

Ealing Child Protection Procedures

Guidance for Voluntary, Community
and Private Sector Organisations

2011



This document was developed by Halima Abouannaoual (Ealing CVS Workforce Development Officer) with the support of the ESCB Training Coordinator and Childcare Manager for Children In Need, as well as other statutory and voluntary sector partners.

It is up to date as of September 2011. Readers are advised to check for changes, especially in the contacts section, when using this document.

This document contains information and advice for people who work with children and young people in group situations and in their own homes including:

- Childminders and crèches
- Playgroups, preschool and toddler groups
- Day nurseries and other group care providers
- Holiday playschemes
- Voluntary and community organisations including faith groups such as Churches, Mosques, Synagogues, Gurdwaras etc
- Out of school clubs and holiday playcare
- Children's activity, leisure and sports groups

Many childminders attend or help at playgroups, playschemes, toddler groups, crèches and sporting activities so it is important that childminders understand how to protect children in all settings.

There may be some sections of this document that are not relevant to childminders, however, they share with their colleagues in group settings a duty to recognise, record, take advice and report concerns to children's social care.

If you have a concern about the safety of a child, or worried that a child has suffered abuse, contact Ealing Children's Social Care on 020 8825 8000

You can also contact the NSPCC helpline on 0800 800 500

If it is an emergency DIAL 999 for the Police!

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Chapter 1

Basic principles

- The child's welfare is paramount.
- 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, religion or belief, sex, gender identity, sexual orientation or disability.
- 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 or the Police.
- All voluntary, community 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.

Every group/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**' though the name is different in other organisations

See Appendix 2 for guidelines for the Nominated Safeguarding Person

Chapter 2

Introduction

All organisations working with children and young people should have up-to-date child protection procedures in place, which are compliant with the London Child Protection Procedures (Fourth Edition).

Organisations that do not currently have their own policies and procedures can use this document to create their own or can adopt this '**Yellow Book**' as their policy and procedures. Those organisations, including those affiliated with national bodies (e.g. church diocese, sports organisations) should also use this document to ensure that their local settings follow these procedures. This is important as **there must be a consistent approach to how children and young people are safeguarded/protected in Ealing.**

By adopting these procedures, your organisation agrees to be committed to implementing these procedures so that everyone understands and accepts their responsibilities to safeguard children from harm and abuse.

The aim of this document is to promote good practice and to ensure that everyone involved with children's activities in Ealing:

- Understands their personal responsibility for protecting the children they work with;
- Is able to take appropriate action if there are suggestions that a child/young person is being abused;
- Is informed and able to respond in a supportive manner to any child/young person who alleges or discloses that abuse is happening; and
- Takes steps to minimise opportunities for misunderstanding by following a code of conduct.

Please note that if you adopt these procedures you must also have a '**policy statement**', which states your organisations commitment to child protection. This statement should be displayed in your setting, e.g. on a wall/notice board, for everyone to see (parents/carers, staff/volunteers and the children/young people).

Please see Appendix 1 for a template that you can adapt.

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 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 child protection related training?	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a deputy when the NSP is not available?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the NSP use Ealing's Child Protection Procedures (Yellow Book) for guidance 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"/>	
Are staff and volunteers familiar with Ealing's Child Protection Procedures/Yellow Book (if you have chosen to adopt them)?	<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 organisations 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 may 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? (Refer to the Ealing Safe Recruitment Guidance)	<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"/>	

Chapter 3

Legislation

There is a considerable body of legislation designed to ensure that children and young people are protected. The main legislation on which this policy is based includes:

The Children Act 1989

The intention of the Children Act 1989 is to protect children and ensure that their welfare is paramount. It makes Local Authorities responsible for ensuring that this happens by working together with all relevant agencies. The act states that only police, social workers and the NSPCC have the legal right and responsibility to investigate concerns about child abuse.

http://www.opsi.gov.uk/acts/acts1989/Ukpga_19890041_en_1.htm

The Children Act 2004

This Act provides a legislative spine for the wider Government strategy for improving children's lives under the Every Child Matters: Change for Children agenda. This covers the universal services which every child accesses, and more targeted services for those with additional needs. The Act aims to improve multi-disciplinary working and encourage integrated planning, commissioning and delivery of services in order to improve the safeguarding and welfare of children.

<http://www.opsi.gov.uk/acts/acts2004/20040031.htm>

Other relevant legislation includes:

- Childcare Act 2006
- The Children (Protection from Offenders) (Miscellaneous Amendments) Regulations 1997
- Data Protection Act 2000
- Domestic Violence, Crime and Victims Act 2004
- Female Genital Mutilation Act 2003
- Forced Marriage (Civil Protection) Act 2007
- Health and Safety at Work Act 1974
- Human Rights Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Serious Organised Crime and Police Act 2005
- Sexual Offences Act 2003
- Statutory Framework for the Early Years Foundation Stage
- The United Nations Convention on the Rights Of the Child

See Appendix 3 for more information on these

Chapter 4

Key definitions

Term	Definition
Abuse and neglect	Forms of maltreatment of a child/young person (see pages 17-21).
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 the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989 (Working Together to Safeguard Children 2010).
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: <ul style="list-style-type: none"> • 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.
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	<p>Within local authorities, Children's Social Care staff (including social workers) act as the main point of contact for those 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.</p> <p>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.</p>

