When making decisions about a child's welfare, a court, for example, must gain the wishes and feelings of the child and every effort should be made to ensure the child remains living with their family / extended family and where possible, within their own community.

It introduced the concept of **parental responsibility** which is defined as 'the rights, duties, powers and responsibilities which by law, a parent of a child has in relation to the child and his property'.

The Children Act 2004

The Children Act 2004 does not replace or amend The Children Act 1989. It supplements the 1989 Act by setting out the process for improved multi-disciplinary working and integrated planning, including commissioning and delivery of services in order to better safeguard and promote the welfare of child.

The Children Act 2004 placed a duty on local authorities to appoint a director of children's services and an elected lead member for children's services, who is ultimately accountable for the delivery of services.

It placed a duty on local authorities and partners (including the police, health service providers and the youth justice system) to co-operate in promoting the wellbeing of children and young people and to make arrangements to safeguard and promote the welfare of children. The Act also puts Local Safeguarding Children Boards – in Harrow this is called Harrow Local Safeguarding Children Board (LSCB) on a statutory footing and gives them functions of investigation and review (section 14 The Children's Act 2004) which they use to review all serious case reviews & child deaths in their area.

Section 58 of the Children Act 2004 updates the legislation on physical punishment. It limits the use of the defence of reasonable punishment so that it can no longer be used when people are charged with the offences against a child of wounding, actual or grievous bodily harm or cruelty.

Therefore, any injury sustained by a child which is serious enough to warrant a charge occasioning actual bodily harm cannot be considered to be as the result of reasonable punishment.



For full text on the Children's Act 2004:

http://www.legislation.gov.uk/ukpga/2004/31/pdfs/ukpga_20040031_en.pdf

Working Together to Safeguard Children - A Guide to Inter-Agency Working to Safeguard and Promote the Welfare of Children 2015

This Guidance is produced to help professionals identify children at risk and work effectively together under the Children Act 1989. It is a key document providing information and guidance on the different types of abuse, action to take to protect children, roles and responsibilities and serious case reviews. This is covered in the Working Together to Safeguard Children Statutory Guidance of 2015. Government guidance sets out in keeping safe in education (DFE Sept 2016) which incorporates a range of responsibilities for schools and newer statutory duties introduced to protect children and young people from FGM & Radicalization.

Who is this guidance for?

This statutory guidance should be read and followed by Local Authority Chief Executives, Directors of Children's Services, Harrow Local Safeguarding Children Board (LSCB) and senior managers within organisations who commission and provide services for children and families. **It is of extreme importance and relevance to those in the voluntary and community, faith & private sector who have direct contact with children and families.**

Effective safeguarding arrangements in every local area should be underpinned by two key principles:

- Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part.
- A child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Everyone who works with children - including teachers, GPs, nurses, midwives, health visitors, early year's professionals, youth workers, police, A&E staff, paediatricians, **voluntary and community workers** and social workers - **has a responsibility for keeping them safe.**

Community, voluntary, faith & private organisations sector providers play an important role in delivering services to children. They need to work effectively with the LSCB. Paid and volunteer staff must be aware of their responsibilities for safeguarding and promoting the welfare of children.

They should be aware of how to respond to child protection concerns and make a referral to local authority children's social care or the police if necessary.

Places of worship and faith-based organisations provide a wide range of activities for children and have an important role in safeguarding children and supporting families.

All Faith groups who work with children need to have appropriate arrangements in place to safeguard and promote the welfare of children.

These organisations should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children, including:

- a clear line of accountability for the provision of services to children
- a senior board level leadership responsibility for safeguarding
- a culture of listening to children and considering their wishes and feelings
- arrangements which set out clearly the processes for sharing information
- a designated professional lead for safeguarding (NSP)
- safer recruitment practices
- appropriate supervision and support for staff, including safeguarding training
- clear policies in line with those from the London Safeguarding Children Board for dealing with allegations against people who work with children

 Working Together to Keep Children Safe [Full Text]:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working_Together_to_Safeguard_Children_20170213.pdf

London Child Protection Procedures, 5th Edition 2017

The London Child Protection Procedures (LCPP) 5th Edition provides procedural guidance across all London boroughs and must be followed by all local authorities, unless there are good evidenced reasons not to do so. The LCCP are available online only.

There are two parts to the Procedures:

Part A:

1. Responding to concerns about child abuse/neglect
2. Referral & Assessment
3. Child protection section 47 enquiries
4. Child Protection Conferences
5. Implementation of child protection plans
6. Children and Families moving across Local Authority boundaries
7. Allegations against staff and volunteers
8. Organised / Complex abuse
9. Unexpected death of a child

Part B:

1. General practice guidance
2. Learning and Improvement Framework
3. Safeguarding Children Practice Guidance, includes Missing Children, CSE, Gangs and Serious Youth Violence, internet/online based abuse
4. Guidance for the voluntary, community and faith sector

 Part A: Core Child Protection Procedures updated

Part B: Multi-Agency practice guidance updated

<http://www.harrowlscb.co.uk/pan-london-safeguarding-board/>

The United Nations Convention on the Rights of the Child 1989

The UN Convention on the Rights of the Child (CRC), ratified by the UK in 1991, sets out the civil, economic, social, cultural and political rights of every child. The CRC is the most comprehensive statement of children's rights and it is the most-widely ratified international human rights convention in history. Some of the key principles of the CRC include:

Safety and Protection:

- Everyone under the age of 18 enjoys all the rights set out in the CRC
- The Convention applies to everyone: whatever their ethnicity, gender, religion, abilities, whatever they think or say, whatever type of family they come from.
- The best interests of the child must be a top priority in all matters that affect children.

Parents and Carers:

- Governments must respect the rights and responsibilities of parents and carers to direct and guide their child as they grow up.
- Children must not be separated from their parents unless it is in the best interests of the child (risk of harm).
- Both parents share responsibility for bringing up their child and should always consider what is best for the child. Governments must support parents.

Views of the Child and Access to Information:

- Every child has the right to say what they think in all matters affecting them, and to have their views taken seriously.
- Every child must be free to say what they think and to seek and receive all kinds of information, as long as it is within the law.
- Every child has the right to meet with other children and to join groups and organisations, as long as this does not stop other people from enjoying their rights.
- Every child has the right to privacy. The law should protect the child's private, family and home life.

Children in specific circumstances:

- If a child is a refugee or seeking refuge, governments must ensure that they have the same rights as any other child.
- A child with a disability has the right to live a full and decent life with dignity and independence, and to play an active part in the community.

Right to leisure, play and cultural activities:

- Every child has the right to relax, play and take part in a wide range of cultural and artistic activities.



For more information go to:

<https://www.unicef.org/rightsite/files/uncrcchildfriendlylanguage.pdf>

Serious Crime Acts 2015- Part 5: Protection of children and others

9. Part 5 makes a number of changes to the civil and criminal law to enhance the protection of children and others, namely:

a) Updating and clarifying the offence of child cruelty in section 1 of the Children and Young Persons Act 1933, in particular, to make it explicit that the offence covers conduct which is likely to cause psychological suffering or injury as well as physical harm. This Part also modernises some of the language in section 1 of the 1933 Act.

b) Introducing a new offence of sexual communication with a child; this would criminalise an adult who communicates with a child for the purpose of obtaining sexual gratification, where the communication is sexual or if it is intended to elicit from the child a communication which is sexual.

c) Amending the Sexual Offences Act 2003; to remove anachronistic references to child prostitution and pornography. It replaces these terms with references to the sexual exploitation of children (recognising children as victims). This Part also amends the Street Offences Act 1959 to decriminalise under-18s selling sex in the street and in doing so again recognises children as victims in such circumstances rather than consenting participants (buying sex from an under-18 in any circumstances would remain illegal).

d) Creating a new offence making it illegal to possess paedophile manuals; that is, any item that contains advice or guidance about abusing children sexually. The offence will be subject to a three year maximum prison sentence.

e) New provisions on tackling FGM by: Extending the extra-territorial reach of the offences in the Female Genital Mutilation Act 2003 (and Prevention of Female Genital Mutilation (Scotland) Act 2005) so that they apply to habitual as well as permanent UK residents; introducing a new offence of failing to protect a girl from risk of FGM;

- granting lifelong anonymity to victims; bringing in a civil order ("FGM protection orders") to protect potential victims;
- and placing a mandatory duty on those working in regulated professions (for example, teachers, social workers and healthcare workers) to report the discovery of FGM appearing to have been carried out on a girl under 18.

Forced Marriages: June 2014 forcing someone to marry against their will is a criminal offence. The maximum penalty for the new offence of forced marriage is seven years imprisonment.

Law enforcement agencies will also be able to pursue perpetrators in other countries where a UK national is involved under new powers defined in legislation.

 Further information Serious Crime Law 2015:

http://www.legislation.gov.uk/ukpga/2015/9/pdfs/ukpga_20150009_en.pdf

Harrow Safeguarding Children Board



Role & Remit

Harrow Safeguarding Children Board (HSCB) brings together professionals and all the main organisations who work with children and families in Harrow to ensure that they all work together to keep children and young people safe.

HSCB coordinates local safeguarding activity and drives improvements to safeguard and promote the welfare of children more effectively by:

- Developing multi-agency safeguarding procedures including Pan London Procedures
- Raising awareness of safeguarding issues
- Monitoring and evaluation of what is done in Harrow to safeguard children
- Managing multi-agency safeguarding training and development
- Collecting and analysing information about all child deaths in Harrow
- Undertaking Serious Case Reviews
- Supporting Harrow statutory and voluntary agencies to manage allegations against people who work with children
- Supporting safer recruitment practice
- Undertaking work on specific safeguarding issues such as domestic abuse, e-safety, anti-bullying, child trafficking, forced marriage, female genital mutilation and others.

HSCB has representation from a wide range of statutory partners and representation from local voluntary organisations both on the main board and within its sub-committees.

You can also find many useful resources on the HSCB website listed above and London Safeguarding Children Board website: www.londonscb.gov.uk



Harrow Safeguarding Children Board (HSCB)
Second Floor, Civic Centre, Station Road, Harrow HA1 2UL Tel: 020 8424 1147
Email: lsqb@harrow.gov.uk Website: www.harrowlsqb.co.uk

Harrow Safeguarding Adults Board



Role & Remit

Adults who are vulnerable or at risk may be older people, those with a physical or learning disability, a mental health problem, those who self-neglect or anyone who is unable to protect themselves from abuse, harm or exploitation by others; Think Whole Family.

Safeguarding and promoting the welfare of adults at risk requires effective co-ordination. In Harrow, this is the role of the Local Safeguarding Adults Board (LSAB). The LSAB raises awareness and promotes the welfare and rights of adults at risk in order to protect the most vulnerable in our community from abuse, harm or exploitation.

The membership of the LSAB includes a wide range of statutory partners including Harrow Council, local Health Trusts, the Police and Fire Brigade as well as partners from the community, voluntary, faith & private sectors who represent the major service user groups.

Safeguarding and promoting the welfare of adults means:

- Having a zero tolerance of all forms of abuse
- Promoting dignity and respect
- Engaging with the local community to promote and inform about safeguarding issues
- Supporting adults at risk to report any concerns while also empowering them to safeguard themselves from harm
- Ensuring that quality commissioned, regulated and accredited services are provided by staff with the appropriate level of training to meet the needs of adults at risk
- Supporting adults at risk of abuse to stop the abuse continuing and to access the services they need (including advocacy and victim support)
- Improving access to justice and the criminal justice system

Some examples of partners the LSAB works with include Trading Standards for distraction burglary; the Police together with Banks to prevent financial abuse; and domestic violence organisations where the victims are older people, have a learning or physical disability or mental health problem.

The LSAB (through the Safeguarding Adults Team) also provide a wide range of training, awareness raising and briefing sessions which are offered free to all partners. There is also a Basic Awareness e-learning package available at <http://www.learningpool.com/harrow> as well as a wide range of leaflets, posters and other information that promotes the work of the LSAB and the Safeguarding Adults Team.

i Advice or Support - If you, or someone you know, is concerned about an adult at risk who may be experiencing abuse, harm or exploitation call Access Harrow 020 8901 2680 or 020 8424 0999 (out of hours) | AHadults@harrow.gov.uk | www.harrow.gov.uk/safeguardingadults

If you have any emergency concerns about an adult at risk, call the Police on 999

Framework of Competencies for Effective Safeguarding Children Practice

In order to effectively safeguard children living in ethnically, culturally and faith diverse communities, professionals must be competent in:

Knowing how a healthy child presents and behaves

So that the professional can recognise signs of distress and impaired development and intervene as early as possible to protect and promote wellbeing.

When family circumstances appear complex, clarity of purpose comes from keeping the child and his or her needs in focus. To do this, professionals must be able to distinguish a healthy child from one whose health and development is being impaired due to abuse or neglect.

Listening to children and taking what they say seriously

So that their distress can be acted on quickly and appropriately.

There is evidence from research that one of the reasons why children fail to disclose abuse is not being asked the question. Research also indicates that children fear not being believed. It is therefore crucial that children are listened to and taken seriously and that they have their views taken into account by professionals and others who support them.

Knowing how to undertake a holistic assessment

Depending on the circumstances it can be brief or in-depth, but it must address all three assessment domains: child's growth and development; parental ability to meet the child's needs and to keep the child safe from harm; and the amount of support available from the child's wider network and environment.

Cultural competence

So that the professional is self-aware enough not to alienate the child or family and avoids being blinded or prejudiced by faith or cultural practices.

Cultural competence is respectful of and responsive to the beliefs, practices and cultural and linguistic needs of diverse communities. Professionals and others must accept and respect diversity and think about how their actions may affect people from other cultures.

Knowing, learning about or seeking expert advice on the particular culture and/or faith by which the child and family live their daily life

Professionals and others may choose to educate themselves about particular faith or culture (e.g. by accessing relevant safeguarding training) or seek expert advice from specialist sources.

Knowing what services are available locally to provide relevant cultural and faith-related input

Professionals and others must take personal responsibility for utilising the voluntary and community sector specialist knowledge to inform their practice.

Safeguarding Children from Minority Ethnic, Culture and Faith Communities

For children and families whose faith, culture, nationality differs significantly from that of the host nation families, there are a range of issues which could potentially obstruct their ability to seek help, protect themselves or fulfil their roles as protective adults.

Some of the issues include:

- Inability by both children and their families to speak, read or write English
- **Weak or non-existent social networks**
- **Reluctant or opposed to engaging with statutory services.** Possibly due to lacking confidence in navigating the UK public services system or due to bad experiences in their home country with statutory services
- **The parent/s have their own perspective on how to raise their child which may be underpinned by their personal culture or faith, which may not be in line with UK law**

Safeguarding issues most commonly occurring in the context of ethnically, culturally or faith diverse communities include:

- Female Genital Mutilation (FGM)
- Honour-Based Violence (HBV)
- Forced Marriage
- Harm to children linked to beliefs in witchcraft and spirit possession
- Trafficking
- Private Fostering
- Domestic Abuse
- Physical chastisement of children

However, it is important to remember that **all types of abuse, physical, emotional, sexual and neglect, occur in all communities** and professionals must avoid rigid associations between specific cultures/faiths and specific safeguarding issues.

REMEMBER:

When family circumstances appear complex, you must ALWAYS keep the child and his or her needs in focus.

To do this, professionals must:

- Be able to distinguish a healthy child from one whose health and development is being impaired due to abuse or neglect.
- Be able to see past the child's culture to identify actual or potential impairment to health and development

i For more information visit NSPPC Faith Communities:

<https://www.nspcc.org.uk/preventing-abuse/safeguarding/safeguarding-faith-communities/>

Types and indicators of abuse

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child (including female genital mutilation and female circumcision). Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

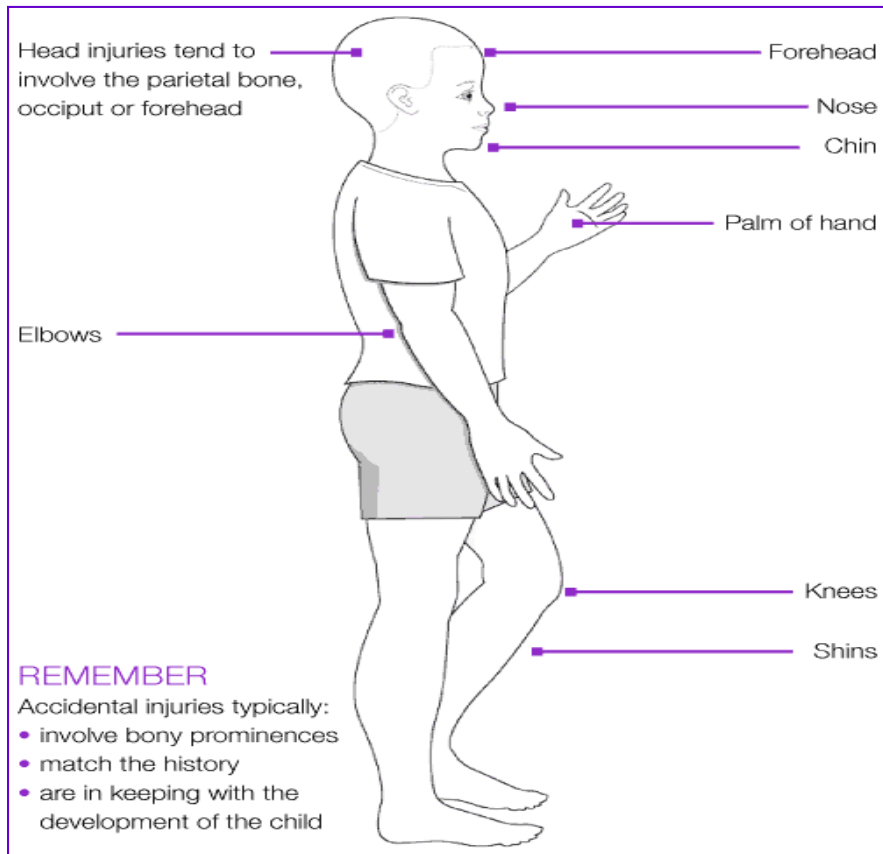
Physical signs

- injuries which the child/Parent cannot explain, or explains unconvincingly
- untreated injuries or injuries that have been treated inadequately
- injuries on parts of the body where accidental injury is unlikely, such as the cheeks, chest or thighs
- bruising in babies and in children who are not independently mobile
- bruising to the face, back, abdomen, arms, buttocks, ears and hands
- bruising which reflects an imprint – of an implement or cord, or hand or finger marks
- multiple bruises – in clusters or of uniform shape
- human bite marks
- fractures in children under 18 months
- fractures that are inconsistent with the child's developmental stage
- scalds, especially those with upward splash marks where hot water has been deliberately thrown over the child, or tide marks – rings on the child's arms, legs or body where the child has been made to sit or stand in very hot water
- multiple burns, burns with a clearly defined edge and burns affecting unusual areas of the body such as the back, shoulders or buttocks

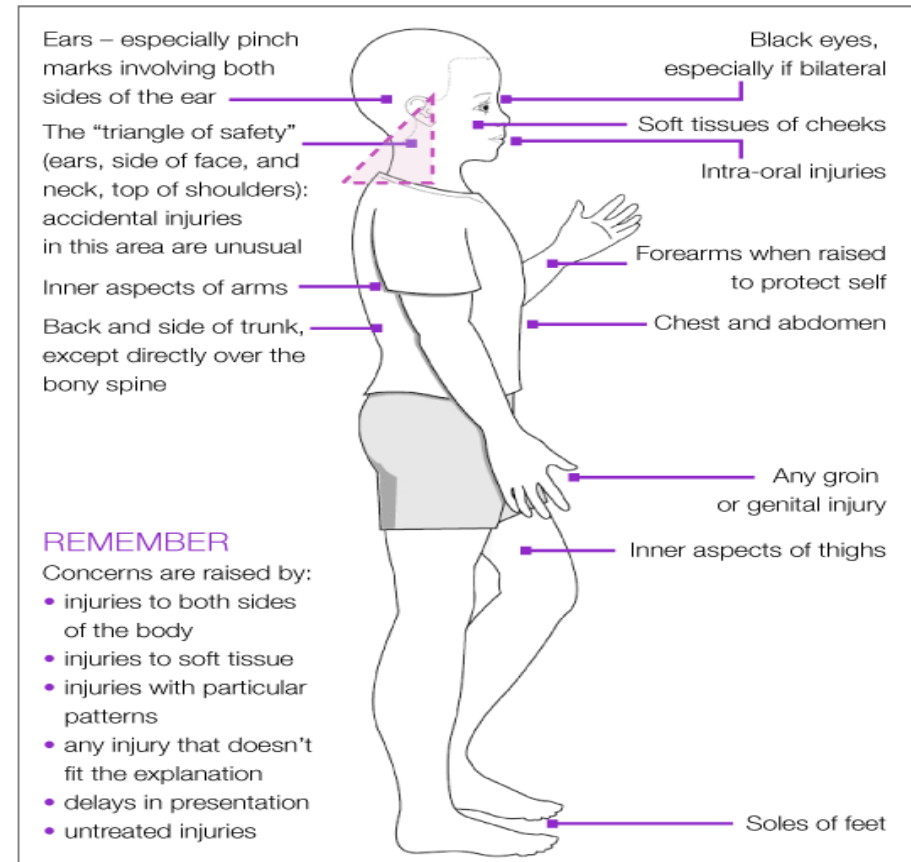
Behavioural signs

- reluctance to have their parents contacted
- aggressive behaviour or severe temper outbursts
- running away or showing fear of going home
- flinching when approached or touched
- reluctance to get undressed for sporting or other activities where changing into other clothes is normal
- covering arms and legs even when hot
- depression or moods which are out of character with the child's general behaviour
- unnatural compliance with parents or carers
- Fear of meal times or eating possible risk of force feeding

ACCIDENTIAL



NON ACCIDENTAL



Please note these diagrams show only the common places for injuries. Both accidental and non-accidental injuries can occur ANYWHERE on the body.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or emotional needs, which is 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:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Physical signs

- abnormal growth including failure to thrive
- underweight or obese
- recurring infection
- unkempt dirty appearance
- smelly
- inadequate and/or unwashed clothes
- hunger
- lack of adequate supervision

Behavioral signs

- attachment disorders
- indiscriminate friendliness
- poor social relationships
- poor concentration
- developmental delays
- low self esteem

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child/young people which can have severe and persistent effects on the child's emotional development.