Nominated Safeguarding Person (NSP)	<p>There must be a 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)</p> <p style="text-align: center;">Please see Appendix 2 for more information</p>
Parent	<p>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.</p>
Risk to children	<p>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).</p>
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. • Undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.
Significant harm	<p>Some children are in need because they are suffering, or likely to suffer, significant harm. 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>
Third sector	<p>Non-governmental organisations that are value driven and which principally reinvest their surpluses to further social or cultural objectives e.g. voluntary and community organisations, charities, social enterprises, co-operatives and mutuals.</p>
Well-being	<p>The achievement of the best outcomes for children. That is, for every child to:</p> <ul style="list-style-type: none"> • Be healthy; • Stay safe; • Enjoy and achieve; • Make a positive contribution; • Achieve economic well-being; and • Not cause harm to others.

Chapter 5

Being more child focused

It is essential that those who work directly with children/young people get to know them as individuals and regularly consider how their situation feels to them.

Organisations should prioritise direct communication with children and develop positive and respectful relationships with them, ensuring the child's wishes and feelings are the basis of any plans and/or safeguarding 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 ongoing action to keep the child/young person in focus includes:

- Developing a direct relationship based on trust and understanding with the child;
- Obtaining information from the child about his or her situation and 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; and
- 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 recruitment, professional supervision, performance management and the organisation's broader aims and development.

This may involve using interpreters and drawing on the expertise of early years workers or those working with children with disabilities.

Chapter 6

What to do if you think a child/young person is being abused

If you think a child/young person is being abused, inform your Nominated Safeguarding Person who should then contact **Children's Social Care on 020 8825 8000** or **call the Police on 999 if immediate action is required.**

Do I inform the parents/carers about contacting Children's Social Care?

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 children's social care about what – if anything – you should say to the child's parents/carers.

What happens once you have contacted Children's Social Care?

From this point your concerns are known as a "referral". After contacting Children's Social Care, you need to confirm your concerns in writing within 48 hours. **If you do not hear from them within 3 working days, contact them again.**

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 in partnership with the police 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.

Child protection conferences

If the assessment indicates that the child is at risk of harm a child protection conference may be called. This is a meeting attended by the parents of the child 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. The conference will be chaired by an independent person. The aim of the conference is to:

- Agree whether a child has suffered harm/is likely to suffer harm in the future; and
- Agree on a child protection plan, if necessary, which sets out what action needs to be taken by all the agencies and the family to meet the child's needs and reduce the areas of risk and concern.

Chapter 7

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, homelessness, difficulties at school, witnessing relationship breakdown in the home, needing support with a disability, etc. In these cases, where multi-agency help and support may be needed – the Common Assessment Framework (CAF) should be used.

What is the Common Assessment framework (CAF)?

The Common Assessment Framework (CAF) is a tool enabling different services and agencies to work together to better understand the needs of a child/young person and their family, and to ensure those needs are met – keeping the child/young person at the heart of the process at all times.

How does it work?

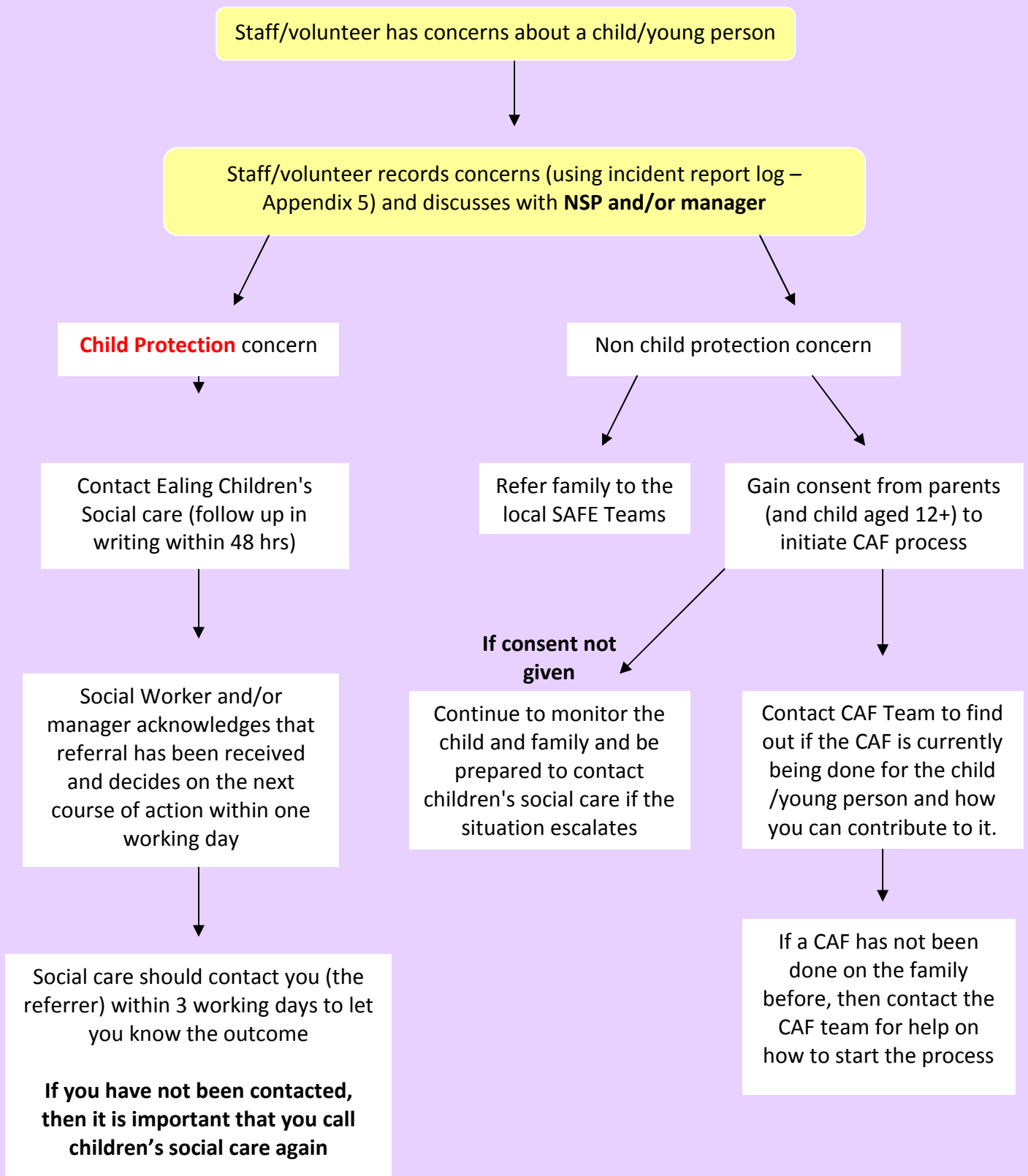
The child/young person and their parent/carer meet with key professionals to discuss their needs and undergo a single assessment of need (common assessment). An action plan is agreed and each service engaged then works to fulfil their commitment to the child/young person and their family until the desired results are achieved. This ensures that children/young people and their families are able to access the help and support they need without having to undergo numerous assessments.