It can include:

- Conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- Not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- Inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability.
- Overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.
- Seeing or hearing the ill-treatment of another such as witnessing domestic violence (DV) in the home.
- 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.

Physical signs:

- a failure to grow or thrive
- sudden speech disorders
- delayed development – physical or emotional
- stress related illnesses (e.g. eating disorders)
- over-reaction to mistakes
- continually putting themselves down
- fear of new situations

Behavioral signs:

- the child seeing themselves as unworthy of love and affection
- excessive lack of confidence, (not just shyness), or low self esteem
- compulsive nervous behavior
- self-harming
- wetting or soiling
- excessive need for approval, attention or affection

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person 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)
- non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing
- 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 (including via the internet)

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Physical signs:

- pain, itching, bruising, or bleeding to genital or anal areas
- STDs, recurrent genital discharges or urinary tract infections without apparent cause
- stomach pains or discomfort when the child is walking or sitting
- unexpected pregnancy, especially in very young girls

Behavioral signs:

- sexual knowledge inappropriate for age
- sexualised behavior in young children
- sexually provocative behavior or promiscuity
- sudden or unexplained changes in behavior
- nightmares, bedwetting, eating disorders, hysteria attacks, self-harms or suicide attempts
- reluctance to change for sports
- sexual bullying of other children

Domestic Abuse

The term 'domestic abuse' is increasingly used to refer to Domestic Violence to reflect the non-physical forms of abuse it can take.

Remember: both men and women can be victims and perpetrators of domestic violence.

What constitutes domestic abuse and who are the perpetrators?

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

This can encompass, but is not limited to, the following types of abuse: psychological, physical, sexual, financial and emotional.

This may include so called 'Honour' Based Violence, Female Genital Mutilation (FGM) and Forced Marriage.

Although both men and women can be victims, a greater proportion of women experience all forms of domestic abuse and are more likely to be seriously injured or eventually killed.

Domestic abuse may be perpetrated by a partner or a spouse, as well as extended family members, such as parents or parents-in-law.

The main characteristic of domestic abuse is that it is intentional and is calculated to exercise power and control within a relationship.

Remember: where it may not be intentional will include mental health issues such as Dementia, Alzheimer's or other illness.

Examples include: slapping, pushing, physical restriction of freedom, intimidation and threats, constant criticism, damaging property or items of sentimental value, stalking, non-consensual sex, refusing safe sex, depriving or taking control of money.

Why is it a child protection issue?

Children are at risk of physical injury during an incident of domestic abuse. Research shows that this happens in up to 60% of cases.

- Children who witness (see or hear) domestic abuse, suffer emotional and psychological harm. This is proven to cause various psychological and behavioural problems in children, such as anxiety, withdrawal, lack of empathy, lack of conflict resolution skills, propensity for violent or anti-social behaviour and others
- Domestic abuse rarely exists in isolation. Many parents also misuse substances and experience mental health issues. One or a combination of these factors can significantly impact on parental capacity to protect children and meet their needs
- Research shows that abuse towards women increases both in severity and frequency during pregnancy. Babies under 12 months old are particularly vulnerable to abuse. Nationally, over 50% of child protection cases involve domestic abuse.

Responding to Domestic Abuse:

Professionals & others in all agencies are in a position to identify or receive a disclosure about domestic abuse.

Professionals & others should be alert to the signs that a child or parent may be experiencing domestic abuse; this may be perpetrated by a family member or partner.

Professionals in all voluntary, community and faith groups should take the following steps to enable identification and ensure correct responses to domestic abuse:

- Be familiar with signs and indicators of domestic abuse in both children and parent. This can be best achieved by attending domestic abuse training via Harrow Safeguarding Children Board or referring to the Domestic & Sexual Violence Professionals Guidance.
- The issue of domestic abuse should only ever be raised with a child or parent when they are alone, in a safe space and away from the abuser/s
- Information about domestic abuse should be available in English and relevant community languages, giving information about domestic abuse, inviting children and parents to seek help and giving contact details of local support services.
- Listen to children and take what they say seriously
- Be aware of the additional vulnerabilities experiences by victims from Black and Minority Ethnic communities.

REMEMBER

If there is a concern about the risk of significant harm to the child, then every professional's overriding duty is to protect the child.

For more information

Safeguarding Children Abused through Domestic Violence Guidance:

http://www.londoncp.co.uk/chapters/sg_ch_dom_abuse.html

<http://www.harrowlscb.co.uk/guidance-for-practitioners/domestic-abuse/>

Children in Specific Circumstances

Listed below are some areas which may or may not apply to your group. They are listed here because **children/young people affected by these areas might be more vulnerable to harm or abuse and significant harm is always a very real risk for these children**. A high degree of awareness and co-operation between professionals is essential in recognising and identifying their needs and in acting to meet those needs.

Bullying

Bullying is deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for the victims to defend themselves.

The damage inflicted by bullying is often underestimated. It can cause considerable distress to children, to the extent that it affects their health and development and can be a source of significant harm, including self-harm and suicide. Professionals should be aware that bullying can rapidly escalate into sexual or serious physical or emotional abuse.

Bullying can take the following forms: physical abuse (e.g. hitting or kicking); verbal or mobile telephone / online (internet) message abuse (e.g. racist, sexist or homophobic name-calling or threats); mobile telephone or online (internet) visual image abuse – these can include real or manipulated images; emotional abuse (e.g. isolating an individual from the group or emotional blackmail).

i More information Stop Bullying website:

<https://www.stopbullying.gov/what-is-bullying/definition/#types>

Disabled children

Any child with a disability is by definition a 'child in need' under section 17 of the *Children Act 1989*. This means that Local Authorities have a legal duty to support them and their families to ensure that they are safeguarded and that their needs are met.

Research suggests that children with a disability are three to four times more vulnerable to significant harm through physical, sexual, emotional abuse and / or neglect than children who do not have a disability (Ofsted 2012). The increased vulnerability is attributed to risk factors such as: increased likelihood of being socially isolated; dependency on parents and carers for practical assistance in daily living, including intimate personal care; an impaired capacity to resist or avoid abuse; possible communication barriers, such as speech impairments; limited access to someone they can trust to disclose that they have been abused. Evidence also indicates that disabled children are especially vulnerable to bullying and intimidation.

Safeguards for disabled children are essentially the same as for non-disabled children. Particular attention should be paid to promoting a high level of awareness of the risks of harm and high standards of practice, and strengthening the capacity of children and families to help themselves.

i More information Visit the NSPCC:

<https://www.nspcc.org.uk/services-and-resources/research-and-resources/2014/right-to-be-safe/>

Female Genital Mutilation/cutting (FGM)

Female Genital Mutilation (FGM) is a collective term for procedures that remove part or all of the external female genitalia for cultural or other non-medical reasons. The age at which girls are subjected to female genital mutilation varies greatly, from shortly after birth to any time up to adulthood, with the average age being 4 to 13 years.

A child for whom FGM is planned is at risk of significant harm through physical abuse and emotional abuse. Health implications can range from severe pain and emotional / psychological trauma to death from blood loss or infection.

Depending on the type of FGM carried out, girls and women can also experience urinary problems, difficulty with menstruation, pain, vaginal infections and specific problems during pregnancy and childbirth.

Female Genital Mutilation is a **criminal offence in the UK**. The Female Genital Mutilation Act (2003) makes it an offence for UK nationals or permanent UK residents to carry out FGM abroad, or to aid, abet, counsel or procure the carrying out of FGM abroad, even in countries where the practice is legal.

More information:

Forward - <http://forwarduk.org.uk/>

London Protection Procedures http://www.londoncp.co.uk/chapters/sg_ch_risk_fgm.html

Forced Marriage

A Forced Marriage is a marriage that takes place without the full and free consent of both parties. Force can include physical force, as well as being pressurised emotionally, being threatened or being a victim of psychological abuse.

Forced Marriages are not the same as arranged marriages.

In an arranged marriage, families take the lead in selecting a marriage partner but the couple have the free will and choice to accept or decline the arrangement.

Forced Marriage is now a criminal act. Forcing someone into marriage in England and Wales carries a maximum seven-year jail sentence under the Anti-Social Behaviour, Crime and Policing Act 2014. It also criminalises forcing a British national into marriage outside the UK.

Forced Marriage involving a child/young person is both illegal and a child protection issue as the child is at risk of significant harm through physical, sexual and emotional abuse.

Situations where a child fears being forced into marriage have similarities with both domestic violence and honour based violence, and Forced Marriage falls under the definition of domestic violence.

Forced Marriage may involve the child being taken out of the country (trafficked) for the ceremony, is likely to involve non-consensual and/or underage sex, and refusal to go through with a Forced Marriage has sometimes been linked to 'honour killing'.

More information:

Forced Marriage Unit: <https://www.gov.uk/stop-forced-marriage>
Government Guidelines: <https://www.gov.uk/guidance/forced-marriage>

Honour Based Violence

Honour Based Violence is the term used to describe acts of violence in the name of so-called honour. These are murders in which predominantly women are killed for perceived immoral behaviour, which is deemed to have breached the “honour code” of a family or community, causing shame.

These acts can include physical assaults, abduction and murder, which are carried out in the name of family honour. A child who is at risk of honour-based violence is at significant risk of physical harm (including being murdered) and/or neglect, and may also suffer significant emotional harm through the threat of violence or witnessing violence directed towards a sibling or other family member.

Murders in the name of ‘so-called honour’ are often the culmination of a series of events over a period of time and are planned. There tends to be a degree of premeditation, family conspiracy and a belief that the victim deserved to die.

Families may feel shame long after the incident that brought about “dishonour” occurred, and therefore the risk of harm to a child can persist.

This means that the young person’s new boy/girlfriend, baby (if pregnancy caused the family to feel ‘shame’), associates or siblings may be at risk of harm.

These acts are illegal and are an offence under the Domestic Violence, Crime and Victims Act (2004).

i More information: The Metropolitan Police Honour Based Violence Website:
http://safe.met.police.uk/crimes_of_honour/get_the_facts.html
Karma Nirvana <http://www.karmanirvana.org.uk/>

Discrimination of Lesbian, gay, bisexual and transgender (LGBT)

Children and young people can identify themselves as lesbian (women attracted to women), gay (men attracted to men), bisexual (people who are attracted to both men and women), transgender (people who see their gender identity as different from the one ascribed to them at birth) or transsexual (people who take steps to change their gender e.g. through clothing, hormone therapy or surgery).

LGBT children and young people may experience discrimination, domestic abuse from family members, prejudice and bullying, become victims of hate crime and suffer serious harm through physical, sexual, emotional abuse and/or neglect.

Children and young people who are unsure about their sexual orientation or gender identity or are unable to disclose their sexual orientation or gender identity to their families or social support networks are more vulnerable to sexual exploitation, depression, self-harm and/or involvement in substance misuse and are more likely to engage in risky behaviour or find themselves coerced into inappropriate relationships.

In some communities, they may be also more vulnerable to forced marriage or honour based violence.

i More information: Guidance LGBT:
<https://www.gov.uk/guidance/advice-and-support-for-lgbt-people>
Stonewall: www.stonewall.org.uk

Gangs and Serious Youth Violence

Within the Child Protection context there is no definitive definition of the word 'gang', however it can be broadly described as a relatively durable, predominantly street- based group of children who see themselves (and are seen by others) as a distinct group for whom crime and violence is integral to the group's identity.

A child who is affected by gang activity or serious youth violence can be at risk of significant harm through physical, sexual and emotional abuse.

The risk or potential risk of harm to the child may be as a victim, a perpetrator or both – in relation to their peers or to a gang-involved adult.

One factor which influences a child's propensity to imitate violence is parenting which is permissive and neglectful, resulting in a lack of guidance and creating ineffectiveness and poor self-control for a child. The child is then not equipped to resist an environment or group which instigates violence.

The factors which influence a child's propensity to initiate violence include: parenting which is cold / uncaring, non-nurturing and neglectful or one that includes harsh disciplining; maltreatment; trauma.

Remember: children from "good homes" can be drawn into gang activity through peer pressure including social media.

More information:

Safeguarding children affected by gang activity / serious youth violence:
<http://www.harrowlscb.co.uk/gangs-guidance/>

Sexual Exploitation

The sexual exploitation of children (CSE- Child Sexual Exploitation) is a form of child sexual abuse which includes some combination of:

Pull factors - children exchanging sex for attention, accommodation, food, alcohol, gifts or drugs;

Push factors - children escaping from situations where their needs are neglected and there is exposure to unsafe individuals; control, brain washing, violence and threats of violence by those exploiting the child.

Increasingly, victims are identified under 16 years of age, across all cultures.

Sexually exploited children commonly have low self-esteem and typical vulnerabilities include:

- living in a chaotic or dysfunctional household, history of abuse, living in residential care or supported accommodation

- recent bereavement or loss
- learning disabilities
- homelessness
- attending school or association with children who are being exploited
- gang association

Sexually exploited children also suffer physical and emotional abuse and, often, neglect.

Professionals should be aware that sexually exploited children are rarely visible on the streets, and grooming children for abuse via the internet has contributed to the invisibility of the sexual exploitation of children.

More information:

Safeguarding Sexually Exploited Children: <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-exploitation/>

Pan London 5th edition: http://www.londoncp.co.uk/chapters/sg_sex_exploit_ch.html

Harrow CSE toolkit: <http://www.harrowlscb.co.uk/wp-content/uploads/2015/06/Harrow-SGRA-Tool-0615.pdf>

Please see below the CSE risk assessment tool to support any concern or issues about a child or young person. This tool will support you to be able to identify concerns related to Sexual Exploitation.

Even if the risk is low on the tool kit the fact that there is still a risk is key information to bear in mind, as the level of risk can change very quickly from low too high in a very short time space.

Please seek advice if you are not sure on the level of risk from your Nominated safeguarding lead person (NSP). The NSP can seek advice from MASH.

Use the Low, medium and high guidance to assess the risk and need in the risk assessment below.

Safeguarding Children from Sexual Exploitation

- Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where the young person (or third person/s) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.
- Child sexual exploitation (CSE) can occur through technology without the child's immediate recognition; for example, being persuaded to post images on the internet / mobile phones without immediate payment or gain.
- Violence, coercion and intimidation are common. Involvement in exploitative relationships is characterised by the child's or young person's limited availability of choice as a result of their social, economic or emotional vulnerability.
- A common feature of CSE is that the child or young person does not recognise the coercive nature of the relationship and does not see themselves as a victim of exploitation. Many sexually exploited children have difficulty distinguishing between their own choices and the sexual activities they are coerced into.

Vulnerability Factors

- Live in a chaotic or dysfunctional household and/or in a family with a history of abuse
- Have suffered recent bereavement or loss
- Gang association either through relatives, peers or intimate relationships
- Attend school or are friends with young people who are sexually exploited.
- Unsure about their sexual orientation or unable to disclose sexual orientation to their families.
- Lack friends from the same age group, being a young carer or having learning disabilities
- Live in a gang neighbourhood, in residential care, in hostel, bed and breakfast accommodation or a foyer or being homeless
- Low self-esteem or self-confidence.
- Have been trafficked, either into or within the UK


The risk assessment tool is used as a guide to identify the key indicators where a child / young person may be at risk of, or experiencing child sexual exploitation.

The context of the child should be considered in every area when assessing a Low, Medium or High grading.

All efforts should be made where possible to obtain the relevant information to ensure a comprehensive safeguard risk assessment.

This document can be used alongside the *London CSE Protocol*
http://www.londoncpc.co.uk/chapters/sg_sex_exploit_ch.html

CSE SAFEGUARD Risk Identification Tool

	Sexual health and behaviour Evidence of sexually transmitted infections, pregnancy and termination; inappropriate sexualised behaviour
	Absent from school or repeatedly running away Evidence of truancy or periods of being missing from home or care
	Familial abuse and/or problems at home Familial sexual, physical, emotional abuse or neglect, as well as risk of forced marriage: honour-based violence; domestic violence; substance misuse; parental mental health concerns; parental criminality; homelessness; living in a care home or temporary accommodation
	Emotional and physical condition Thoughts of, or attempted, suicide or self-harming; low self-esteem or self-confidence; problems relating to sexual orientation; learning difficulties or poor mental health; unexplained injuries or changes in physical appearance
	Gangs, older age groups and involvement in crime Involvement in crime; direct involvement with gang members or living in a gang-afflicted community; involvement with older individuals or lacking friends from the same age group; contact with other individuals who are sexually exploited
	Use of technology and sexual bullying Evidence of 'sexting', sexualised communication on-line or problematic use of the internet and social networking sites
	Alcohol and drug misuse Problematic substance misuse
	Receipt of unexplained gifts or money Unexplained finances, including phone credit, clothes and money
	Distrust of authority figures Resistance to communicating with parents, carers, teachers, social services, health, police and others

Harmful Sexual Behaviour

Harmful sexual behaviour includes:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- full penetrative sex with other children or adults

Children and young people who develop harmful sexual behaviour harm themselves and others. Sexual behaviour between children is also considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't ([Davies, 2012](#)).

However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled ([Rich, 2011](#)).

i More information: NSPCC Preventing harmful sexual behavior:
<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/harmful-sexual-behaviour/>

Missing children

The London Child Protection Procedures 5th edition defines a child as 'missing' if their whereabouts are unknown, whatever the circumstances of their disappearance.

Children who are most vulnerable to going missing from care and home include those missing from school, looked after children and asylum-seeking children.

When a child goes missing from care or home, they could be at risk of significant harm through physical or sexual abuse. The child may go missing from care, home or school because they are suffering physical, sexual or emotional abuse and / or neglect and decide to run away.

Professionals should be aware that unauthorised absences (where children stay out longer than agreed) should be carefully monitored as the child may subsequently go missing.

i More information: Safeguarding children missing from care and home:
http://www.harrowlscb.co.uk/wp-content/uploads/2015/06/GRAB-Pack-for-Missing-Children_Harrow-document.pdf

Trafficking

Human trafficking is the movement of a person from one place to another into conditions of exploitation, using deception, coercion, the abuse of power or the abuse of someone's vulnerability. A trafficked child is coerced or deceived by the adult who brings them into the country or moved around the UK. When the child arrives in the UK or is moved within the country, they are denied their human rights and are forced into exploitation by the trafficker or the adult/s

into whose control the child is delivered. Children born in the UK are not only trafficked across the country for the same purposes, they are also trafficked across boroughs.

Trafficked children may experience various types of exploitation, including domestic servitude, sexual exploitation, forced marriage, criminal activity such as street robbery or credit card fraud, begging, benefit fraud, acting as a drug mule or decoy for adult traffickers, sweatshop or restaurant work. All professionals must be aware that children are legally incapable of consent to exploitation. The physical, sexual and / or emotional abuse, and neglect, a trafficked child may suffer constitutes significant harm.

i More information: Pan London Procedures 5th Edition:
http://www.londoncp.co.uk/chapters/sg_trafficked_ch.html
Campaigning against child trafficking and transnational child exploitation:
<http://www.ecpat.org.uk/>

Unaccompanied asylum-seeking children

These are children under the age of 18 years who are seeking asylum, but not living with their parents, relatives or guardians in the UK. Most come from countries which are in a state of chaos, including war and endemic violence.

Unaccompanied asylum-seeking children (UASC) require a broad package of support, including legal advice, advocacy, emotional and/psychological support, language support, help with adapting to a different culture and other basic needs such as health, education, housing and general care.

Evidence indicates that some children trafficked into the UK apply for asylum following instructions received by the traffickers. Research and evidence also show higher vulnerability of unaccompanied asylum-seeking children to sexual exploitation and going missing from care, home and/or school.

All UASC should be referred to the LA's children's social care as there is a statutory duty of care towards them.

i **More information:** The Children's Society:
<https://www.childrenssociety.org.uk/what-we-do/policy-and-lobbying/young-refugees-and-migrants-0>
The Refugee Council Children's Section:
https://www.refugeecouncil.org.uk/what_we_do/childrens_services

Children Looked After

In UK law children in care are referred to as 'children looked after'. A child is 'looked after' if they are in the care of the local authority for more than 24 hours. Legally, this could be when they are:

- living in accommodation provided by the local authority with the parents' agreement
- the subject of an interim or full care order or, in Scotland, a permanence order
- the subject of an emergency legal order to remove them from immediate danger
- in a secure children's home, secure training centre or young offender institution

- unaccompanied asylum-seeking children.

A child who is being looked after by their local authority might be living:

- with foster parents.
- at home with their parents under supervision of social services
- In Residential Children's Homes
- In other Residential settings like schools or units

They may have been placed into voluntary care by parents struggling to cope, or Children's Services may have intervened because a child is at risk of significant harm.

A child will stop being 'looked after' when they are either adopted, returned home or turn 18. The local authority will continue to support children leaving care at 18 until they reach 21.

i More information: Promoting the wellbeing of children looked after

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/413368/Promoting_the_health_and_well-being_of_looked-after_children.pdf

Young Carers

A young carer is someone aged 18 or under who helps look after a relative who has a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem. Most young carers look after one of their parents or care for a brother or sister. Their day to day responsibilities often include:

- cooking
- cleaning
- shopping
- providing nursing and personal care
- giving emotional support

With so many adult responsibilities, young carers often miss out on opportunities that other children have to play and learn. Many struggle educationally and are often bullied for being 'different'. They can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood. They are often afraid to ask for help as they fear letting the family down or being taken into care.

i More information: For Further local information: <https://www.harrowcarers.org/>
Carers UK: <http://www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/young-carers-and-carers-of-children-under-18?qclid=CM7xsKui4NMCFam87QoderEK1A>

Private Fostering

A private foster carer is someone other than a parent or a close relative (including grandparent/s, brother or sister, aunt or uncle, or a step parent) who cares for a child for a period of 28 days or more, in agreement with the child's parent. It applies only to children under 16 years, or under 18 if they are disabled. This does not include children who are being looked after by the local authority. Private Fostering can place a child in a vulnerable position as the carer may not provide the child

with the protection that an ordinary parent might provide.

In many cases, the child is also looked after away from a familiar environment in terms of region or country.

Therefore, private foster carers and those with parental responsibility are required to notify LA children's social care of their intention to privately foster or to have a child privately fostered.

This is necessary to ensure that the child is properly safeguarded. If you suspect or doubt that Children's Social Care have been informed about a private fostering situation that you are aware of, you must call and advise them.

More information: Somebody Else's Child: <http://www.privatefostering.org.uk/public>
Every Child Matters:
[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274414/children Act 1989 private fostering.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/274414/children_Act_1989_private_fostering.pdf)

Spirit possession or witchcraft

Where parents, families and the child themselves believe that an evil force has entered a child and is controlling them, the belief includes the child being able to use the evil force to harm others. This 'evil' is variously known as 'black magic', 'kindoki', 'ndoki', 'the evil eye', 'djinn', 'voodoo', 'obeah'. Children are called witches or sorcerers. A belief in spirit possession is not confined to particular countries, cultures, religions/faiths or communities.

A child may suffer emotional abuse if they are labelled and treated as being possessed with an evil spirit. In addition, significant harm to a child may occur when an attempt is made to 'exorcise' or 'deliver' the evil spirit from the child.

The forms of abuse that acts of 'exorcism' can take include physical, emotional and sexual abuse and neglect.

Common factors that put a child at risk of harm include: Belief in evil spirits (this is commonly accompanied by a belief that the child could 'infect' others with such 'evil'); Scapegoating because of a difference; Rationalising misfortune by attributing it to spiritual forces and when a carer views a child as being 'different' (for instance because of a disability, bedwetting or rebelliousness); Changes and / or complexity in family structure or dynamics; Change of family circumstances for the worse; and parenting difficulties.

More information: Harrow Safeguarding Children Board:
<http://www.harrowlscb.co.uk/london-gp/belief-in-spirit-possession-and-witchcraft/>

Breast Ironing

A hidden form of abuse known as "breast ironing", in which girls as young as 10 have their chests pounded with hot objects to disguise the onset of puberty.

The mutilation is a traditional practice from Cameroon designed to deter unwanted male attention, pregnancy and rape by delaying the signs that a girl is becoming a woman. Experts believe that the custom is being practiced amongst the several thousand Cameroonians now living here.

Breast ironing is a well-kept secret between the young girl and her mother. Often the father remains completely unaware. The girl believes that what her mother is doing is for her own good and she keeps silent. This silence perpetuates the phenomenon and all of its consequences.

Breast 'ironing' involves massaging the growing breasts of young girls in order to disappear the breasts, usually by using a stone, a hammer or a spatula that has been heated over coals. Breast ironing is terribly painful and violates a young girl's physical integrity.

Breast ironing exposes girls to numerous health problems such as cancer, abscesses, itching, and discharge of milk, infection, dissymmetry of the breasts, cysts, breast infections, severe fever, tissue damage and even the complete disappearance of one or both breasts.

i More information: Came Women and Girls Development Organisation (CAWOGIDO): <http://cawogido.co.uk/new/>

Violence Against Women & Girls Strategy London councils 2013 – 2017.

https://www.london.gov.uk/sites/default/files/gla_migrate_files_destination/VAWGconsultationdocument5June2013.pdf

Radicalisation & Grooming

Children and young people can be radicalised in different ways:

- They can be groomed either online or in person by people seeking to draw them into extremist activity. Older children or young people might be radicalised over the internet or through the influence of their peer network – in this instance their parents might not know about this or feel powerless to stop their child's radicalisation;
- They can be groomed by family members who hold harmful, extreme beliefs, including parents/carers and siblings who live with the child and/or person(s) who live outside the family home but have an influence over the child's life;
- They can be exposed to violent, anti-social, extremist imagery, rhetoric and writings which can lead to the development of a distorted world view in which extremist ideology seems reasonable. In this way they are not being individually targeted but are the victims of propaganda which seeks to radicalise.
- They can be treated in a way that makes them feel they do not belong, e.g. When they travel to their country of origin they are seen as an outsider; when they return to the country they reside in they are seen as an outsider. This can also include a lack of opportunity in schools, colleges, further education and employment in both countries which would lead to isolation and exposure to those that groom young people as they know the challenges they young
- Additional factors include exposure to attacks on family members, friends and other community members due to their religious beliefs, having to deal with issues that make them feel there is no support either by those in authority e.g. the police or the community. They may feel the need to become associated with gangs for protection or form their own gangs to protect either their community, family members or those from the similar religious beliefs.

A common feature of radicalisation is that the child or young person does not recognise the exploitative nature of what is happening and does not see themselves as a victim of grooming or exploitation.

The harm children and young people can experience ranges from a child adopting or complying with extreme views which limits their social interaction and full engagement with their education, to young children being taken to war zones and older children being groomed for involvement in

violence.

Hate Crime

A crime that the victim or any other person perceives to be motivated by hostility or prejudice towards any aspect of a person's identity.

Police forces in England, Wales and Northern Ireland annually monitor five strands of Hate Crime:

1. Disability
2. Gender Identity
3. Race, Ethnicity or Nationality
4. Religion, Faith or Belief
5. Sexual Orientation

This can be committed against a person or property. A victim does not have to be a member of the group at which the hostility is targeted.

In fact, anyone could be a victim of a hate crime.

Hate crimes can include:

- threatening behaviour
- assault
- robbery
- damage to property
- inciting others to commit hate crimes
- harassment

Mate Crime is a form of crime in which a perpetrator befriends a vulnerable person with the intention of then exploiting the person financially, physically or sexually. "Mate" (British slang for 'friend') crime perpetrators take advantage of the isolation and vulnerability of their victim to win their confidence.

Indicators of mate crime

Can be similar to other forms of abuse. Potential signs include:

- Bills not being paid, a sudden lack of money, losing possessions, suddenly changing their will
- Changes in routine, behaviour, appearance, finances or household (new people visiting or staying over, lots of new 'friends', lots more noise or rubbish than normal).
- Cutting themselves off from established networks of friends/family and support, missing weekly activities.
- Secretive internet or mobile phone use

Where can Hate Crime Occur - Hate crime can take place on social media, in the work place, in a e.g. local supermarket.

Who can be a perpetrator of Hate Crime - The perpetrator can come from any ethnicity or background, including someone who is a professional e.g. teacher, health professional.

Racially Aggravated Crime - The basic offences that can be charged include offences of assault or wounding, harassment, damage and public order offences, such as causing people to fear violence or harassment.

More severe sentences can be imposed when these offences are charged as specific racially or religiously aggravated offences.

Effects of Hate Crime - Hate crimes can have significant and wide-ranging psychological consequences, not only upon the direct victim but on others as well. This includes families where children are aware or have witnessed the hate crime.

Hate crime has a destructive effect, not just on victims but on whole communities.

Court Action - Sections 145 and 146 of the Criminal Justice Act 2003 require a court to consider whether a crime which is not specified by the Crime and Disorder Act 1998 is racially or religiously aggravated.

More information: Harrow Council:

http://www.harrow.gov.uk/info/200041/equality_and_diversity/1861/hate_crime/2

Self-Harm

Self-harm can take lots of physical forms, including cutting, burning, bruising, scratching, hair-pulling, poisoning and overdosing.

There are many reasons why children and young people try to hurt themselves. And once they start, it can become a compulsion. That's why it's so important to spot it as soon as possible and do everything you can to help.

Self-harm isn't usually a suicide attempt or a cry for attention. Instead, it's often a way for young people to release overwhelming emotions. It's a way of coping, so whatever the reason, it should be taken seriously.

More information: NSPCC Self Harm: <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/self-harm/>

Contact pages at the end of this guidance for local support organisations

Substance Misuse:

Parental or carer drug and/or alcohol use can reduce the capacity for effective parenting.

Children are more likely to develop behavioural problems, experience low educational attainment and are vulnerable to developing substance misuse problems themselves.

Some children's health or development may be impaired to the extent that they are suffering or likely to suffer significant harm.

From the parent or carer's perspective, the outcome of their treatment is likely to be affected (positively or negatively) by the demands placed on them by caring for their children.

They may also fail to seek appropriate support if they fear that admitting their drug or alcohol problem may lead to them losing the children.

Where problematic substance use is in evidence there may be a range of additional problematic behaviour such as domestic violence.

Young People & Substance Misuse

Young people can develop dependency. Those who use drugs or alcohol problematically are likely to be vulnerable and experiencing a range of problems, of which substance misuse is one.

Substance misuse in young people is closely linked to a range of risky behaviours such as unprotected sex, criminal activity and domestic abuse.

Cannabis and alcohol continue to be the main substances for which young people seek help. (Public Health Report 2015-2016)

Young people do not develop substance misuse problems in isolation. The 2015-16 data shows that a significant proportion of young people who entered specialist treatment services also had other multiple problems or vulnerabilities that were linked to their substance misuse. These include:

- having a mental health problem
- being affected by domestic violence or sexual exploitation
- not being in education, training or employment

For some young people these wider issues may be the cause of their substance misuse problems, and for others, a consequence. So it is vitally important that young people's treatment services are working closely with a wide range of other children and young people's health and social care services, to ensure that vulnerable young people have all their needs supported.

These young people are already at a significant disadvantage in life and, without effective joined up support, there is a very real risk that their lives get derailed and they may continue to use drugs into adulthood.

More information:

Substance misuse support & guidance: <http://www.harrowlscb.co.uk/guidance-for-practitioners/substance-misusing-parents/>

Online / E-Safety

The internet, mobile phones, social networking and other interactive tools and spaces have transformed the way in which we live.

Children and young people are among the early adopters of the new technologies and move effortlessly between the various interactive services and devices to communicate, create and share content with family and friends.

Whilst most children and young people use the internet responsibly and safely, it is essential that all potential risks are recognised, identified and mitigated and that staff and volunteers feel confident about evaluating e-safety and seeking help when needed.

In 2008, Professor Tanya Byron conducted a review of risks that children face from the internet and modern technology.

The so called '3Cs' risk matrix illustrated below is helpful in understanding the breadth and depth of potential risks.


	Content Child as recipient	Contact Child as participant	Conduct Child as actor
Commercial	Adverts Spam Sponsorship Personal info	Tracking Harvesting personal information	Illegal downloading Hacking Gambling Financial scams Terrorism
Aggressive	Violent / hateful content	Being bullied, harassed or stalked	Bullying or harassing another
Sexual	Pornographic or unwelcome sexual content	Meeting strangers Being groomed	Creating and uploading inappropriate material
Values	Bias Racist Misleading information or advice	Self-harm Unwelcome persuasions	Providing misleading information or advice

In the voluntary and community sector, professionals have the responsibility firstly to support children and young people to stay safe online and secondly to manage an E- safe environment within their organisation.

Supporting children and young people to stay safe online

All staff and volunteers have the responsibility to support children and young people (CYP) to stay safe and use the internet responsibly by:

- Educating children and young people about potential risks and ways of avoiding/mitigating them
- Raising awareness of issues such as grooming, bullying, ICT-based sexual exploitation and pornography
- Providing children and young people with information about expert organisations and sources of help and advice
- Supporting parents and carers to effectively monitor their children's access to and use of internet and help their children stay safe online

 For dedicated resources for professionals, parents/carers, 5-7s, 8-10s and 11-16s, visit CEOP ThinkUknow: www.thinkuknow.co.uk

Creating and managing an E-safe environment within your organisation

It is the responsibility of the Nominated Safeguarding Person and the management to ensure your organisation has an e-safety policy and clear rules regarding the use of the internet, social media, mobile phones and any other modern technology tools within the workplace.

The key rules that staff and volunteers should follow are:

- Do not take photographs of children on your mobile phone or personal camera
- Do not accept or invite children as 'friends' or contacts on social networking sites
- Ensure your personal profile on websites such as Facebook is not visible to 'strangers' and that it does not contain any inappropriate content (e.g. pictures of you while drunk or wearing revealing clothing)
- Make all children and young people aware of the meaning and importance of professional boundaries and how they impact on the child/young person- professional relationship

E-Safety Incident

Raised by child/young person or member of staff

Inform the Nominated Safeguarding Person and record in the incident log (See Appendix 4)

Inappropriate but not illegal content
(bullying, adult content e.g. jokes, violent action films)

If **child** is accountable decide on appropriate course of action

If **member of staff** is accountable, manager to decide on appropriate course of action

Possible internal action

Inform parents/carers
Carry out risk assessment to prevent future incidents
Counselling for child if necessary
Disciplinary action for staff member

Debrief on E-safety incident and lessons learnt

Review policies, procedures, technical tools and monitoring methods

Illegal material or activity
(grooming, sexually explicit material shared with child, child abuse images)

Illegal Activity

Report to Police

Illegal Content

Report to Internet Watch Foundation (IWF)

Child At Risk

Report to CEOP (or Police if risk of immediate danger)

Follow advice on securing and preserving evidence until the relevant agency can review

If material or activity found to be illegal, allow relevant agency to carry out their investigation

Possible internal action

Inform parents/carers
Carry out risk assessment to prevent future incidents
Referral for counselling for child with relevant agency if necessary

Useful Contacts

Child Exploitation and Online Child Protection (CEOP): www.ceop.police.uk

Internet Watch Foundation (IWF): www.iwf.org.uk

UK Safer Internet Centre: www.saferinternet.org.uk

Child net International: www.childnet.com

Harrow Multi-Agency Thresholds of Needs

This Harrow Multi-Agency Thresholds of Need Guidance is a document **aimed at every agency, including statutory, voluntary, private and independent, which works directly or indirectly with children and young people, including the families of these children and young people.**

In order to help agencies, assess and identify a child's level of need, a Threshold Document, broken down into four levels, is available for all individuals, practitioners and staff.

It helps staff and volunteers to:

- understand and assess levels of need and make judgement about risks
- understand consent issues
- consider the type of services that should be involved to support a child/family

Level 1 - Universal:

No additional needs. Developmental needs are met by universal needs

Level 2 - Vulnerable:

Universal support and more targeted support services are needed

Level 3 - Complex / Child In Need:

Complex needs that are likely to need longer term intervention from statutory or specialist services. A targeted integrated response is needed.

This is the threshold for a child who needs Children's Social Care intervention under Section 17, Children Act 1989, "A child whose vulnerability is such that they are unlikely to reach or maintain a satisfactory level of health or development, or their health and development will be significantly impaired, without the provision of services.