For CAF enquiries, support, training and resources, contact the Family Information Service for Call 020 8825 5588 or email CAF@ealing.gov.uk or visit www.ealing.gov.uk

Supportive Action for Families in Ealing (SAFE) Teams

SAFE 0-12 and SAFE Adolescent Service (12-19) are multidisciplinary teams with health professionals, social workers and school and family workers all working together to help children/young people and their families find workable solutions to problems they may be facing. SAFE offer counselling, therapeutic support, health advice and support with issues such as housing and domestic violence. SAFE teams are based in key locations around the borough, so please refer families to the SAFE team nearest to them (**see page 56 for contact details**).

Dealing with concerns about a child/young person



If an emergency situation arises **dial 999** for the Police for an immediate response

Chapter 8

Indicators of Child 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/female circumcision). Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

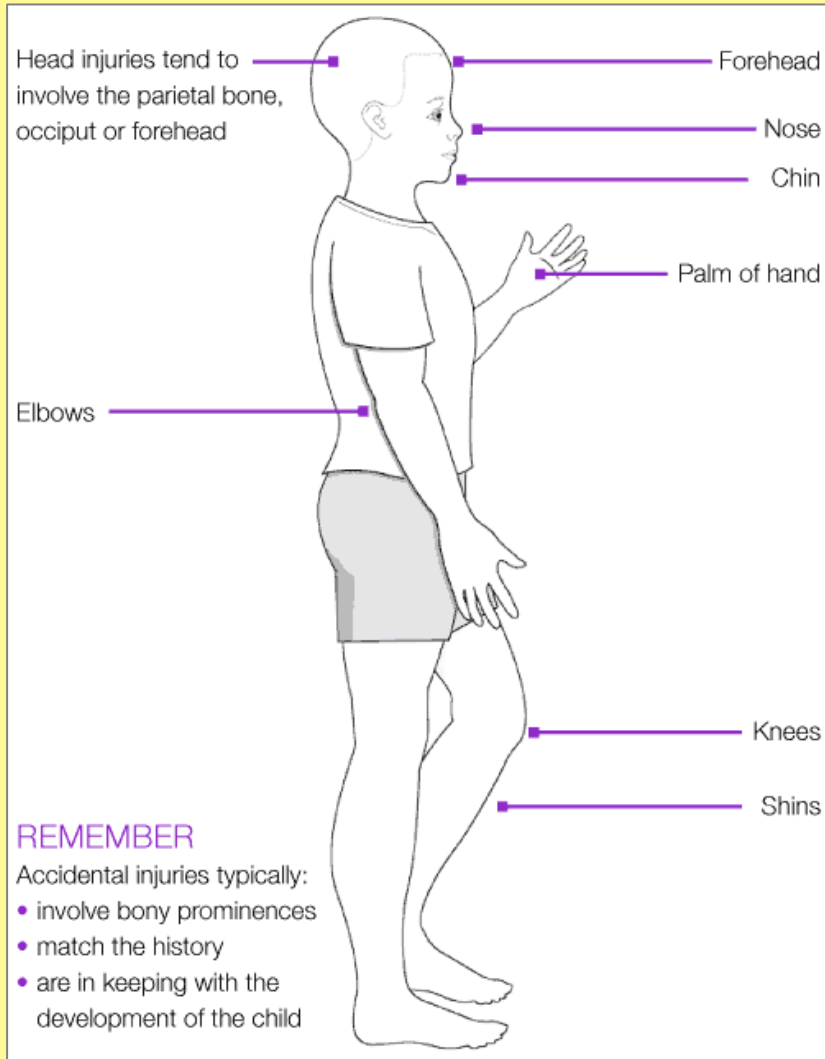
Physical signs

- injuries which the child 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

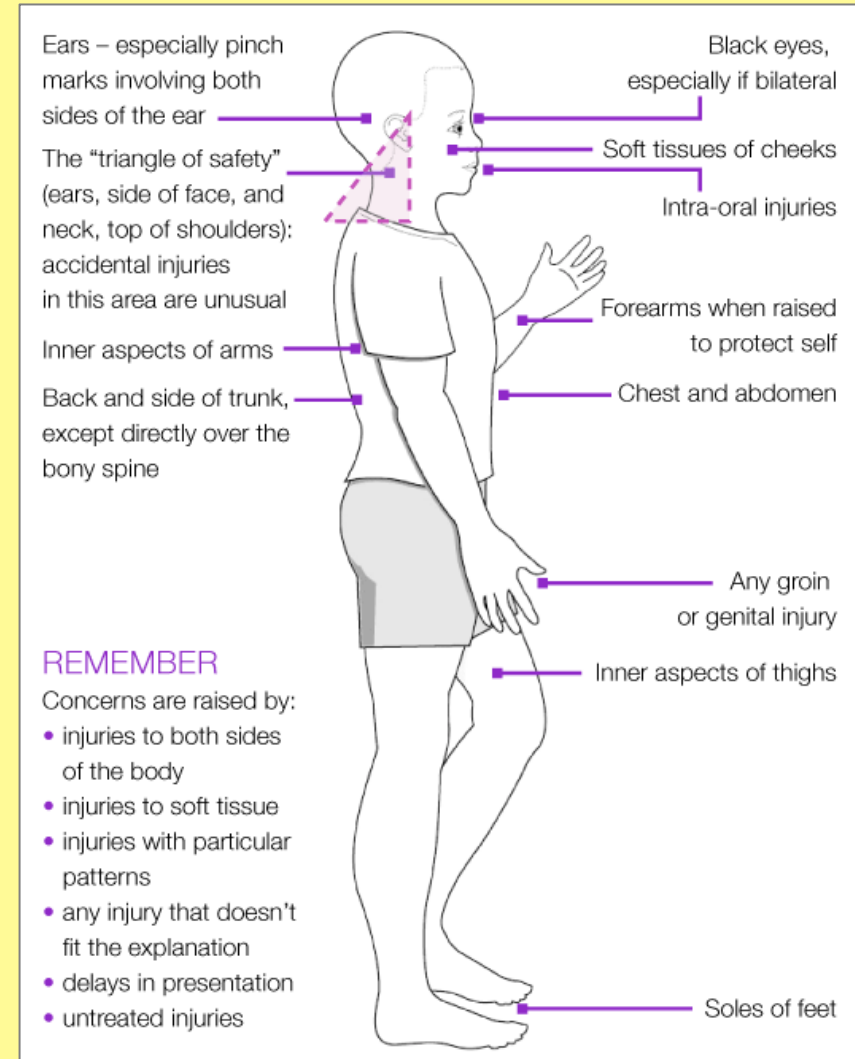
Behavioural signs

- 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

ACCIDENTAL



NON ACCIDENTAL



Please note that the diagrams above show only the common places for certain types of injuries.

Both accidental and non accidental injuries can occur ANYWHERE on the body

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 cyberbullying), 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

Behavioural signs:

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

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

Behavioural signs

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

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