This includes the provision of services to children who are disabled."

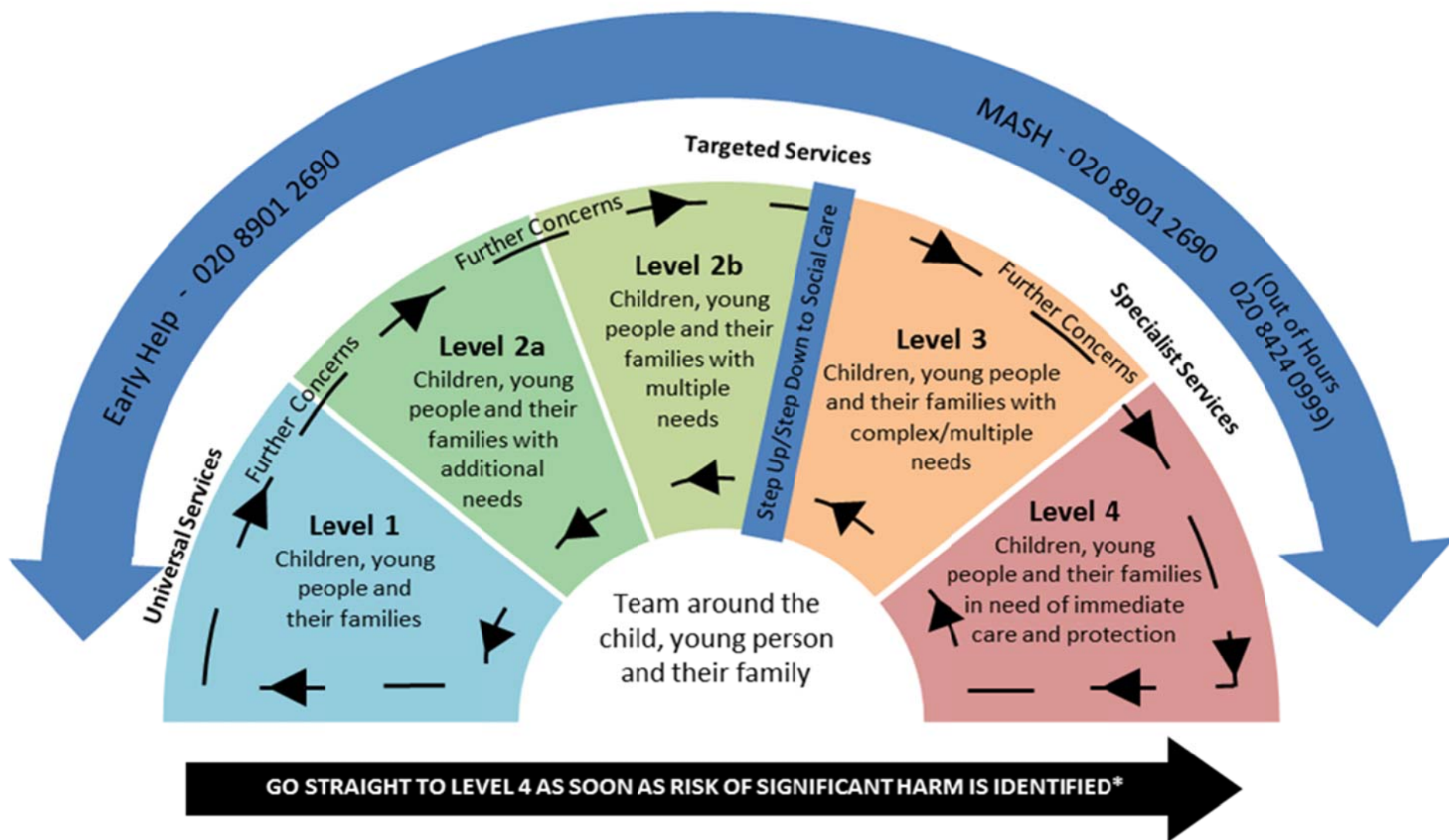
Level 4 – Acute / Child Protection:

Requires statutory intensive support as there is "reasonable cause to suspect that a child is suffering or likely to suffer significant harm" [Children Act 1989 Sect 47] / In need of Child Protection by Children's Social Care intervention and other statutory services / Child at risk of abandonment or homelessness because of family breakdown.

i The table on page 50 outlines the key features of the 4 Threshold levels.

i Harrow LSCB Multi-Agency Thresholds (of need) Guidance
<http://www.harrowlscb.co.uk/news/newsdetail.aspx?news=94>

i Harrow LSCB Multi-Agency Thresholds (of need) Pyramid
<http://www.harrowlscb.co.uk/news/newsdetail.aspx?news=94>



Level of Need	Features	Consent	Examples
Level 1 - Universal: No additional needs. Developmental needs are met by universal needs	No additional support services are necessary. Developmental needs are met by universal services		The baby and mother attend a family centre; attendance at developmental checks with GP and health visitor is required.
Level 2 – Vulnerable: Universal support (2a) and more targeted support services are needed (2b)	Low level of additional needs for child and / or carers. Early Help Framework is used.	Consent from the parent is required for assessment and intervention.	The ten year old has developmental delay and attends a mainstream school with additional support identified and reviewed by the Statement of Educational Needs. Family are victims of hate crime.
Level 3 – Complex / Child in Need: Complex needs that are likely to need longer term intervention from statutory or specialist services. A targeted integrated response is needed.	High risk to child if there is no early intervention.	Consent from the parent is required to make a referral, unless via a member of the public, who wishes to remain anonymous.	The child is privately fostered by a distant family member. The mother is a young care leaver, with a young baby, an unstable support network and housing difficulties. She has developed post-natal depression. Evidence of domestic abuse.
Level 4 – Acute / Child Protection: Requires statutory intensive support as there is “reasonable cause to suspect that a child... is suffering or likely to suffer significant harm” (CA 1989, Section 47)	Agencies must follow a verbal referral to Children’s Services and/or Police via the Golden Number with a written referral.	No consent required from the parent, particularly if this would place the child at risk of further harm	The pregnant woman has been a victim of domestic abuse. Evidence that there is a risk of Female Genital Mutilation. Medical referral for non-organic failure to thrive in a child under-five years of age. Child frequently goes missing and their whereabouts are not known, raised concern of sexual exploitation

What to do if your concerns are not about abuse

Sometimes concerns about a child/young person may not be about abuse. You may be concerned that a child/young person or family need some help in making sure all the child's needs are met to address a particular problem or a family situation that may affect the child's wellbeing in the future.

Examples of this might be where a child is suffering due to poverty, difficulties at school, witnessing relationship breakdown in the home, needing support with a disability, etc. This is known in Harrow as the Early Help Assessment Offer.

It is important to remember that even when your concerns are not about a child's safety you should **monitor the situation and keep a record of all actions** taken to support the child/family, including any observations and discussions with the child/family and/or professionals from your or other agencies.



Your records can be crucial if the situation escalated in the future and action is required to safeguard the child.

Your notes can also help your organisation learn from experience by allowing you to 'go back' and analyse what works well in your work with children and families.

Remember to keep all records confidential and secure. Only the Nominated Safeguarding person and the Deputy NSP should have access to them.

Early Support will ultimately be about providing families with the right support early on when issues first arise through a range of time-limited services delivered via Early Support Hubs, thereby increasing family resilience.

The main focus will be on prevention and ensuring that Early Support services will lessen the need for more targeted services in the future.

Key Points:

- There will be 3 community based hubs – Cedars, Hillview and Wealdstone (Youth) where all Early Support staff will be based and a range of Early Support services will be delivered from, along with other sites across the borough.
- The staff group will be known as either - Early Support: Coordinators, Practitioners or Educators overseen by an Early Support Manager for each Hub.
- There is to be a clearer pathway to access Early Support through a dedicated practitioner based within the MASH.
- Early Support will build on the principle of working in partnership with children, young people and their families through the delivery of consent based services.

For more information:

Early Help: <http://www.harrowlscb.co.uk/parents-carers/early-help/>

Information Sharing Principles

With regards to the welfare of children/young people, information sharing is key to enabling early intervention and preventative work. By sharing genuine concerns about a child or family, professionals can construct a more accurate picture about a child/young person's safety and well-being.

Seven Golden Rules for Information Sharing

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.
4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Use the flowchart on the next page to help you determine whether information about a child and/or family you are working with need to be shared.

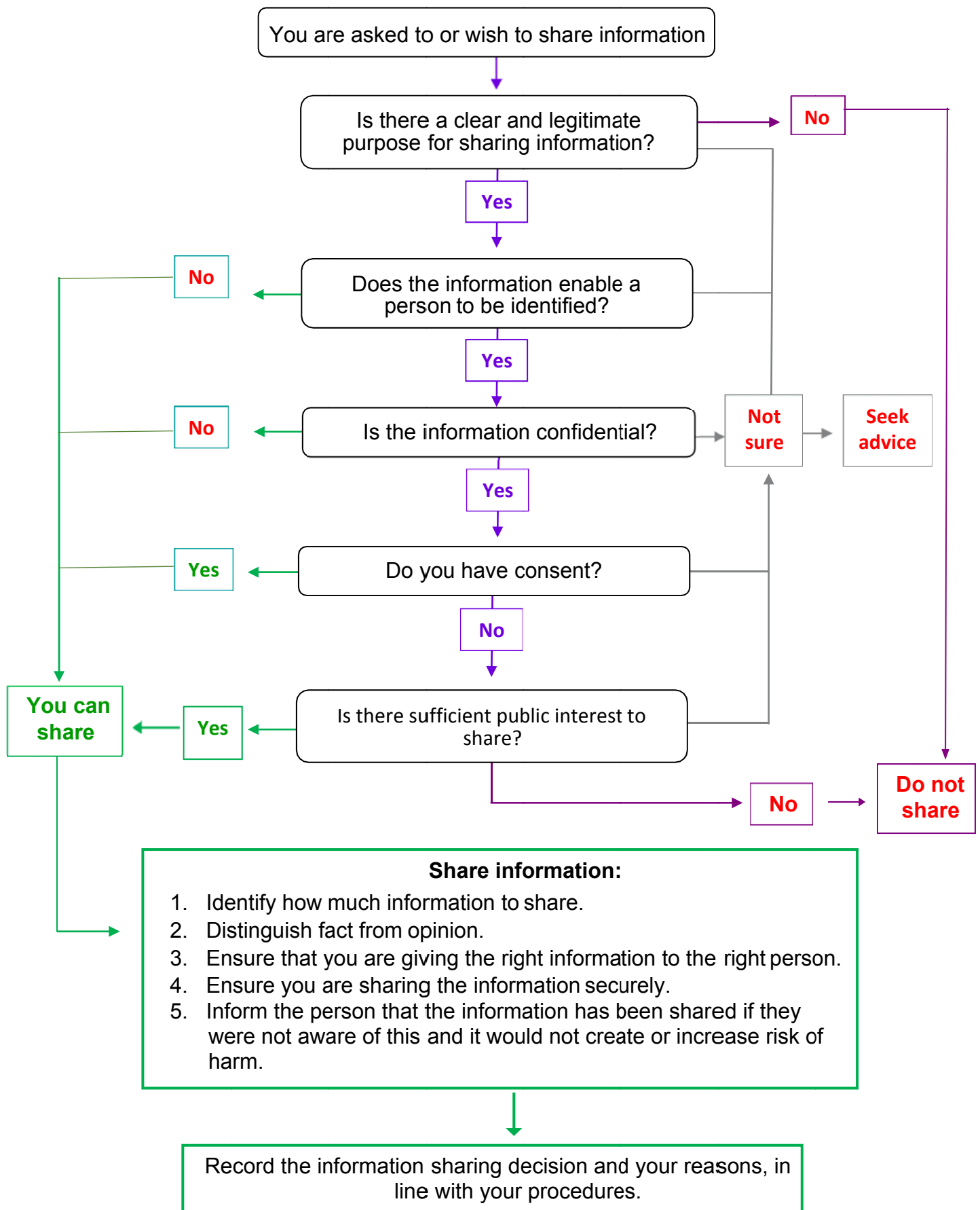
Remember, data protection should never be used as an excuse for failure to protect a child/young person from a real risk of harm.

Seek advice if you are not sure what to do at any stage and ensure that the outcome of the discussion is recorded.

i For more information visit

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf

Flowchart of key questions for information sharing



What to do if you think a child is being abused

If you think a child/young person is being abused, inform your Nominated Safeguarding Person (or Deputy if NSP unavailable) who should contact Harrow **Golden Number on 020 8901 2690** without delay (or Emergency Duty Team; **out of hours: 020 8424 0999**).

In emergencies/if immediate action is required call the Police on **999**.

Do I inform the parents/carers about contacting the Children's Access Team?

Unless you feel it could place the child/young person at risk, you should inform the parents/carers afterwards.

Though you do not need parental/carer consent, parental cooperation will almost always benefit the child/young person and ease the investigative process.

However, make sure you discuss with the Children's Access Team (CAT) what – if anything – you should say to the child's parents/carers.

What happens once you have contacted the Golden Number?

From this point your concerns are known as a "referral". After contacting the Golden Number, you need to confirm your concerns in writing within 24 hours using the **Harrow MASH Referral Record Form**

Your written referral should always be acknowledged by the CAT within 24 hours - 72 hours. If you do not receive a confirmation of referral, contact the Golden Number again.

REMEMBER:

It is your responsibility as the referrer to ensure that your referral has been received and recorded by the Children's Access Team.

Social workers then have a duty by law to investigate the situation or circumstances that have led to the referral, they will:

- Complete an assessment/child protection investigation and talk to the child/young person, family members and visit the family home;
- Contact all agencies that are directly involved with the child and ask them for information about the child's welfare; and
- In some situations, involve the police who also have a duty to investigate circumstances where it is believed a child has been harmed.

Responding to a Child/Young Person (allegations of abuse)

If a child/young person says that he or she is being abused or provides information that suggests that they are being abused ('allegation of abuse'), **the person receiving that information should:**

- remain calm, accessible and receptive
- listen carefully without interrupting or asking leading questions
- communicate with the child/young person in a way that is appropriate to their age, understanding and preference
- be aware of the non-verbal messages you are giving
- make it clear that you are taking them seriously
- acknowledge their courage and reassure them that they are right to tell
- reassure them that they should not feel guilty and say that you're sorry that this has happened to them
- let them know that you are going to do everything you can to help them and what may happen as a result
- make a note of what was said and who was present, using the child/young person's actual words wherever possible

You should NEVER:

- investigate or seek to prove or disprove possible abuse
- make promises about confidentiality or keeping 'secrets' to children/young people
- assume that someone else will take the necessary action
- jump to conclusions, be dismissive or react with shock, anger, horror e.t.c.
- speculate or accuse anybody
- investigate, suggest or probe for information
- confront another person (adult or child/young person) allegedly involved
- offer opinions about what is being said or the persons allegedly involved
- forget to record what you have been told
- fail to pass this information on to the correct person

Remember to always **RECORD** what has happened and **REPORT** to the Nominated Safeguarding Person even if a referral is not made MASH

Dealing with Concerns about a Child/Young Person

Staff/volunteer has concern/s about a child or young person



Staff/volunteer **RECORDS** concern/s (using recording log see Appendix 4) & **REPORTS** concern/s to the Nominated Safeguarding



Yes

If an emergency arises dial 999 for the police for an immediate response



Refer to Children's Access Team via the Golden Number – 020 8901 2690 (020 8424 0999 Out of Hours)

Remember to make a record of initial referral details (time, date, person spoken to)

Follow up your telephone referral in writing within 24 hours using **Harrow MASH referral Record**

Send to Children's Access Team Civic Centre 2nd Floor North Wing
Station Rd Harrow,
HA2 2XY



You should receive a confirmation of the referral from the Children's Access Team within 24 hours -72 hours

REMEMBER, it is your responsibility to follow up on a referral. Do contact the golden number again if you have not received a confirmation
Keep a written record of all your actions.

No



If you believe the child/child's family requires support, contact Early Help Support.

You will need to obtain consent to make a referral and if you are still confident that there is no risk of significant harm – monitor the situation and keep a written record of any observations with the child/family/your colleagues.

Remember you can always call the Golden Number for help & advice.

If you have any doubt of need or risk, you are not sure whether you should be making a referral, or simply don't know what to do, call the Golden number on – 020 8901 2690

Harrow MASH Referral Record – Golden Number 0208 901 2690

Email: duty&assess@harrow.gov.uk / duty&assess@harrow.gov.uk.cjism.net

Referral Details

Date of Referral	<input type="text"/>
Name of Referrer	<input type="text"/>
Relationship with Subject / Professional Role	<input type="text"/>
Telephone Number	<input type="text"/>
Email Address	<input type="text"/>

Family / Household details

Child Details

Details of all subject child(ren)

Name	DOB/EDD	Gender	Disability/Learning Need	Address	Telephone	Ethnicity	Religion

Family / household members

Name	DOB/EDD	Gender	Religion	Ethnicity	Parental Responsibility	Telephone	Relationship to the above child/ren

Other significant people not living in the household

Name	DOB/EDD	Gender	Parental Responsibility	Telephone	Address	Ethnicity	Religion	Relationship to Child

GP Details

GP Practice	<input type="text"/>
GP Name	<input type="text"/>
Telephone Number + Email	<input type="text"/>
GP Address	<input type="text"/>

Early Years Provision/ School/ College Details

School Name	<input type="text"/>
School Contact Name	<input type="text"/>
Telephone Number + Email	<input type="text"/>
School Address	<input type="text"/>

Other Professionals Involved (Include any known community/voluntary/faith organisations)

Name	Role	Detailed	Contact

Referral Information

No ☐

If yes, provide details

Is the Young Person aware of this referral?

Yes ☐

No ☐

If yes, provide details

Has there previously been a referral made regarding the child or family?

Yes ☐

No ☐

If yes, provide details

Is the Parent aware of this referral?

Yes ☐

No ☐

If yes, provide details

Do we have consent from parent to share/seek further information?

Yes ☐

No ☐

Consent Not Obtained ☐

Provide details if No / Not
obtained

Signs of safety guidance:

The tools are designed to help conduct risk assessments and produce action plans for increasing safety, and to reduce risk and danger by identifying areas that need change while focusing on strengths, resources and networks that the family have.

The framework aims to address four domains:

1. What are we worried about? (past harm, future danger and complicating factors)
2. What's working well? (existing strengths and safety)
3. What needs to happen? (future safety and next steps)
4. Where we are on a scale of 0 to 10 where 10 means there is enough safety for the child protection authorities to close the case and 0 means it is certain the child will be re abused. 0 also often indicates the situation is so dangerous the child will be rehoused.

For further guidance on signs of safety please visit: <https://www.nspcc.org.uk/services-and-resources/research-and-resources/2013/signs-of-safety-model-england/>

Organisation Incident Recording Log

Section 1: Details of the Child and their Parent / Carer:		
Name of Child/Young Person:		
Sex: Male <input type="checkbox"/> Female <input type="checkbox"/>	Age:	Date of Birth:
Parent's / Carer's name(s):		
Home address (including postcode):		
Family member including siblings & extended family e.g. step parent:		
Known disabilities or learning needs:		
Language spoken:		
Section 2: Your details:		
Your name:	Your position:	Date and Time of Incident:
Section 3: Your report:		
Are you reporting your own concerns or responding to concerns raised by someone else?		
<div> <input type="checkbox"/> Responding to my own concerns </div>		
<div> <input type="checkbox"/> Responding to concerns raised by someone else </div>	If responding to concerns raised by someone else, please provide their name and position within the organisation & organisation name:	

Please provide details of the incident or concerns you have including times, dates or other relevant information (such as a description of any injuries, whether you are recording fact, opinion or hearsay):

The Child/Young person's account, if it can be given, of what has happened and how:

Please provide details of the person alleged to have caused the incident / injury including where possible their name, address and date of birth (or approximate age):

Please provide details of any witnesses to the incident(s):

Any other significant information:

Name of person reporting incident if not NSP _____

Signature: _____ Date _____

Nominated Safeguarding Person received Information on;

Date:

Time:

Signature: _____

The Role and Responsibilities of the Nominated Safeguarding Person

There must be someone in your organisation who will take action if there is a concern, a report of abuse/risk of harm, or if an allegation is made against a member of staff or volunteer in relation to maltreatment of a child.