Behavioural signs:

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

Chapter 9

Online/E-Safety

The internet, mobiles phones, social networking and other interactive services 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.

Most children and young people use the internet positively. However, sometimes they behave in ways that may place them at risk.

Potential risks can include, but are not limited to:

- bullying by peers and people they consider 'friends' (cyber bullying)
- posting personal information that can identify and locate a child offline
- sexual grooming, luring, exploitation and abuse contact with strangers
- exposure to inappropriate content
- exposure to racist or hate material
- encouragement of violent behaviour, such as 'happy slapping'
- glorifying activities such as drug taking or excessive drinking
- physical harm to young people in making video content, such as enacting and imitating stunts and risk taking activities
- leaving and running away from home as a result of contacts made online

Some of these risks can be a continuation of the risks children and young people experience offline. However, they can be increased because many children and young people fail to realise that the internet is a public place.

It is therefore important that you become familiar with the internet, particularly the issues around online safety, to equip yourself to address any concerns should a child or young person approach you for help.

if your organisation uses or is considering using social media to engage with children and young people it is important to consider online protection. This will help you to ensure that staff and volunteers are aware of the potential risks and take steps to keep children and young people safe whilst interacting with your organisation online. It is an opportunity to equip them with skills to use these new technologies safely in their everyday lives.

For more information and resources to help you in this area please visit the **Child Exploitation and Online Protection (CEOP)** website: <http://www.ceop.police.uk/>

Or the **Safe Network** website:
http://www.safenetwork.org.uk/help_and_advice/Pages/safety_online.aspx

Online Safety – Incident Flowchart

INAPPROPRIATE MATERIALS OR ACTIVITIES

Activities could include:

- using another's username & password
- accessing websites against your policy
- filming with mobile in setting
- using technology to upset / bully (extreme cases could be illegal)

- Record in incident log
- Keep any evidence

If a child/young person was involved, were they a victim or the instigator...

VICTIM

- Senior member of staff and/or Nominated Safeguarding Person supports the child
- Inform parents/carers as appropriate
- If child is "at risk" Inform Children's Social Care

If a staff member/volunteer is involved ...

INSTIGATOR

- Review incident and identify if other children/young people were involved
- Decide on appropriate sanctions based on setting policies
- Inform parents/carers
- If serious inform Children's Social Care as child/young person could be at risk
- Review procedures to develop best practice

ILLEGAL MATERIALS OR ACTIVITIES

Activities include:

- child pornography
- racial/religious hatred
- extreme violence
- illegal acts

- Inform Children's Social Care on 020 8825 8000 (DIAL 999 for the Police in an emergency)
- Confiscate any devices involved
- Keep all evidence. Do NOT view/copy
- If child involved: refer to Children's Social Care via your Nominated Safeguarding Person
- If staff are involved contact your HR service to amend policies and practices

CONTACT the Ealing LA Designated Officer on 020 8825 5268 if a staff member or volunteer has:

- behaved in a way that has / may have harmed a child,
- possibly committed criminal offence,
- behaved towards child in a way that indicates s/he is unsuitable to work with children

Otherwise:

- consider whether the incident was deliberate / accidental
- decide on appropriate course of action following disciplinary procedures

Chapter 10

Other child protection issues

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. These children/young people often require a high degree of awareness and co-operation between professionals in recognising and identifying their needs and in acting to meet those needs. These include:

Bullying

Bullying can be defined as deliberately hurtful behaviour, usually repeated over a period of time from one person to another who finds it difficult to defend him/herself. It can mean verbal threats or intimidation and may be carried out using mobile phones or through chat rooms on the internet.

Usually the bully is in a position of power or has physical strength over the other, but not always. The impact of bullying on a child's physical, emotional and psychological wellbeing is often underestimated.

Children/young people with disabilities

Children/young people with disabilities are more vulnerable to abuse because they are:

- Not offered the same protection as non-disabled children;
- Often treated as different, and less likely to receive adequate sex education or information about their own bodies;
- Generally more isolated, physically and socially, and also from mainstream facilities and services;
- Less likely to have people who they can communicate with; and
- Dependent on others for their most important needs, such as feeding, taking medication or their intimate care needs.

Domestic abuse (DV)

Domestic violence typically involves a pattern of physical, sexual or emotional abuse and intimidation that escalates in frequency and severity over time. It can be understood as the misuse of power and exercise of control, by one partner over another, in an intimate relationship.

Children in families affected by domestic violence can suffer emotional and psychological damage – **whether from being abused directly or from what they witness**. The very young may suffer physical signs of distress such as bedwetting, stomach-aches and disturbed sleep. Older children can become withdrawn or exhibit problematic behaviour such as misusing alcohol or drugs. Children may feel they are to blame for what is happening. Some young people run away from home and others may attempt suicide.

Female genital mutilation (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. 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.

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 involving a young person under the age of 18 is a child protection issue. If identified, contact Children's Social Care or the police immediately.

Honour crimes

These can include physical assaults, abduction and murder, which are carried out in the name of family honour. These acts are illegal and are an offence under the Domestic Violence, Crime and Victims Act (2004).

Lesbian, Gay, Bisexual and Transgender (LGBT)

Young people may be gay, lesbian, bisexual, transgender (where someone does not feel comfortable with the gender they were given at birth), or transsexual (where someone wishes to change gender). They may face discrimination and prejudice because of their sexual orientation. They may be harmed through physical assault or endangered by threats of violence, including sexual violence.

Coming to terms with their sexuality as well as dealing with family or friends that disapprove can lead to emotional or mental health difficulties, such as low self-esteem, depression and self-harming behaviour. They can put themselves in dangerous or exploitative situations to meet their need for acceptance and affection; and they can begin to use alcohol or drugs as a method of coping with their issues.

For more information about the issues faced by LGBT youths visit www.stonewall.org.uk.

Possession, witchcraft and other spiritual or religious beliefs that can cause harm to children

Most cultural practices, traditions and faiths provide protection to children and help keep them safe. Sometimes, however, the interpretation of beliefs and rituals can cause harm to children.

High profile cases such as Victoria Climbié and Child B have highlighted that some families believe strongly that adults and children may be possessed by evil spirits which can bring bad luck on a family.

This belief is often described as “kindoki” a Lingala term meaning witchcraft, which comes from a mixture of evangelical Christianity and traditional African spiritual beliefs. Some of the most vulnerable and in particular disabled children may suffer cruelty when their disability or impairment is believed to be linked to sinful behaviour, which may have occurred in a previous life. This practice is not unique to people from Africa; other communities or individuals may also abuse children through ritualistic practices and ceremonies, which can be harmful and even lead to death.

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.

It is important that Children's Social Care is notified about a child/young person being privately fostered so they can ensure that 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.