Sometimes, different titles for this role can be used, including Child Protection Officer, (Designated) Safeguarding Children's Officer or Children's advocate/representative. It is not the role title that matters but the scope of this person's responsibilities.

For the sake of simplicity, the term '**Nominated Safeguarding Person**' is used in this document

What does the Nominated Safeguarding Person (NSP) do?

The Nominated Safeguarding Person has a specific responsibility for safeguarding and child protection matters within an organisation.

The NSP's role includes:

- Overseeing the preparation and implementation of the safeguarding policy and ensuring that it is regularly reviewed, and that the policies and procedures are followed.
- Liaising with the Council and other child protection agencies (i.e. Police) and making referrals;
- Reporting any concerns to Children's Services or the police (urgent concerns must be reported immediately even if the NSP is not available);
- Acting as the lead person in circumstances where an allegation has been made against a member of staff/volunteer within their agency;
- Acting as a source of advice on all child protection matters within their organisation and seeking further advice and guidance from other agencies as needed e.g. LA, LADO;
- Ensuring that confidential records are kept of any concerns about a child or young person and of any conversation or referrals to statutory agencies;
- Ensuring that any such records are kept safely and securely;
- Making sure that staff/volunteers receive adequate child protection training;
- Promoting the needs of children and young people in the workplace and keeping the staff and volunteers informed on good practice;
- Attending meetings following disclosures or investigations, including case conferences, giving either support to a child or family members (not both at the same time);
- Being available!

Need for a Deputy

There needs to be at least one Deputy NSP. If an allegation is made against the NSP, there must be someone else that the person/s complaining can go to. If a concern of possible abuse was raised and the NSP was on holiday or unavailable, then having a Deputy NSP overcomes this.

Working as part of a team

As well as informing the statutory agencies, you may also be required, as a condition of your insurance, to inform your insurer of any safeguarding concerns. In addition, if your organisation is part of a denomination or other umbrella organisation there may be an expectation that you inform them e.g. within an Anglican Diocese you may need to contact the Bishop's Adviser for child protection. Familiarise yourself with the process within your organisation and note relevant telephone numbers or contact names and addresses.

Safeguarding concerns within an organisation can be emotionally demanding. Whilst confidentiality is important for all concerned, ensure that you have support in place for yourself.

What should the NSP do if they have/receive a child protection concern?

It is likely that you could be contacted by a child/young person who may disclose abuse directly to you, a worker may approach you with a concern, or a parent may want help or advice.

Where there is a concern of physical, emotional abuse or neglect the following general guidelines should be followed:

- If deliberate injury is suspected, there is concern for a child's safety or they are afraid to return home, Children's Social Care should be contacted without delay. Don't discuss with parents/carers
- Seek medical help if needed urgently, advising doctor of suspicions.
- If a child isn't in immediate risk (e.g. poor parenting), encourage parent/carer to seek help themselves, but monitor the situation

Where sexual abuse is suspected or disclosed:

- Always contact Children's Social Care or the police immediately.
- Never tell the parents.
- Follow up the telephone referral with a written referral and ask for confirmation.

What should the NSP do if they receive an allegation against a member of staff or volunteer?

The NSP must contact the Local Authority Designated Officer (LADO) immediately if an allegation or concern has been made about a staff member/volunteer who has:

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against or related to a child; and/or
- Behaved towards a child or children in a way that indicates they are unsuitable to work with children.

If the NSP feels that the allegation does not meet the above criteria, s/he should carefully record why this is so that, along with any decisions s/he has made regarding any further action needed. The person about whom the allegation has been made should be kept informed, as well as the child/young person's parents and the child/young person themselves.

If the NSP is unsure about this, s/he should discuss the case with the LADO to consider how to move forward.

There will be occasions when urgent action is needed to safeguard the child/children (e.g. police contact in an emergency situation or medical attention for the child following an incident). In all

cases, however, the LADO must be contacted without delay and all decisions should be made in consultation with the LADO.

Steps must be taken to fully support anyone who, in good faith, reports his or her concerns about a colleague and every effort must be made to maintain confidentiality for all parties whilst the allegation is considered.

Managing the member of staff against whom the allegation has been made

It may be necessary to suspend or remove from duties involving children/young people, the person about whom the allegations have been made. This decision should be made in liaison with the LADO and a senior manager (where available) and any decision should be carried out so that it is consistent with the organisation's disciplinary and staff procedures. Remember that those being accused must be treated fairly and with an open mind during any investigations.

Where suspension is the next step, it will usually be necessary to tell the person why they are being suspended. Details of the allegation should not be shared until this is agreed by the LADO as part of the investigation process. It is enough to simply say that an allegation has been made.

Suspension protects the individual concerned as well as the child as it can prevent further allegations or any recriminatory behaviour.

If the person is a member of the union or professional association, s/he should be advised to seek support from that organisation. The NSP must also consider whether the person has children or has access to children in another setting and through consultation with the LADO, decide whether those organisations/agencies need to be informed.

All agencies should carry out internal disciplinary/investigative processes according to their own procedures, alongside an on-going consultation with the LADO. This ensures that the matter is handled in line with legal processes, including the child protection process. Internal processes are usually carried out following the conclusion of the child protection investigation and are informed by the findings of that investigation.

Finally...

Being a Nominated Safeguarding Person may seem very daunting but remember you are not meant to be an expert in child protection - leave that to the statutory agencies.

You should, however, equip yourself with certain skills and knowledge by undertaking child protection training and reading your organisation's policies & procedures to requirements to better understand your role.

By creating an environment that is conducive to effective safeguarding and the promotion of children/young people's rights and welfare, you:

- Ensure that only suitable people are working with children/young people
- Promote an environment of vigilance
- Protect and enforce the rights of children and young people

Remember that LADO's involvement in the handling of any allegations against staff and volunteers both **ensures compliance with statutory requirements and provides the NSP with guidance and support** to make certain the process is handled sensitively and appropriately.

Safeguarding Procedures Checklist

Answer each question to determine if your organisation has key safeguarding processes in place. Use this document to list the actions you will take if any questions have been answered with a 'no'.

1) Nominated Safeguarding Person (NSP)	Yes	No	Action
Has an NSP been appointed in your organisation?	<input type="checkbox"/>	<input type="checkbox"/>	
Is it clear to all staff and volunteers who the NSP is and what their role is?	<input type="checkbox"/>	<input type="checkbox"/>	
Have your staff and volunteers undertaken basic child protection training?	<input type="checkbox"/>	<input type="checkbox"/>	
Has a Deputy NSP been appointed for when the NSP is not available?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the NSP/Deputy NSP follow the Harrow Safeguarding Children Guidance (Green Book) in relation to child protection matters?	<input type="checkbox"/>	<input type="checkbox"/>	
2) Information to staff	Yes	No	Action
Does the organisation have a child protection policy statement?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the organisation have a code of behaviour for staff and volunteers?	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff and volunteers familiar with Harrow Safeguarding Children Guidance?	<input type="checkbox"/>	<input type="checkbox"/>	
Are key child protection documents readily available to all staff and volunteers within your organisation?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have arrangements in place for training staff and other adults within your organisation on child protection issues?	<input type="checkbox"/>	<input type="checkbox"/>	
3) Children & young people	Yes	No	Action
Is the ethos of your organisation one in which children and young people are always valued, respected, listened to and taken seriously?	<input type="checkbox"/>	<input type="checkbox"/>	
Do staff and volunteers create and use opportunities to encourage children and young people to communicate about issues that concern them?	<input type="checkbox"/>	<input type="checkbox"/>	

Is appropriate support available to children and young people, including any who are at particular risk or who have disclosed abuse?	<input type="checkbox"/>	<input type="checkbox"/>	
4) Record Keeping	Yes	No	Action
Is there a system for staff to log their concerns with the NSP?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the NSP have an established system for recording and storing confidential child protection information?	<input type="checkbox"/>	<input type="checkbox"/>	
Are staff/volunteers fully aware that from time to time they may be required to monitor particular children or young people with regard to child protection concerns?	<input type="checkbox"/>	<input type="checkbox"/>	
5) Information to parents/carers	Yes	No	Action
Is information about the organisation's role in safeguarding children/young people available to parents/carers?	<input type="checkbox"/>	<input type="checkbox"/>	
Are concerns about children/young people shared and discussed with parents/carers (unless doing so would place a child/young person at risk of harm)?	<input type="checkbox"/>	<input type="checkbox"/>	
6) Recruitment and selection of staff	Yes	No	Action
Does your organisation have procedures for safe recruitment?	<input type="checkbox"/>	<input type="checkbox"/>	
7) Allegations against staff and volunteers	Yes	No	Action
Are procedures in place regarding what to do when an allegation of abuse has been made against a member of staff or a volunteer?	<input type="checkbox"/>	<input type="checkbox"/>	
Has your organisation been pro-active in making arrangements to reduce the likelihood of allegations against staff, for example through appropriate policies on physical intervention, intimate care and professional behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	

Safeguarding Children - The 5 R's

The 5 R's

Recognise Be vigilant, know the children you work with and be familiar with types and indicators of abuse

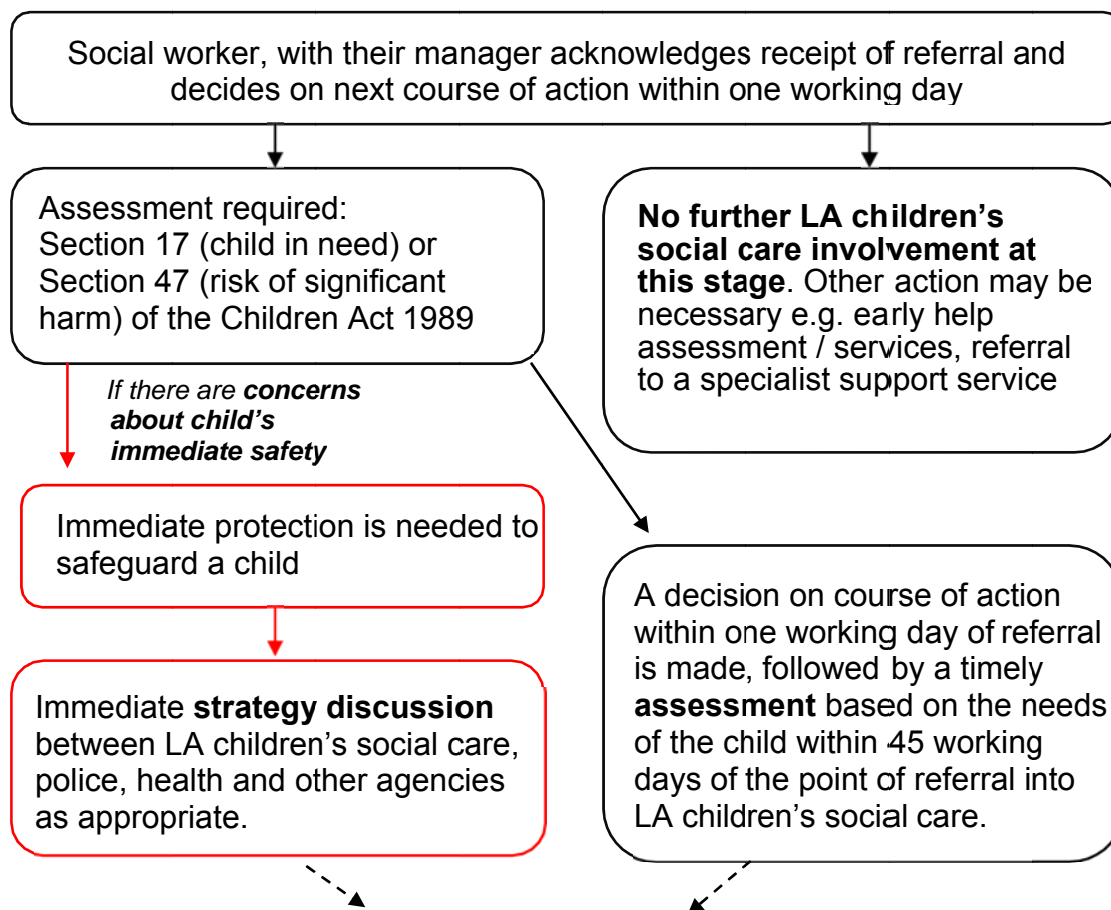
Respond Never ignore concerns, signs or reports related to children's wellbeing and safety;
Do not delay your response

Report Always report your concerns to the Nominated Safeguarding Person or their Deputy

Record Always make a record of what happened, your observations, any conversations you had with the child /parent/carer/NSP/colleague; use your organisation's standard recording log

Refer All cases where there is a concern about significant harm or risk thereof must be referred to Harrow Children's Services via the Golden Number. This will be usually done by the NSP but you should be familiar with the process too
Do not delay

Harm or risk - possible outcomes of a referral to the Children's Social Care:



Following a strategy meeting or an assessment, **a child protection conference** may be called and the child may be subject to a **child protection plan**.

Child Protection Conferences

If the assessment indicates that the child is at risk of significant harm a child protection conference may be called. This is a meeting attended by the parents of the child, the child (where appropriate) and all key agencies involved with the child.

A child under 12 would normally not attend, though an older child may do. However, the social worker will speak to the child before the conference and will present their views during the conference. The conference will be chaired by an independent person.

The aim of the conference is to bring together and analyse, in an inter-agency setting, all relevant information, and plan how best to safeguard and promote the welfare of the child. It is the responsibility of the conference to make recommendations as to how agencies work together to safeguard the child in future.

❶ For detailed see information sharing flow chart above

Good practice in your setting

This chapter focuses on the practices that should be implemented in the day to day running of your organisation's activities with children/young people. By applying these processes, you keep children safer and reduce the risk of allegations against staff/volunteers being made due to poor practice.

Adult to Child Ratios

When working with groups of children or young people, it is important that the level of supervision is appropriate to their age group and their needs, which may be very specific.

In general, younger children need to be more closely supervised and will require a higher adult to child ratio. The following are the adult to child ratios we would recommend for voluntary organisations, which are based partly on Ofsted guidelines:

Child's Age	Amount of adults	Amount of children
0 – 2	1	3
2-3	1	4
4-8	1	6
9-12	1	8
13-18	1	10

If the group is mixed gender, the supervising staff should also include both male and female workers wherever possible.

When deciding on the number of adults required, it is important to bear in mind that these ratios are guidelines only: in certain situations it will be necessary to have a higher number of adults than our recommendations suggest. If, for instance, the children or young people have specific support needs, or a risk assessment identifies behaviour as a potential issue for the group or event, the number of supervising adults will need to be higher.

It may not always be possible to adhere to these recommended ratios. However, every effort should be made to achieve the best level of supervision of children at all times.

Safety tips for outings and trips

Many of you take children out on trips during the school holidays; below are some top tips on keeping children safe whilst out and about:

- Ensure you have written parental permission to take the children on outings.
- Visit each specific location before taking the children, to identify any potential risks. Carry out a full risk assessment and produce an action plan.
- Will you use public transport? What are the risks? Stairs, lifts, escalators, etc.
- Check the public transport timetable.
- Are you using a coach or minibus?
- Do you have a back-up plan in the event of a breakdown?
- Have you got a named driver? Do you have adequate vehicle insurance?

- Consider your adult to child ratios: do you need to exceed the normal ratio requirements?
- Are you able to identify all of your children whilst out and about? Do they wear a coloured tabard/ vest, hat, coloured strip etc.?
- Can the children identify you if they get lost? Do you wear a uniform?
- Is there a lost child point?
- Check the weather report: are the children dressed appropriately?
- Create sticky labels with the organisation's mobile number on for each child.

Essential items to take with you:

- First aid kit
- Contact numbers of parents
- Mobile phone (fully charged)
- Register (also remember to leave a copy with a member of staff who is not going on the trip. Make sure that the parents/carers have this person's details in case they need them to contact you in an emergency)
- List of allergies if the children have any
- EpiPen, asthma inhaler or other medication

Although this may seem a vast list, it is necessary to ensure that you are prepared for any situation to ensure the children are kept safe. By doing these checks you and the children will have a stress-free fun outing.

i Model Risk Assessments Templates:

<http://www.resourcecentre.org.uk/information/risk-assessments/>

Reducing the risk of children going missing

Discovering that a child in your care has gone missing is one of the most traumatic situations staff and volunteers may have to deal with. Groups/organisations must take necessary steps to safeguard and promote the welfare of children.

Legal requirements specific to premises and security are:

- The premises - both indoors and outdoors - must be safe and secure;
- Providers must only release children into the care of individuals named by the parent/carer;
- Providers must ensure that children do not leave the premises unsupervised;
- Providers must take steps to prevent intruders from entering the premises

The safety checklist provided below should help you evaluate your security systems to determine future improvements, and form part of your regular self-evaluation processes.

- All gates and doors into the setting well secured and child proof.
- Visitors cannot enter your premises unnoticed.
- Children cannot leave your premises unnoticed.
- All staff and children are signed in, with actual times recorded for arrival and departure.
- All visitors including prospective parents sign your visitors' book, and are asked for proof of identity.
- There is a list of adults other than parents who are authorised to collect children.
- Notices are displayed to reinforce security where necessary.
- There is a system for monitoring children e.g. headcounts.
- Ratios are always maintained.
- Children are adequately supervised.
- Regular risk assessments are carried out.
- A robust missing child procedure is in place, and all staff are inducted into the procedure.

It is good practice to regularly check all entry and exit points. Wooden doors and gates for example can expand or contract with changes in the weather making a gate that could shut securely in the summer unable to shut in the winter.

Regularly review your procedures for recording all arrivals and departures, and monitor the whereabouts of other users of the premises.

Photographing and recording children

It is important that children and young people feel happy with their achievements and have visual aids to reinforce their special moments. The majority of occasions when people take photographs of children and young people are valid and do not provide any cause for concern.

Unfortunately there are occasions when this is not the case and these are some of the risks associated with photographing children:

- The collection and passing on of images which may be misused;
- The identification of individual children to facilitate abuse; and
- The identification of children in vulnerable circumstances.

There are several issues to be aware of

- Permission (verbal or written) of all the people (children and adults) who will appear in a photograph, video or web cam image must be obtained before the photograph is taken or footage recorded.

- It must be made clear why that person's image is being used, what you will be using it for, and who might want to look at the pictures.
- If images are being taken at an event attended by large crowds, such as a sports event, this is regarded as a public area and permission from a crowd is not necessary.
- If photographs or recordings of children's / youth groups are made and individual children can be easily identified, children's / youth leaders must find out whether any parents do not want their children to be in the photograph.
- Children and young people under the age of 18 should not be identified by surname or other personal details. These details include e-mail or postal addresses, telephone or fax numbers. In particular cases, such as a youth group in a small rural area, it might be wise to avoid even using first names since in a small locality these children could be very easily traced.
- When using photographs of children and young people, it is preferable to use group pictures.
- Obtain written and specific consent from parents or carers before using photographs on a website.