Racism

Children and young people from black and minority ethnic groups may experience racism. The extent and impact this has on a child's wellbeing will vary depending on many circumstances. Racism significantly damages children's chances of fulfilling their potential; indeed research suggests that the effects of racism on a child's emotional, physical and psychological development may be profound. Consequently, a child subjected to any form of racism is more likely to develop a negative self-image and low self-esteem. The role of anyone working with children or providing activities for them is to ensure the protection of children who maybe vulnerable to racist bullying and racial abuse.

In addition it is helpful to be aware that:

- black and minority ethnic children are more likely to experience bullying than their white counterparts
- white children may witness racial bullying as bystanders
- the most common expression of racism is through racist name-calling, which research shows is often viewed by adults as trivial
- some limited research evidence shows that racial bullying frequently involves the use of violence

Sexual exploitation

Children can be seriously harmed by being involved in prostitution or other forms of commercial sexual exploitation. The vast majority of children do not voluntarily enter

prostitution. They are forced or tempted into it, or are desperate. Prostitution exposes children to abuse and assault and may threaten their lives. It deprives them of their childhood, self-esteem and opportunities for good health, education and training.

Trafficking

This involves the exploitation of children through force, threats and deception. A child's human rights are abused through debt bondage, deprivation of liberty and lack of control over one's labour. It includes the movement of people within and across borders. Children have been trafficked into the UK for domestic service, benefit fraud and to be sexually exploited and abused.

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. Local authorities have a duty of care to ensure that the welfare of unaccompanied asylum-seeking children is met.

Vulnerable young adults

Some young people, even if they are 18 years old or over, can still be vulnerable. This may be due to disability, mental illness, drug or alcohol habits, or other personal circumstances within their family.

If you have a concern about a young person over 18 years old, you should still take action. The principles of the safeguards described in this Guidance should still apply.

Young people/teenagers

Though the public perception is that safeguarding is about small, vulnerable children, it is important to bear in mind that adolescents are equally at risk. Teenagers/young peoples' experiences differ from those of the younger child and your approach to them may differ, e.g. more emphasis on empowering young people so they are able to protect themselves - for example, giving them the opportunity to adopt a personal safety strategy.

Areas of concern regarding adolescents can include: underage sex or sexual exploitation; dangerous streets (including gangs, homelessness and drugs); suicide and self-harm; neglect; threats from peers; and the online and virtual world.

For more information on these issues, you can visit the Safe Network website on <http://www.safenetwork.org.uk>

The **NSPCC website** also has section entitled 'For organisations and professionals' which contains resources with more information about the topics in this chapter. Visit <https://www.nspcc.org.uk>

Chapter 11

Information sharing

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

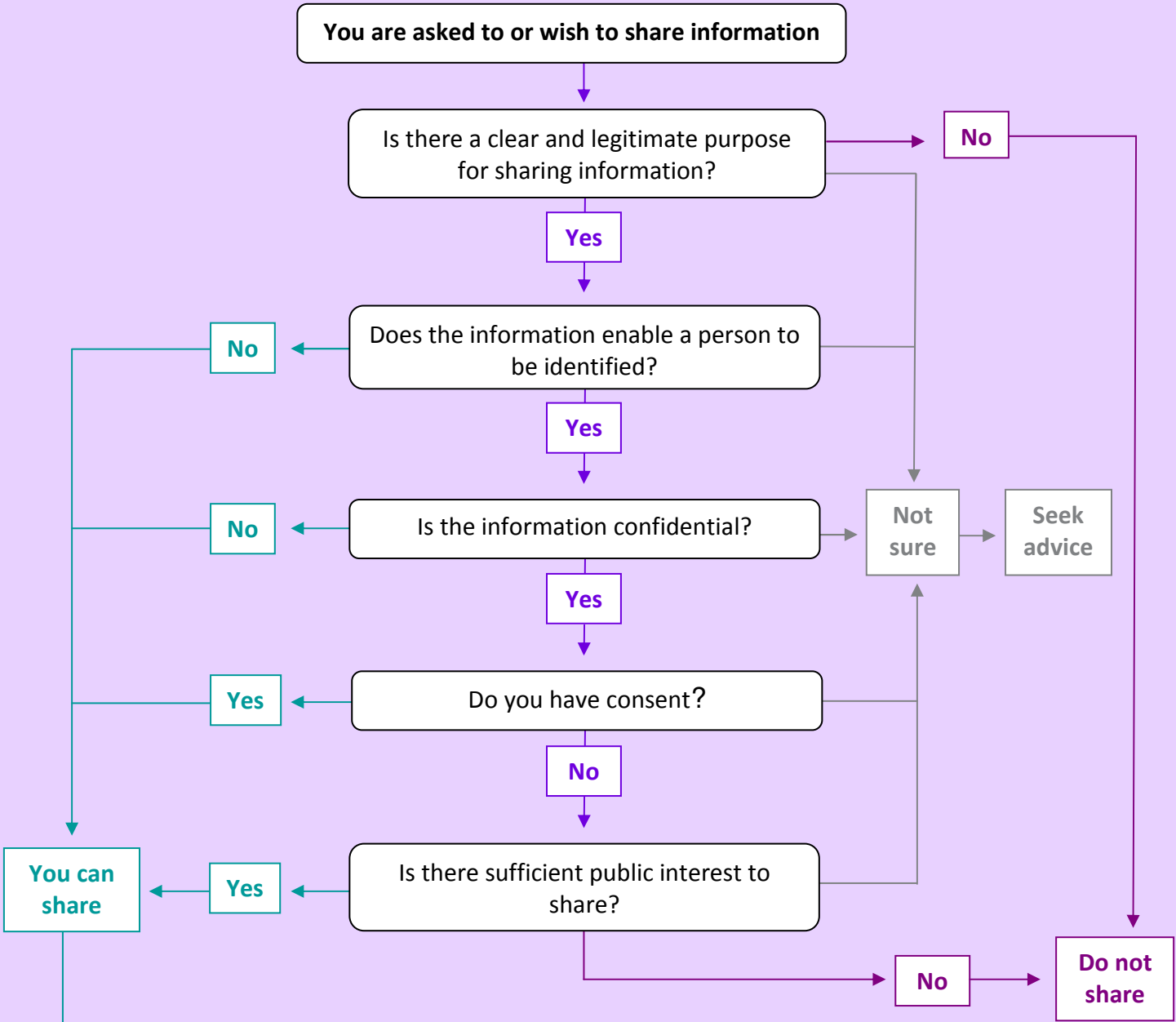
- 1. Remember that the Data Protection Act is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
- 2. Be open and honest** with the person (and/or their family where appropriate) from the outset about why, 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 or not to share information about a child and/or family you are working with.

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.

Flowchart of key questions for information sharing



- Share information:**
- Identify how much information to share.
 - Distinguish fact from opinion.
 - Ensure that you are giving the right information to the right person.
 - Ensure you are sharing the information securely.
 - Inform the person that the information has been shared if they were not aware of this and it would not create or increase risk of harm.

Record the information sharing decision and your reasons, in line with your procedures.

Chapter 12

Recording

The Nominated Safeguarding Person should maintain a confidential record book in which staff/volunteers can log details of any incidents and circumstances that have caused them concern.

It is important that all concerns should be recorded whether Children's Social Care are to be involved or not. The 'Safeguarding Issue Log' can be used for this purpose (see **Appendix 5** if you do not currently have an incident log).

Where available, the following information should be recorded:

- Name, age, date of birth, gender, full address and telephone number of the child;
- Ethnicity, first language and religion of the child and their family;
- If the parents/carers or the child need an interpreter, signer or any other communication aid;
- Address and contact numbers for parents/carers and other household members;
- Any special needs of the child;
- Cause for concern including details of any allegations, their sources, timing and location;
- Child's current location and emotional and physical condition;
- Any immediate or impending danger to the child;
- Where appropriate, current location, if known, of the alleged abuser;
- The child's explanation of what happened in their own words;
- Adult's explanation of what happened, if appropriate;
- Any questions that were asked;
- Any significant/important recent events/incidents in the child's or family's life;
- Action taken and people contacted since concern arose, including any information given to or received from parents or carers;
- Date and time of the record and the name and signature of the person recording the incident; and
- Information regarding parental awareness of the concern and the referral to Children's Social Care.

Information should be based only on facts. Record what the child/young person said rather than assumptions about what they may have meant.

Be aware that you may be required to give this information to a Social Worker, the Police or the Court at some future date.

Chapter 13

Responding to a Child/Young Person

If a child/young person says that he or she is being abused or provides information that suggests that they are being abused, 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 persons 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 etc
- 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

Chapter 14

Allegations against Staff and Volunteers

All concerns, complaints and allegations must be recorded (**see Appendix 4**) 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 then the Nominated Safeguarding Person must contact the **Local Authority Designated Officer (LADO)**.

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 the threshold;
- Provides advice and guidance to employers and voluntary organisations;
- Liaises with the police and other agencies; and
- Monitors the progress of cases to ensure that they are dealt with as quickly as possible, following a consistent, thorough and fair process.

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 (see page 56 for contact details).

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.

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.

Allegations against Staff and Volunteers Flowchart

You have become aware that a staff member/volunteer may have:

- behaved in a way that could have harmed a child/young person or
- possibly committed a criminal offence against a child/young person
- behaved in a way that indicates s/he is unsuitable to work with children/young people

The child and/or alleged abuser **MUST NOT** be questioned but a record must be made of what has been reported

Report immediately to your Nominated Safeguarding Person (NSP)

- Confiscate any devices involved.
- Keep all evidence. Do NOT view or copy
- If the NSP is involved in the allegation or absent, contact the deputy NSP or senior staff member, who must take necessary action as though they are the NSP

NSP or staff member to contact Local Authority Designated Officer (LADO) or Police (in an emergency, but must also contact the LADO the next day) **without delay**

Ensure the child/young person is safe and comfortable. Allow them to continue activity if appropriate

Agree with the LADO arrangements for informing parents and carers and the next course of action

Is the person, against whom the allegation is made, still at work?

Yes

No

Decide with the LADO whether to remove the person from the situation (i.e. suspend them). In agreement with the LADO, explain to the person that there has been a complaint

Consider whether the person has children or has access to children in another setting and, through consultation with the LADO, whether those organisations/agencies need to be informed

Chapter 15

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, filming or bathing 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 the processes laid out in **Ealing's Safe Recruitment Guidance**, to ensure that they are suitable to work with children.