Use of mobile phones guidance

Nearly all mobile phones now have cameras and access to the Internet. It has therefore become necessary to introduce some safeguarding measures to reduce the risk of potential allegations against staff and volunteers.

The following recommendations have been developed to assist you in putting together a mobile phone policy for your organisation:

- Staff and volunteers must not have their phone on their person whilst on duty with the children.
- All mobile phones must be switched off and locked away at the beginning of each shift in a secure designated area, which is not accessible to children.
- Phones can be used away from the children during scheduled breaks, but must be switched off and returned to the secure designated area before returning to duty.
- In case of emergencies that may require staff to keep their phone switched on, it will be a management responsibility to assess and manage the risk.
- All staff should provide the landline phone numbers of the setting for friends and family to contact them in an emergency.
- A mobile phone with no camera or access to the Internet can be used during outings. Staff mobile phones should remain locked securely in the centre during outings.
- Staff should be reminded of their responsibility to report to management any breaches of agreed procedures.
- Any substantiated breaches of procedure should lead to disciplinary action, according to your setting's disciplinary procedures.

Recruitment and Selection

Organisations employing staff to work with children/young people should have a consistent and thorough process of recruitment that reduces the risk of selecting those who may pose a risk to children/young people.

In the recruitment of staff, organisations must ensure that:

- Recruitment documentation (application forms and adverts) contains reference to the organisation's commitment to safeguarding children and young people.
- DBS checks are undertaken where the role is regulated activity
- A minimum of two references are obtained, including one from the applicant's current or most recent employer. Where possible, one reference should be from a person who has experience of the applicant's work with children/young people.
- Wherever possible references should be obtained before the interview so that any issues of concern can be taken up beforehand.
- Referees are asked questions relating to the applicant's suitability to work with children/young people, including whether the applicant has been the subject of any disciplinary sanctions and whether there have been any allegations made against him/her which relate to the safety and welfare of children and the outcome of these.
- Applicants should be asked to bring original or certified copies of documents confirming any necessary or relevant educational and professional qualifications.
- All applicants should bring to the interview evidence of their identity, which could include a full birth certificate, passport or photo card driving license and additionally a document such as a utility bill that verifies the candidate's name and address.
- Applications should be scrutinised for any anomalies or discrepancies in the information provided. Any gaps in the applicant's history should be explored.
- Interviews should be rigorous in addressing safeguarding issues.

The same processes should apply to volunteers who have unsupervised or regular contact with children/young people. However, where volunteering activity is unplanned and does not include unsupervised contact e.g. a one-off day trip, a DBS check is not required.

i Additional resources: Keeping children safe in education

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550511/Keeping_children_safe_in_education.pdf

Safer Recruitment training Harrow LSCB Training calendar:

<http://www.harrowlscb.co.uk/wp-content/uploads/2015/07/HSCB-training-calendar-final-1.pdf>

Disclosure and Barring Service (DBS) Checks

The Role and Remit of the DBS

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA) in December 2012.

The DBS is responsible for:

- processing requests for criminal records checks (DBS checks, formerly CRB checks)
- deciding whether it is appropriate for a person to be placed on or removed from a barred list (that is a list of people who are barred from working with children or/and vulnerable adults because they pose too great a risk to them)
- placing or removing people from the DBS children's barred list and adults' barred list for England, Wales and Northern Ireland

Criminal Record Checking:

Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for, or are currently undertaking, is listed as an exception under the Act (Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975).

Where an exception to the Rehabilitation of Offenders Act exists, the post/role is eligible for Disclosure and Barring Service (DBS) checks containing individual's full criminal record, including spent cautions and convictions.

The minimum age at which someone can be asked to apply for a DBS check is 16 years old.

Type of check	Type of information included in the disclosure
Standard check	Spent and unspent convictions, cautions, reprimands, final warnings.
Enhanced check	As above – plus any additional information held locally by police forces that's reasonably considered relevant to the post applied for
Enhanced check with children's and/or adults' barred list check	As above (enhanced) – plus a check of the appropriate DBS barred list/s (children, adults or both)

In order to qualify for an enhanced check with a barred list(s) check, the position must meet the new definition of regulated activity (see below).

Whilst **DBS checks** are a valuable tool in identifying unsuitable staff, **they form only one element of safe recruitment practice**. For example, the majority of child sex offenders have no relevant criminal record. It is therefore essential that DBS checks **supplement and not replace** safe recruitment and employment elements such as reference checking, exploring any gaps in employment, conducting interviews, induction, supervision or training.

Referrals to the Disclosure and Barring Service

In Harrow, the LADO will support you in cases where a referral to the DBS has to be made.

Nonetheless, it is important that staff and volunteers have a sound understanding of the type of behaviours and situations that justify a DBS referral so that they can recognise those behaviours / situations and alert the Nominated Safeguarding Person or the LADO directly.

Two main conditions must be met for a DBS referral:

1. Staff/volunteer has:
 - engaged in relevant conduct (e.g. conduct that endangers or is likely to endanger a child, for instance smacking a child or coming to work under the influence of alcohol) OR
 - satisfied the harm test (where an individual may harm a child, cause a child or to be harmed; put a child at risk of harm; attempt to harm a child; or incite another to harm a child), OR
 - received a caution for, or been convicted of, a relevant offence

AND

2. Staff/volunteer has been removed from working with children or would have been removed had he/she not resigned, left etc.)

In all cases where you believe a staff member or volunteer has engaged in relevant conduct, has satisfied the harm test or has been cautioned or convicted of a relevant offence, you should speak to your Nominated Safeguarding Person or the LADO immediately.

Barring

The barring side of the DBS provides expert caseworkers who process referrals about individuals who have harmed or pose a risk of harm to children and/or vulnerable groups.

They make decisions about who should be placed on the child barred list and/or adults' barred list and are prevented by law from working with children or vulnerable groups.

An employer or volunteer manager is breaking the law if they knowingly employ someone in a regulated activity with a group from which they are barred from working.

A barred person is breaking the law if they seek, offer or engage in regulated activity with a group from which they are barred from working, be it paid or voluntary.

For most cases, the DBS only has the power to bar a person who is, has been or might in future engage in regulated activity.

Regulated activity in relation to children

- Unsupervised activities (e.g. teaching/instruction, supervision of children)
- Work for a limited range of establishments (e.g. children's homes)
- Healthcare / relevant personal care (e.g. washing, dressing)

- Registered child minding and foster carers
- Regulated activity providers (employers or voluntary, community, faith & private organisations who are responsible for the management or control of regulated activity and make arrangements for people to work in regulated activity)
- Personnel suppliers (an employment business, employment agency or an educational institution that makes arrangements with a person with a view to supplying that person to employers to undertake regulated activity)

When making barring decisions, the DBS will rely on information provided by the referring party as it does not have investigative powers.

Therefore, it is essential that you work closely with the LADO to ensure all necessary information is gathered and that any other relevant agencies are involved in the process (e.g. the police).

i For more information about disclosure and barring visit: <https://www.gov.uk/disclosure-barring-service-check/overview>

i For further information on disqualification by association:
https://www.surreycc.gov.uk/_data/assets/pdf_file/0008/49769/Disqualification-by-association-2016-2017.pdf

i Disqualification Under the Childcare Act 2006:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/528473/Disqualification_under_the_childcare_act_June2016.pdf

Managing Staff and Volunteers

All staff, both paid and voluntary, should receive an induction, support and supervision throughout their employment/volunteering and appropriate training in the recognition and response to potential child protection concerns and the operation of safeguarding policy and procedures.

Paid and voluntary appointments should be conditional on successful completion of a probationary period.

Induction

Induction in organisations working with children/young people and families should clearly define the expectation of commitment to safeguarding and the requirement to comply with the organisation's safeguarding policies and procedures and the code of conduct.

This should include being explicit about:

- Role boundaries and professional propriety;
- Individual safeguarding responsibilities, including what to do if concerns about a child's welfare arise;
- Providing the name, contact details and responsibilities of Nominated Safeguarding Person and their Deputy within the organisation;
- Providing a copy of your organisation's safeguarding children policy statement;
- Providing a copy of your organisation's code of conduct, and
- Undertaking relevant training related to the post.

Supervision

The work that both paid staff and volunteers take on can be difficult and demanding. This can have an unexpected impact on staff members themselves, placing them in potentially sensitive or risky situations that even the most experienced person will need help in dealing with.

Supervision is essential in organisations providing services to children/young people, as it allows staff and volunteers to reflect on their own practice and their relationship with children, and to raise concerns or difficulties.

It also enables the organisation to ensure that staff and volunteers are always clear about professional standards, boundaries and organisational objectives.

Though supervision may be more formal for paid staff than for volunteers, it should always:

- Follow a standard format
- clarify the objectives of your organisation and the expectations on the individual and their role in meeting those objectives
- support the individual in fulfilling their role and responsibilities
- ensure an anti-discriminatory approach to practice which puts the welfare of children/young people first
- be clear about confidentiality and its limits

- be appropriately recorded
- ensure that standards, content, storage, and status of records are agreed by both parties
- be jointly reviewed and evaluated
- ensure both parties share responsibility for ensuring supervision is regularly undertaken and outcomes acted upon
- ensure both parties share responsibility for being open and honest in raising concerns about practical, developmental or emotional blocks to effective delivery of service, and work together to identify solutions

i For more information visit the Appraisal and supervision section on the HR Bank / NCVO website: <https://knowhownonprofit.org/tools-resources/hr-policies>

Training

All staff working with children/young people should have **basic safeguarding/child protection training** that equips them to recognise and respond to child welfare concerns.

Ideally all staff and volunteers should receive initial basic training (Level 1) when they are first appointed. This is either provided internally or through in-house training provided by an external organisation. Or could be accessed via the POD, you will need to register in order to access the training: <https://harrow.learningpool.com/login/signup.php?>

You can attend a class room setting level 1 by contacting the outreach team based at Voluntary Action Harrow Cooperative. <http://www.voluntaryactionharrow.org.uk/event-calendar/>

Where that is not immediately possible, due to shortage of available courses, the organisation should make alternative arrangements. This might include providing appropriate guidance/literature, regular safeguarding briefing session or basic safeguarding awareness packs.

Having undertaken the basic awareness course, staff and volunteers should undertake refresher courses **every 2 years** thereafter to keep their knowledge and skills up-to- date.

i For further information:

Harrow Safeguarding Children's Board (HSCB) provides Level 2, 3 & 4 courses focusing on specific safeguarding issues such as Working Together, Managing Allegations against Professionals, Drugs and Alcohol Awareness and Multi-agency assessments and decision making in child protection. <http://www.harrowlscb.co.uk/news-resources/hscb-training-programme/multi-agency-course-calendar/>

Voluntary Action Harrow Cooperative delivers level 1, 2 & 3 to community, voluntary, faith & private sector organisation website details: www.voluntaryactionharrow.org.uk

Code of Behaviour for Staff and Volunteers

Below is a sample 'Code of Behaviour' for staff and volunteers. It is not an exhaustive list and can be added to and adapted to suit the needs of your organisation. When developing a Code of Conduct for your organisation, follow these two simple rules:

- Consider the type of activities you provide, age of children and any specific cultural issues of relevance to your work and reflect these in your Code of Conduct
- Keep it succinct and straightforward; avoid vague statements

Codes of Behaviour outline good and desirable behaviours and actions towards children and young people, as well as unacceptable and wrong behaviours that put children, young people and staff/volunteers at risk.

By having a Code of Behaviour in place, all staff and volunteers work under the same rules and have a shared understanding of what is good and what is bad practice. This protects both the children/young people and staff and volunteers.

All staff and volunteers are expected to follow their organisation's Code of Behaviour at all times and must contact the Nominated Safeguarding Person or their Deputy if they have any questions or if they are unclear about any of the points included in the Code.

Staff and volunteers should at all times:

- Be aware that your main priority is the child/young person in your care.
- **Listen** to children and young people and **talk** to them about their right to be kept safe from harm.
- **Be respectful** towards the children in your care, their parents/carers and fellow workers
- Seek advice and support from your colleagues, activity leaders or supervisors and your **Nominated Safeguarding Person**.
- Report all concerns, disclosures or allegations (made by children, parents/carers or colleagues) to the Nominated Safeguarding Person or their Deputy

Staff and volunteers should not:

- **Never** use any kind of physical punishment or chastisement such as smacking or hitting.
- Do not kiss or cuddle children, do not allow children to sit on your lap and do not give them presents.
- You should not invite a young person to your home or arrange to see them outside the set activity times.
- You should not engage in any sexual activity (this would include using sexualised language) with a young person you meet through your duties or start a personal relationship with them, **this would be an abuse of trust**.
- Do not add children/young people onto social networking sites e.g. Facebook, Myspace. also be aware of your online profile and check your privacy settings.
- **Do not investigate** any concerns or reports. Instead, you should contact your Nominated Safeguarding Person or the Deputy immediately.
- **Never let allegations, made by anyone, go unacknowledged, unresolved or not acted upon** - Talk to your Nominated Safeguarding Person or Manager

Staff and volunteers should also follow the following:

Good Practice Guidelines

Provide parents a copy of your child protection policy so that they know what to expect. Be supportive and be transparent with parents and carers.

- Be careful about forming personal relationships with parents/carers. This could make it difficult to report allegations/suspensions of abuse. Remember your duty of care is to the child/young person.
- Physical contact - should be open and initiated by the child's needs, e.g. for a hug when upset or help with toileting. Always prompt children to carry out personal care themselves and if they cannot manage ask if they would like help.
- Exercise caution about being alone with a child or young person. In situations where this may be needed (for example where a young person wants to speak in private) think about ways of making this seem less secret, for example by telling another worker or volunteer what you are doing and where you are or leaving a door open. Remember to record your conversation in the log.
- Remember you set an example to children and young people - dress appropriately, use appropriate language and show respect to your colleagues, parents/carers, children and young people at all times

Protect yourself when working alone

Working on your own with a child, in your setting or as a childminder, could mean that you are more vulnerable to allegations as there is no one to witness what happens in the setting/home. Because of this, it makes sense to take steps to protect yourself, particularly when many of these steps are simply good practice.

You should:

- Report suspicious injuries or your concerns promptly.
- Keep a diary or daily record. As well as noting all the activities that happen during the day, you can record details of any behaviour that is different in the child.
- Keep a record of any accidents and make sure parents/carers know about them – this makes explanations easier if questions are raised.
- Always keep parents/carers fully informed of things that happen during the day.
- Get parents/carers' written permission before photographing or filming children.
- Attend training to update your understanding of child protection.
- Familiarise yourself with these child protection procedures.

If you are a childminder, you should also make sure that everyone else in your home is aware that they are also open to allegations. Explain that, while you are working and have children in your home, some things could be misinterpreted. For example, would it be suitable for your teenage son to "just nip downstairs" in his underwear to get some jeans out of the tumble dryer? Think about how a young child might tell their parents about this.

If you are employing another childminder, or an assistant, then follow safe recruitment and employment processes, to ensure that they are suitable to work with children.

i Further Information: This section was taken from "Safeguarding children: A guide for childminders and nannies" by the National Childminding Association's (NCMA)
<https://www.pacey.org.uk/working-in-childcare/childminders/>
<https://www.pacey.org.uk/working-in-childcare/nannies/>

Allegations against Staff / Volunteers

All concerns, complaints and allegations must be recorded and brought to the attention of the Nominated Safeguarding Person. There are circumstances when allegations are about bad practice rather than child abuse. It is important that all allegations are investigated so that bad practice can be addressed.

If the information relates to the harm of a child/young person (or the risk thereof) then the Nominated Safeguarding Person must contact the Local Authority Designated Officer (LADO) immediately (no later than within one working day) via the MASH 020 8901 2690 option 4.

The LADO

Every local authority has a LADO to whom allegations must be reported and with whom plans should be made about how matters are progressed. The LADO is a senior member of staff who:

- Is involved in the management and oversight of individual cases which meet a certain threshold;
- Provides advice and guidance to employers and voluntary organisations;
- Liaises with the police and other agencies;
- Monitors the progress of cases to ensure that they are dealt with as quickly as possible, following a consistent, thorough and fair process; and
- Makes referrals to barring services (the Disclosure and Barring Service)

Though allegations of abuse can be made to anyone in an organisation, it is the role of the Nominated Safeguarding Person to take these forward and to be the link between the organisation and the LADO until the matter is resolved.

It is important to bear in mind that children/young people can be abused in all kinds of settings and therefore all allegations must be taken seriously. They should not be ignored but should be acted on immediately.

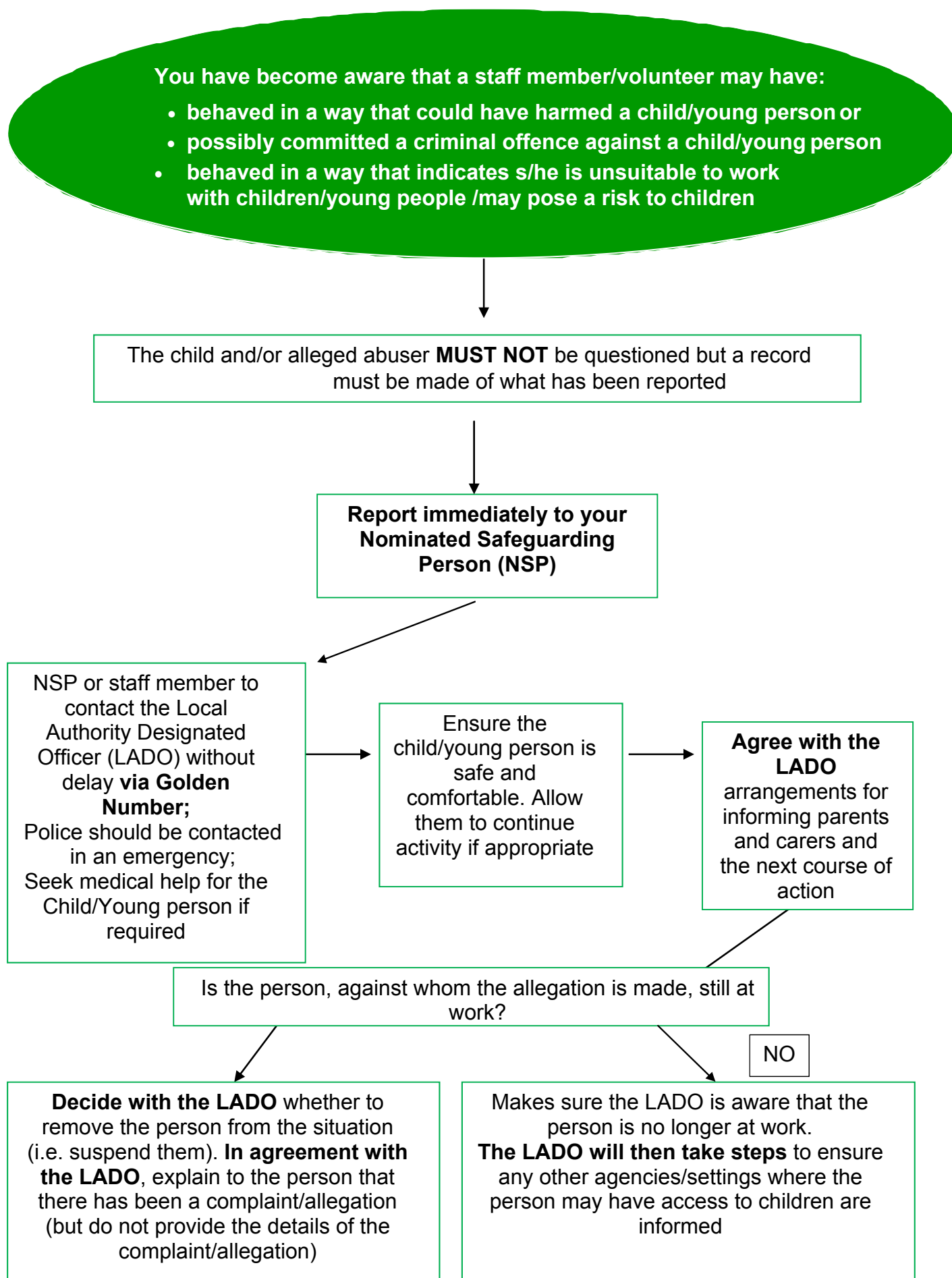
Role of staff member/volunteer to whom allegation is made

Allegations may be made directly by the child/young person, a parent, a friend of the child or indeed by another staff member/volunteer. It is important to listen to what is said, to reassure the person that what they have said will be taken seriously but that you need to report the matter to the person nominated to deal with such matters. DO NOT arrange a meeting between the accused and parents/carers. DO NOT inform staff and the accused of the allegation, the LADO will provide you with guidance.

It is extremely important that all aspects of any allegation and following investigation are carefully recorded. These records will be helpful if any future allegations arise, and to ensure **transparency and accountability** when dealing with complex and emotive issues.

i Further information: <http://www.harrowlscb.co.uk/wp-content/uploads/2015/06/GUIDE-FOR-STAFF-AND-VOLUNTEERS-2.pdf> Informing the LADO is responsibilities of the Nominated Safeguarding Person

Allegations against Staff and Volunteers Flowchart



Insurance

All organisations need to take out insurance. Whatever you do there is a risk and we live in a world where people and organisations are increasingly likely to take your organisation to court.

Terrible things do happen. Imagine an organisation taking children to the seaside and one child being injured running across the road. It could be claimed that the organisation failed to provide adequate supervision (which is why it is essential to do Risk Assessments – see the next page)

When taking out insurance, you need to make sure that it covers the risks that your organisation may face e.g. being sued over a child becoming injured in your setting.

The only way you are able to do this is assess all the possible risks that your organisation may face. Below are some key points that you should consider before taking out insurance:


- Is the insurance compulsory or required to meet the needs of funding agreements?
- What risks are covered by the policy?
- What risks are excluded?
- What are the conditions of the policy? For example, do door locks need to be of a specific standard?

General guidance on taking out insurance for voluntary and community sector organisations

- Make sure that you complete any forms related to insurance applications or claims with great care and with complete honesty. Any significant information that has been missed out or falsified could result in your insurance being rendered invalid.
- Your insurance may well rely on you having specific arrangements (such as child protection policies and procedures, adequate health and safety provision, or security measures) in place. Make sure that you have checked this out and that you have done what you need to do to make sure that you are covered.
- Check out the small print to make sure that your insurance covers your needs and is sufficient. If there is anything that you are unsure of, ask before you commit to it.
- Keep all your insurance documents together in a safe place. As a minimum, you should keep hold of the certificate and the schedule for each insurance type, plus the contact details in case you need to make a claim.
- Review your insurance regularly and audit it against your needs.
- Use an insurance broker or shop around to get the best deal. Talk to other groups/organisations or your umbrella group to see what they have found useful.
- If your group is part of a national charity, check with your head office to see whether the insurance you are considering is already arranged or whether your project can be part of a corporate purchase.
- Some types of insurance are a legal requirement. Others are a matter of choice. It is important to be adequately insured, but it is equally important to be proportionate and not to waste money on insurance policies that are unnecessary

The most common and probably the most important types of insurance cover are:

- public liability insurance
- employer's liability insurance
- professional indemnity insurance
- buildings and contents insurance

 For more information visit the Resource Centre

<http://www.resourcecentre.org.uk/information-category/making-your-group-work-well/health-and-safety-and-insurance/>

 You may also find the Cash-Online website helpful: <http://www.cash-online.org.uk/>

Risk Assessments

A risk assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Everyone in your organisation (children/young people, staff/volunteers, parents/carers, trustees etc.) has a right to be protected from harm caused by a failure to take reasonable control measures.


With regards to working with children and young people, risk assessments must be undertaken for any activities/excursions you are planning. Factors such as behaviour of children/young people, weather conditions and the medical needs of any children/young people must be considered and a plan put into place to deal with any problems that may arise.

Also, some organisations recruiting staff and volunteers may need the person to start before their Enhanced DBS check has come through (as they can take several weeks). If this is the case then a risk assessment **MUST** be done to ensure that the children and young people in your care are protected. This includes ensuring that the staff member is not left alone with the children/young people and that their references, identity and qualifications have been thoroughly checked.

The five steps to assessing risk are:

1. Identify the hazards/risks
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precaution
4. Record your findings and implement them
5. Review your assessment and update if necessary


By not assessing risks, accidents and incidents can occur that can ruin lives and affect your organisation especially if insurance costs increase if you have had to claim or you have to go to court. You are **legally required** to assess the risks in your workplace so that you can put plans in place to control risks.


 For more information on how to assess risks visit the HSE website

<http://www.hse.gov.uk/risk/fivesteps.htm>

Resource center - <http://www.resourcecentre.org.uk/information/health-and-safety/>

Model Risk Assessment and Rag Rating Chart

What is the hazard/risk?	Who might be harmed or affected?	RAG rating 	What action is needed to remove or manage the risk?	Who is responsible for taking action and by when?	Tick, sign and date when action has been taken

Probability	Impact	Probability + Impact = RAG rating	
1 = Very Unlikely	1 = Insignificant		1-3 not serious
2 = Unlikely	2 = Fairly Serious		4-6 serious
3 = Possible	3 = Serious		7-8 very serious
4 = Likely	4 = Very Serious		

The principles of an effective child protection system: Munro Review of Child Protection

The Munro Review of Child Protection was an independent review of the child protection system in England. The Review was commissioned by the Secretary of State for Education with a view to strengthening the social work profession, putting social workers in a better position to make well-informed judgments and freeing the system of unnecessary bureaucracy and regulation.

Although the Review concerned the work of children's social care staff, its findings, and especially the 8 principles of an effective child protection practice, provide useful guidelines and benchmarks for all those working with children and families, including in the voluntary and community sector.

1. The system should be child-centred: everyone involved in child protection should pursue child-centred working and recognise children and young people as individuals with rights, including their right to participation in decisions about them in line with their age and maturity.
2. The family is usually the best place for bringing up children and young people, but difficult judgments are sometimes needed in balancing the right of a child to be with their birth family with their right to protection from abuse and neglect.
3. Helping children and families involves working with them and therefore the quality of the relationship between the child and family and professionals directly impacts on the effectiveness of help given.
4. Early help is better for children: it minimises the period of adverse experiences and improves outcomes for children.
5. Children's needs and circumstances are varied so the system needs to offer equal variety in its response.
6. Good professional practice is informed by knowledge of the latest theory and research.
7. Uncertainty and risk are features of child protection work: risk management can only reduce risks, not eliminate them.
8. The measure of the success of child protection systems, both local and national, is whether children are receiving effective help.

Guidance on Developing a Safeguarding Children Policy

Why does every CYP voluntary/community/faith group need a safeguarding policy?

- This is a legal requirement (Section 11 of the Children Act 2004)
- To effectively protect children from harm and abuse and to promote their welfare
- To set out clear rules for all staff and volunteers to follow
- To help parents/carers make informed decisions about trusting you with their children
- To make it harder for risky/unsuitable individuals to get access to children and young people
- To evidence your organisation's commitment to safeguarding to the Local Authority, the Charity Commission, funders, commissioners and other strategic partners and stakeholders

A Safeguarding Children Policy should contain the following elements:

- The purpose of your policy – a statement of commitment
- Definitions of safeguarding and child protection
- Scope of the policy/who does it apply to (staff, trustees, volunteers, sessional workers, etc.)
Underlying principles (e.g. welfare of the child is paramount, working in partnership)
Legislative framework (e.g. Children Act 1989 & 2004, Working Together 2013)
- Details of your NSP and their Deputy (name, job/role title, contact details)
- Date when adopted and review arrangements (how often you plan to review it)

Remember:

A good safeguarding children policy statement

- Is clear
- Communicates the key messages
- Reflects the particular nature and needs of your project
- Contains all core elements (see above)
- Does not contain professional jargon or vague/unclear statements that are subject to individual interpretation

Your staff and volunteers must be able to understand and follow your policy in order to effectively safeguard children!

Voluntary and Community Sector Organisations

Safeguarding Policy & Procedure [Template]

Company Name:

Date of Policy Implementation:

Date of next review:

How to use this policy and procedure:

This policy and procedure document should be used in conjunction with the Harrow guidance for CVFP sector. Any sections with further reading are referenced with ❶.

Who the policy & procedure apply to:

This policy and procedure document applies to all VCS staff and volunteers, including trustees, committee members, senior management, religious leaders, students on work placements and sessional workers.

This document will be reviewed annually.

All staff and volunteers and Trustees, including senior management, should read and familiarise themselves with the contents of this policy and procedure document, and explore relevant resources referenced in the policy & procedure document.

The Nominated Safeguarding Person/s (Role and Responsibilities)

It is the responsibility of the Nominated Safeguarding Person and his/her Deputies to support all staff and volunteers in understanding this policy and procedure document and Green Book and applying it in their everyday work and ensuring safe working practice guidance which all staff/volunteers have read and understood.

The Nominated Safeguarding Person is the lead person to whom all safeguarding concerns and suspicions should be reported and from whom advice should be sought on all safeguarding matters.

Our current NSP and deputy/ies are listed below:

Name of Lead NSP		Contact Details	
Name of Deputy NSP		Contact Details	
Name of Deputy NSP		Contact Details	
(NOTE if you work across several sites it is good practice to have additional NSP deputies, there should still be 1 lead NSP who should be the main contact).			

Child Protection Policy Statement of Commitment

[Organisation] believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility & duty of care to safeguard the welfare of all children and young people, by a commitment to practice which protects them.

- to protect children and young people who receive [Organisation] services.
- to provide staff and volunteers with the overarching principles that guide our approach to child protection; [Organisation] believes that a child or young person should never experience abuse of any kind.

[Organisation] have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that protect children/young people.

[Organisation] recognises that:

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

[Organisation] will seek to keep children and young people safe by:

- valuing children/young people, listening to and respecting them
- adopting child protection practices through procedures and a code of conduct for staff and volunteers
- developing and implementing an effective e-safety policy and related procedures See E-safety Flow chart in the Harrow Safeguarding Guidance for the CVFP sector
- providing effective management for staff and volunteers through supervision, support and training
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about child protection and good practice with children, parents, staff and volunteers - sharing concerns with agencies who need to know, and involving parents and children appropriately
- have a child protection policy on display so that users of the service are aware of our duty of care
- ensuring that all staff and volunteers receive the appropriate level of safeguarding training for their roles

Scope of this policy

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of [Organisation] working directly with children and young people.

Children, young people, parents/carers are informed of the policy. The policy applies to anyone with whom we are in contact in the course of our work, who is a child or a young person.

Where the policy or procedure refers to a 'child' or 'young person' we mean anyone who has not

yet reached the age of 18 years and up to 25 with learning disabilities.

This policy is reviewed, endorsed and approved by the board of trustees annually, or when legislation changes.

The purpose of this policy

Is to ensure that actions of staff/volunteers delivering services on behalf of [\[Organisation\]](#) are transparent and promote and safeguard the welfare of all children/ young people that they encounter and are aware of their duty of care to children/young people.

This policy and procedure sets out how [\[Organisation\]](#) implements safeguarding for children/ young people, with whom we come into contact in the course of our work.

[\[Organisation\]](#) is committed to devising and implementing policies so that everyone within the organisation accepts their responsibilities for safeguarding children/young people at Risk from abuse.

This means following procedures to protect them and reporting any concerns about their welfare to the appropriate authorities.

This policy and procedure helps us to achieve this by:

- Supporting us to safeguard children, young people in practice, by defining abuse and informing us what to do
- Ensuring we all work to the same policy and procedure
- Making sure we are accountable for what we do
- Being clear what roles and responsibilities we all have in safeguarding
- Saying what staff can expect from the organisation to help them work effectively

This policy is informed by and supports our organisational purpose, and is how we comply with the Harrow Safeguarding Children Board Procedures.

The principles this policy is based on are:

- The Welfare of the child /young person is paramount
- The welfare of families will be promoted
- The rights, wishes & feelings of children /young people & their families will be respected & listened too.
- All children/ young people will be treated fairly in being able to access services which meet their needs, regardless of gender, ethnicity, disability, sexuality or beliefs
- We will take all reasonable steps to protect service users from harm, discrimination and abuse.
- Children and families are best supported and protected when there is a co-ordinated response from all relevant agencies
- Paid and volunteer staff should make sure that they are alert to the signs of abuse and neglect, that they question the behaviour of children and parents/carers and don't necessarily take what they are told at face value. They should make sure they know where to turn to if they need to ask for help, and refer to children's social care or to the police, if they suspect that a child is at risk of harm or is immediate danger

Recognising the signs of abuse:

In [\[Organisation\]](#) we want all Staff, volunteers, placement workers to be aware of the need to be alert to the potential abuse of children/young people & the main categories of abuse and other significant areas that can affect children & young people. [\[Organisation\]](#) understands that it is important that we recognise and act upon concerns which are listed below.

Neglect:

[\[Organisation\]](#) recognises that Neglect is the failure to meet a child's and/or vulnerable adult'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:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate care-givers)
- ensure access to appropriate medical care or treatment It may also include Neglect of, or unresponsiveness to, a child's basic emotional needs

See the Harrow safeguarding guidance for the CVFP sector for signs and symptoms of Neglect

Physical Abuse:

[\[Organisation\]](#) recognises that Physical abuse 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 sexual and neglect Training should support staff/volunteers to recognise the signs and symptoms of abuse.

See the Harrow safeguarding guidance for the CVFP sector for signs and symptoms of Physical abuse.

Emotional abuse:

[\[Organisation\]](#) recognises that emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children and vulnerable adults that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the 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, causing children and vulnerable adults 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 ill-treatment of a child and/or vulnerable adult though it may occur alone.

See the Harrow safeguarding guidance for the CVFS sector for signs and symptoms of emotional abuse.

Sexual Abuse:

[Organisation] recognises Sexual abuse involves forcing or enticing a child, young person and/or vulnerable adult to take part in sexual activities, whether or not the child is aware of what is happening.

The activities may involve physical contact, including penetrative (e.g. rape or buggery or oral sex) or non-penetrative acts.

They may include non-contact activities, such as involving children and vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children and vulnerable adults to behave in sexually inappropriate ways.

See page Harrow safeguarding guidance for the CVFS sector for signs and symptoms of sexual abuse.

Significant areas you will need to be aware of when working with children/young people include:

Bullying

Bullying is unwanted, aggressive behaviour among school aged children that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumours, attacking someone physically or verbally, and excluding someone from a group on purpose. **See Link Harrow safeguarding guidance for the CVFS sector.**

Abuse of Disabled Children

Disabled children are at increased risk of abuse and those with multiple disabilities are at even more significant risk both of abuse and neglect. Parents of disabled children may experience multiple stresses. Disability is defined as:

- A major physical impairment, severe illness and/or a moderate to severe learning difficulty
- An ongoing high level of dependency on others for personal care and the meeting of other basic needs

See Harrow safeguarding guidance for the CVFS sector

E-Safety

E-Safety is defined as the safe and responsible use of technology. This includes the use of the internet and also other means of communication using electronic media (e.g. text messages, gaming devices, email etc).

In practice, e-safety is as much about behaviour as it is electronic security. E-safety in this context is classified into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material
- Contact: being subjected to harmful online interaction with other users
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

For further information see Harrow safeguarding guidance for the CVFS sector

Domestic Violence

Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality. This includes issues of concern to black and minority ethnic (BME) communities such as so called 'honour killings'.

The term domestic violence is used to include any form of physical, sexual or emotional abuse between people in a close relationship. It can take a number of forms such as physical assault, sexual abuse, rape, threats and intimidation. It may be accompanied by other kinds of intimidation such as degradation, mental and verbal abuse, humiliation, deprivation, systematic criticism and belittling. For further information see Harrow safeguarding guidance for the CVFS sector.

The Nominated Lead Person will regularly consult the Green Book to identify other safeguarding issues that need to be understood by the organisation in order to meet the needs of the children and families it provides services to.

[Organisation] Safeguarding Procedures:

It is the responsibility of every member of staff / volunteer to know, understand [Organisation] child protection policy & procedures.

To achieve good practice in our setting we will ensure the following areas are clear and put into practice:

Safer Recruitment & Selection

All staff/volunteers will go through the following process prior to delivering/ supporting activities/services to children/young people:

We have a policy and procedure which ensures that all potential paid staff and volunteers:

- Complete an application form or a letter of application. This includes: address, evidence of relevant qualifications, the reasons why they want to work with children and young people, paid work and voluntary work experience and all criminal convictions.
- Provide two pieces of identification which confirm both identity and address.
- Undergo an interview (formal or informal) involving at least two interviewers. At least one person on the recruitment panel will be safer recruitment trained.
- Provide at least two references which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicant's work or volunteering with children or young people. If the applicant has not worked with children or young people before, then they should confirm this and give an alternative referee.
- Consent to a Disclosure and Barring Service check (formally CRB check) at the appropriate level (standard or enhanced). Agree to sign up to the DBS update service.

Furthermore, the organisation complies with all other safeguarding regulations:

- We understand that a person who is barred from working with children or vulnerable adults is breaking the law if they work, volunteer, or try to work or volunteer with these groups.
- We understand that an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
- We understand that if our organisation dismisses a member of staff or volunteer because they have harmed a child or vulnerable adult, or would have done so if they had not left, we must complete a DBS referral form See Harrow safeguarding guidance for the CVFS sector
- [\[Organisation\]](#) will have an Induction process including access to policies, procedures and code of conduct expected to be followed by all those delivering serviced on behalf of by [\[Organisation\]](#) to support their work. See the Harrow safeguarding guidance for the CVFS sector
- An appraisal system in place to identify any concerns or issues

Management & Support of Paid Staff & Volunteers

- All staff and volunteers are provided with a job description (paid staff) or a role profile (volunteers) outlining their main responsibilities. This includes a requirement to comply with our Safeguarding Policy and procedures and Ground rules for appropriate behaviour.
- All staff and volunteers are supported through an Induction process in which safeguarding/child protection procedures are explained and training needs identified
- All paid staff and volunteers complete a role review at the end of their induction period before being confirmed in post. Inductions will be completed within 6 months.
- All paid staff are given supervision at least every 6 weeks by their line manager/ Chair of the organisation.
- All volunteers are given regular support sessions. (This may include one to one or group support, mentoring or shadowing opportunities).
- Implements disciplinary and grievance procedures for all paid staff and volunteers, which comply with the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice
- All paid staff and volunteers attend regular ongoing safeguarding training appropriate to their role.
- All paid staff and volunteers receive an induction, which includes information on all the organisation's policies and procedures

Safer working practice:

[\[Organisation\]](#) recognises there may be times when staff/volunteers are working alone all staff/volunteers at [\[Organisation\]](#) will comply with our lone working policy and guide lines in the Harrow safeguarding guidance for the CVFS sector

We will ensure that adequate staff/volunteers are supporting activities that [\[Organisation's\]](#) run. We will follow the ration guidelines states in the Harrow safeguarding guidance for the CVFS sector

All activities being provided are properly planned and organised. Planning ensures that the activities are age-appropriate, appropriately supervised, take account of staff ration and use qualified instructors.

- Activities Risk Assessments are carried out prior to delivering activity sessions – see

guidelines and template in the Harrow safeguarding guidance for the CVFS sector

- All activities are risk assessed to ensure that all reasonable steps are taken to prevent children and young people being harmed whilst participating in the organisation's activities.
- We will regularly assess and review safety risks which arise from premises, activities, equipment and travel arrangements, as outlined in the organisation's Health and Safety Policy.
- Ground rules are set for appropriate behaviour for children and young people, staff, volunteers, parents and carers. Systems are in place and implemented if the ground rules are broken.
- Organisation's name has a Photography and Film Policy about taking and using images of children and young people. We will ensure that images of children, young people and families are only used after written permission has been obtained, and only for the purpose for which consent has been given.

Providing Safer Activities and Trips

Necessary arrangements

- People whose suitability has not been checked, including through a DBS check must not be allowed to have unsupervised contact with children
- All paid staff and volunteers undertaking specialist roles, (e.g. taking children and young people off site on trips) are provided with appropriate training
- Employer's liability and/or public liability insurance has been taken out to ensure that all activities and services and all people taking part, are covered

Transport

We ensure that our transport has:

- Appropriate insurance cover
- Tax MOT
- Appropriate seats (including booster seats and seatbelts)
- A first aid box
- Drivers hold the correct driving license

Responding to concerns

If any member of staff/volunteer is concerned about a child/young person they must inform the nominated safeguarding lead person (NSP) or deputy NSP immediately.

- You must log and record information regarding concerns on the same day. See incident recording log in the Harrow safeguarding guidance for the CVFS sector
- The written record must be clear precise factual account of observations or what has been said.
- The NSP will decide on the most appropriate course of action and whether the concerns should be referred to Children Social Care. See Harrow Threshold guidance of the Harrow safeguarding guidance for the CVFS sector. If it is decided that a referral needs to be made to children's social care this will be discussed with the parents, unless to do so would place the child at further risk or undermine the collection of evidence e.g. forensic evidence. All concerns and discussion and decisions will be recorded in writing.
- If a member of staff disagrees with the level of concern and feels that a child has not been

protected, then any member of staff can make a direct referral to children's social care – please see section on escalation and challenges Harrow safeguarding guidance for the CVFS sector <http://www.harrowlscb.co.uk/wp-content/uploads/2015/06/Multi-agency-resolution-of-professional-disagreements-Sept-2015-1.pdf>

Disclosure by a Child/Young Person:

[Organisation] recognises that a child/Young person may seek you out to share information about abuse or Neglect, or talk spontaneously, individually or in groups when you are present. In these situations, YOU MUST:

- Listen carefully to the child/ Young person. You can seek clarification but DO NOT ask direct questions or start to investigate the matter
- Give the child/Young Person time and your full attention.
- Allow the child/Young person to give their account; do not stop a child who is freely recalling significant events.
- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the child's/young person's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's/young person's own words where possible.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.

Reassure the child/ young person that:

- they have done the right thing in telling you;
- they have not done anything wrong;
- Tell the child / young person what you are going to do next and explain that you will need to get help to keep him/her safe.
- DO NOT ask the child /Young person to repeat his or her account of events to anyone

It is good practice to be as open and honest as possible with parents/carers about any concerns.

However, in order to safeguard evidence, you must not discuss your concerns with parents/carers in the following circumstances:

- where Sexual Abuse or Sexual Exploitation is suspected
- where organised or multiple abuse is suspected
- where there are concerns a child may be at risk of Female Genital Mutilation
- where Fabricated or Induced Illness is suspected
- In cases of suspect Forced Marriage (see Forced Marriage procedure Harrow safeguarding guidance for the CVFS sector)
- where contacting parents/carers would place a child, yourself or others at immediate risk

Information Required When Making a Referral Regarding a Child/Young Person:

Multi Agency Safeguarding Hub (MASH) will need to be contacted via the golden number for flow

chart dealing with concerns about a child/young person please see the Harrow safeguarding guidance for the CVFS sector.

- Be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available).
- Unavailability of some information or the Nominated Safeguarding Person should not stop you making a referral. Use the **MASH Referral Record** to do this.
- Your name, telephone number, position and request the same of the person to whom you are speaking.
- Full name and address, telephone number of family, date of birth of child /young person and siblings, any special needs.
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of professionals known to be involved with the child/family and/or vulnerable adult e.g.: GP, Health Visitor, School.
- The nature of the concern; and foundation for the concern.
- An opinion on whether the child may need urgent action to make them safe.
- Your view of what appears to be the needs of the child and/or vulnerable adult and their family.
- Whether the consent of a parent with Parental Responsibility has been given to the referral being made.

Allegations Against Adults Who Work with Children /Young People

If you have information which suggests an adult who works with children /young people (in a paid or unpaid capacity) has:

- behaved in a way that has harmed or may have harmed a children/young people
- possibly committed a criminal offence against, or related to, a children /young people
- behaved towards a child /young person in a way that indicated s/he is unsuitable to work with children /young people
- You should speak immediately with your line manager or senior manager who has responsibility for managing allegations. The senior manager will consult with/make a referral to the LADO (Local Authority Designated Officer) via the MASH Team
- If one of those people is implicated in the concerns you should discuss your concerns directly with the LADO (Local Authority Designated Officer) via the MASH Team.

Making a Referral

A referral will involve providing information of concern to the Nominated Safeguarding Lead Person (unless the concern is about the Nominated Safeguarding Person) about an Allegation against a staff/ volunteer.

The MASH will need to be contacted in order for the Local Authority Designated Officer to be informed. **The LADO** will make **enquiries** and take appropriate action provide guidance and may request for further information to be submitted.

You may be called for a meeting with the LADO. The LADO may have to speak to the Police to

decide if a criminal act has taken place, in serious cases the Police may be informed and may investigate.

You will be informed of the action that will be taken by the LADO.

YOU SHOULD NOT:

- Call a staff meeting and discuss the matter with staff/volunteers the LADO will guide you on what needs to be done.
- You should not try and bring the perpetrator of the alleged abuse in contact with the victim/parents to discuss concerns.
- Do not delay your response

Inability to inform parents should not prevent a referral being made. The MASH team will then decide on how and when the parents can be approached and by whom.

If a child is in immediate danger or is at harm or risk you should refer to the children's social care and/or the police

- In emergency dial 999
- MASH: 020 8901 2690 between 9 am – 5pm
- Out of Hours 5pm – 9am Emergency Duty Social Worker 020 8424 0999

Action To Be Taken Following the Referral:

[Organisation] will ensure that you keep an accurate record of your concern(s) made at the time.

[Organisation] put concerns in writing to the Social Care Duty & Investigation Team following the referral (within 48 hours) duty & assess@harrow.gov.uk / duty&assess@harrow.gov.uk.cjsm.net

[Organisation] will accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

Confidentiality

The **[Organisation]** will ensure that any records made in relation to a referral are kept confidentially and in a secure place.

Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to the need for protection.

See information Sharing Flow chart & principles in the Harrow safeguarding guidance for the CVFS sector If in doubt, consult with **[Organisation]** NSP.

Further Guidance/Support can be obtained regarding this policy and procedure, including training, one to one policy & procedure support in house training for level 1, 2, 3 from:

The Harrow Safeguarding Children Outreach Team on the following details:

Voluntary Action Harrow Safeguarding Outreach Team

asiachetouani@voluntaryactionharrow.org.uk |
suebush@voluntaryactionharrow.org.uk

Telephone: 020 8861 5894

Other Policies in Your Organisation

Safeguarding Policies and Procedures are an essential element of an effective safeguarding practice within VCS organisations. Some other policies play an important role in keeping children safe. In addition, they are essential in ensuring the safety and well-being of all staff and volunteers.

Organisations should ensure they have key mandatory policies in place endorsed by trustees/committee and reviewed annually.

These are often a legal requirement and required by funders – Health & Safety, First Aid & Fire Procedures, Risk Assessments, Insurance, Confidentiality, and Safeguarding.

Other Policies [Organisation] Has in Place Include:

Equal Opportunities' Policy

This policy should ensure that no child/young person is discriminated against on the grounds of race, gender, culture, sexual orientation, economic status or ability (other than where such a distinction is an inherent part of the activity e.g. gender specific activities, religious observance or competitive sports). The policy should address both the corporate and personal responsibilities of agencies and staff, to ensure that all children are treated with respect and encourage them to respect each other.

Health and Safety Policy

A Health and Safety Policy sets out your general approach, objectives and the arrangements you have put in place for managing health and safety in your business. It is a unique document that says who does what, when and how.

Complaints' and Grievance Policies

Each organisation should develop and publish a procedure by which aggrieved children and/or their parents/carers may make representations should they believe that they have been subject to discriminatory, abusive or inappropriate treatment.

The procedures must provide for an element of independent review and for adequate redress where a complaint is substantiated.

Comments, Compliments & Complaints Policy

We have a written Comments, Compliments & Complaints Policy and procedure so that children and young people, and staff and volunteers can make any necessary comment, compliment or complaint.

Confidentiality Policy

This details how any information regarding children and their families will be held and under what circumstances such information may be shared with other agencies. The policies must be in accordance with the requirements of the Data Protection Act 1998 and the Human Rights Act 1998.

Challenges & Escalation

All practitioners need to be robust in constructively challenging colleagues when necessary, to

achieve best outcome for children and young people.

Whistle Blowing

This is the confidential disclosure by any individual of any concern encountered in the workplace related to a perceived wrong doing. [Organisation] considers such wrongdoing to include:

- General malpractice, such as immoral, illegal or unethical conduct
- Conduct where someone's health and safety has been put in danger
- Gross misconduct

If individuals have concerns relating to their employment with [Organisation] these should be raised under [Organisation] grievance policy.

This provides a method for staff, volunteers or service users to make known any concerns that they may have about the behaviour of any other person within the organisation. Such policies will detail how these matters will be handled and investigated. See [Organisation] whistle blowing policy.

Where it is felt that the organisation has not or will not address the concerns appropriately the Government's Whistle-blowing services should be contacted via NSPCC – call 0800 028 0285 or email help@nspcc.org.uk

Social Media

The goal of a social media policy is to set expectations for appropriate behaviour and ensure that an employee's posts will not expose the company to legal problems or public embarrassment. Such policies include directives for when an employee should identify himself as a representative of the company on a social networking website, as well as rules for what types of information can be shared. Almost all social media policies include restrictions on disclosing confidential or proprietary business secrets.

E-Safety

E-safety policy will operate in conjunction with other policies including those for Pupil Behaviour, Bullying, Curriculum, Data Protection and Security. They are there to maintain boundaries and clear guidelines when using any form of social media or accessing the internet, whether is via mobile phone or computers.

Lone Working

Establishing a healthy and safe working environment for lone workers is key as it ensure their safety and provides clear guidelines of what to do to manage risks and report concerns.

i For more information and model policies and procedures Resource Center
<http://www.resourcecentre.org.uk/information-category/making-your-group-work-well/policies-and-procedures/>

Key Contacts In Harrow

<p>Golden Number (for Harrow Children's Access Team) 020 8901 2690 Between 9am and 5pm Monday-Friday</p> <p>Emergency Duty Team (Children's Social Care) / out of hours support 020 8424 0999</p> <p>Email: duty&assess@harrow.gov.uk duty&assess@harrow.gov.uk.cjsm.net</p>	<p>Safeguarding Adults Service Civic Centre, Civic 1, 2nd Floor East, Station Road, Harrow, Middlesex HA1 2UL 020 8420 9453 020 8424 0999 (out of hours) safeguardingadults@harrow.gov.uk</p> <p>Youth Stop Harrow Youth Stop, The Twenty One Building, Ground Floor, 21 Pinner Road, Harrow, HA1 4ES LocalOffer@harrow.gov.uk</p>
<p>Children with Disabilities Service Alexandra Avenue Health & Social Care Centre 275 Alexandra Avenue South Harrow HA2 9DX Tel: 020 8966 6481 childrenwithdisabilities@harrow.gov.uk</p>	<p>Compass Harrow Young People's Substance Misuse Service The 21 Building, 21 Pinner Road Harrow, HA1 4ES 020 8861 2787 adminharrow@compass-uk.org</p>
<p>Local Authority Designated Officer (LADO) Paulette Lewis & Janice Miller Civic Centre Station Road, Harrow, HA1 2UH 020 8901 2690 (the Golden Number) paulette.lewis@harrow.gov.uk</p>	<p>Victim Support Harrow Vs.harrow@victimsupport.org.uk Harrow Outreach Site 1 Morland Gardens Stonebridge NW10 8DY 020 8965 1141</p>
<p>Harrow Local Safeguarding Children Board Second Floor, Civic Centre Station Road, Harrow HA1 2UL 020 8424 1147 lscb@harrow.gov.uk</p>	<p>Safe 2 Speak / The WISH Centre Counselling for 10-19-year-olds Unit A4, Livingstone Court 55 Peel Road, Wealdstone HA3 7QT 0208 416 7277 07834477981/07834477979 info@thewishcentre.org.uk</p>
<p>Independent Domestic Violence Advisors (IDVA) IDVA at Victim Support: 020 7259 2424 IDVA at Women's Aid: 0776 458 2194</p> <p>Families Information Service Civic Centre Station Road, Harrow HA1 2UW 020 8901 2690 fis@harrow.gov.uk</p>	<p>Independent Sexual Violence Advocate (ISVA) ISVA for Young People aged 12-25 Sexual violence reporting, advocacy and therapeutic support The WISH Centre Unit A4, Livingstone Court, 55 Peel Road Wealdstone HA3 7QT 0208 416 7277 / 07527 187177</p>

Other Useful Contacts

London Safeguarding Children Board

Contains the full London Child Protection Procedures and many other safeguarding resources, including supplementary procedures, guidance documents and toolkits

<http://www.londonscb.gov.uk/>

NSPCC Child Protection

Helpline 0808 800 5000 / or text

88858 help@nspcc.org.uk

Child Line

Free, confidential telephone helpline for children and young people

(self-referral

only) 0800 1111

Stop it Now! Helpline

Advice and information on how to protect children from sexual abuse

0808 1000 900

[help@stopitnow.org.u](mailto:help@stopitnow.org.uk)

[k](mailto:help@stopitnow.org.uk)

www.stopitnow.org.uk

Family Lives Helpline

Confidential helpline offering information, advice, guidance and support on any aspect of parenting and family life.

0808 800 2222

Family, Child & Education Legal

Advice Free legal advice on English law and policy affecting children and families

08088 020 008 Mon-Fri 8am-8pm

<http://www.protectingchildren.org.uk>

Ofsted

Piccadilly Gate

Store Street, Manchester M1 2WD

0300 123 1231

enquiries@ofsted.gov.uk

NCMA (National Childminding Association)

Safeguarding children service 0845

880 0044

Information and advice 0800 169 4486

info@ncma.org.uk

Criminal Record Checking (DBS checks

/ formerly CRB checks)

PO Box 110

Liverpool L69 3EF 0870 90 90 811

customerservices@dbi.gsi.gov.uk

Barring Services (DBS)

DBS

PO Box 181

Darlington DL1 9FA 01325 953795

dbsdspatch@dbi.gsi.gov.uk

The Charity Commission

The regulator for charities in England and Wales

<http://www.charity-commission.gov.uk/index.aspx>

Resource Bank

Safeguarding Support

Harrow Safeguarding Board Outreach Team
www.voluntaryactionharrow.org.uk
 Telephone: 020 8861 5894

Coram CLC Child Protection Project :
<http://www.protectingchildren.org.uk>
 Free legal advice on child protection and safeguarding law and policy

NSPCC Briefings and Factsheets:
<https://www.nspcc.org.uk/what-you-can-do/> Short introductions to child protection, child abuse and safeguarding topics

Safeguarding Children Supplementary Procedures (London SCB):
<http://www.londonscb.gov.uk/resources/>

NSPCC Self-Assessment Tool to support **groups to assess themselves**.
<https://safeguardingtool.nspcc.org.uk/self-assessment-tool/>

Safeguarding children: affected by gang activity, abused through domestic violence, missing from school, sexually active, sexually exploited, trafficked, missing, at risk of FGM.

BMER and Faith Groups

NSPCC Faith Communities:
<https://www.nspcc.org.uk/preventing-abuse/safeguarding/safeguarding-faith-communities/>

Churches Child Protection Advisory Service (CCPAS): <http://www.ccpas.co.uk>

Victoria Climbié Foundation www.vcf-uk.org

Africans Unite Against Child Abuse (AFRUCA):
<http://www.afruca.org/>

LSCB Culture and Faith website:
http://www.londonscb.gov.uk/culture_and_faith/

NSPCC – Helping Children from Ethnic and Minority Communities:
http://www.nspcc.org.uk/help-and-advice/for-the-community/faith-groups-bme/bme-and-faith-groups_wda73294.html

Faith Associates – Madrassah Management and Safeguarding
<http://www.faithassociates.co.uk/>

Online safety

Think U Know (CEOP)
<http://www.thinkuknow.co.uk/>
 Guide to online safety with tailored resources for parents/carers, teachers/trainers and age groups 5-7, 8-10 and 11-16. Free training is also available.

Online Compass
<http://www.onlinecompass.org.uk/>
 Free online safety self-review tool for groups that work with children and/or young people

<p>UK Safer Internet Centre https://www.saferinternet.org.uk/ Professionals Online Safety Helpline 0844 381 4772 https://www.saferinternet.org.uk/professionals-online-safety-helpline</p>	<p>Online Safety NSPCC https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/</p>
<p>General support for voluntary groups</p>	
<p>National Council for Voluntary Organisations (NCVO): http://www.ncvo-vol.org.uk</p>	<p>National Association for Voluntary and Community Action (NAVCA): https://www.navca.org.uk/about</p>
<p>POLICIES & PROCEDURES SUPPORT: http://www.resourcecentre.org.uk/ Voluntary Action Harrow Cooperative http://www.voluntaryactionharrow.org.uk/</p>	<p>Community Matters http://www.communitymatters.org.uk Charity Commission http://www.charity-commission.gov.uk/</p>
<p>Safer Staff & Volunteers</p>	
<p>Safe Recruitment Pan London procedures: http://www.londoncp.co.uk/chapters/safer_recruit.html</p>	<p>Guidance for Safer Working Practice for Adults who work with Children and Young People in Education Settings: https://www.safeguardingschools.co.uk/guidance-for-safer-working-practice-for-adults-who-work-with-children-and-young-people-in-education-2015/</p>
<p>Recruiting Safely – guidance helping to keep children and people safe (CWDC): https://www.education.gov.uk/publications/standard/publicationDetail/Page1/SG02/1009</p>	<p>Good Trustees Guide (NCVO): https://www.ncvo.org.uk/accessible-guides</p>
<p>Preventing unsuitable individuals from working with children & Managing allegations against professionals</p>	
<p>Disclosure and Barring Service – criminal record checking and referring to the barring service: https://www.gov.uk/disclosure-and-barring-service-criminal-record-checks-referrals-and-complaints</p>	<p>What is a Local Authority Designated Officer (LADO): http://www.harrowlscb.co.uk/guidance-for-practitioners/concerns-about-a-member-of-staff-or-volunteer-who-works-with-children-young-people/</p>

This document was developed by Ealing CVS based on Ealing Child Protection Procedures: Guidance for Voluntary, Community and Private Sector Organisations 2011, London Child Protection Procedures 2014 with input from Harrow LSCB [Blue Book 2013]. It has now been updated by The Outreach Team based at Voluntary Action Harrow 2017