This section was taken from “Safeguarding children: A guide for childminders and nannies” by the **National Childminding Association's (NCMA)**.

To view the full document visit
http://www.ncma.org.uk/pdf/cp01_safeguarding_children.pdf

Chapter 16

Good practice in your setting

This chapter focuses on the practices that should be implemented in the day to day running of your organisations 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 your children out on trips during the school holidays, below are some top tips on keeping your 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, numbers of children 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 club 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

Though this may seem like a vast list 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.

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; and
- 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 in 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.

Chapter 17

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 organisations commitment to safeguarding children and young people.
- Enhanced CRB (Criminal Record Bureau) checks are undertaken.
- 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 applicants 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 applicants 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 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 candidates 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 contract (3 or more times in a 30 day period or any overnight contact) with children/young people. However, where volunteering activity is unplanned and does not include unsupervised contact e.g. one-off day trip, a **CRB check is not required**.

Whilst a **CRB check** is a valuable tool in identifying unsuitable staff, **they are not foolproof**. For example, 90% of child sex offenders have no relevant criminal record, and those with a criminal record could avoid detection by giving false personal details. **It is therefore essential that the processes stated in the list above are implemented.**

For more information visit <http://www.ealingcvs.org.uk> to view the **Ealing Safe Recruitment Guidance**

Chapter 18

Management of Staff and Volunteers

All staff both paid and voluntary should receive an induction and appropriate ongoing training in the recognition and response to potential child protection concerns and the operation of child protection policy and procedures.

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

Induction

Induction should signpost safeguarding and safe practice. Induction in organisations working with children/young people should clearly define the expectation of commitment to safeguarding; by complying with the organisation's safeguarding policies and procedures and following the code of conduct (**see Appendix 6**). 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 within the organisation;
- Provision of a copy / access to any code of conduct or practice standards available to workers within the organisation; 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:

- fulfil organisational and individual needs
- 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

Training

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

Ideally all staff and volunteers should receive initial basic training when they are first appointed. This is either provided internally or through courses provided by Ealing Early Years (for Ofsted registered groups) or through Ealing CVS (for non registered groups).

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, supported by management instruction.

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

The Ealing Safeguarding Children's Board (ESCB) provides courses focusing on specific safeguarding issues such as Domestic Violence, Safeguarding Children's use of the Internet, Safeguarding Children Affected by Gang Activity. They also provide training on the role of the **Nominated Safeguarding Person**.

Please note that those wishing to attend ESCB training must have attended basic child protection training.

Chapter 19

Insurance and Risk Assessments

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**)

Types of insurance (please note that some insurances are compulsory by law)

- All risks
- Buildings insurance
- Contents insurance
- Computers
- Employment disputes insurance
- Employer's liability
- Engineering insurance
- Fidelity bond insurance
- Increased cost of working or business interruption
- Legal expenses insurance
- Libel and slander
- Medical negligence
- Money
- Motor insurance
- Personal accident
- Product liability insurance
- Professional indemnity insurance
- Public liability insurance
- Travel insurance
- Trustee liability insurance

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?

For more information about Insurance visit

<http://www.cash-online.org.uk/content/1/38/1/>

or

http://www.volresource.org.uk/services/serv_ins.htm

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 CRB check has come through (as they can take up to 8 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.

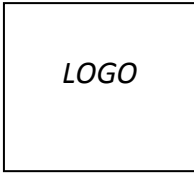
The five steps to assessing risk are:

1. Identify the hazards
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

For more information on how to assess risks visit
<http://www.hse.gov.uk/risk/fivesteps.htm>

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.

Appendix 1 – Policy Statement



Child Protection Policy Statement

Safeguarding children is the responsibility of everyone

[Name of organisation] recognises its responsibility to safeguard and promote the welfare of children (anyone under the age of 18) within the legal framework of the Children Acts 1989 and 2004.

We are aware that many children and young people are the victims of different kinds of abuse and that they can be subjected to social factors that have an adverse impact upon their lives – including domestic violence, substance misuse, bullying, child prostitution and ritualistic abuse.

We aim to create a safe environment within which children and young people can thrive and adults can work with the security of clear guidance.

(Name of organisation) adheres to Ealing’s Child Protection Procedures (the Yellow Book) and the code of conduct that is outlined within.

These procedures are for the use of all paid staff, volunteers and visitors. We can also make them available to the parents and carers of the children and young people to whom we offer a service. Through them, we will endeavour to ensure that:

- Children and young people are listened to, valued and respected;
- Staff are aware of the need to be alert to the signs of abuse and know what to do with their concerns;
- All paid and unpaid staff are subject to rigorous recruitment procedures;
- All paid and unpaid staff are given appropriate support and training; and
- **All child protection concerns should be acted upon immediately.** Any concerns that a child might be at risk or is suffering abuse will be reported to our Nominated Safeguarding Person.

Furthermore we will endeavour to keep up-to-date with national developments relating to the care and protection of children and young people.

Nominated Safeguarding Person

Deputy Nominated Safeguarding Person

This policy was adopted by the Board of Trustees on

Appendix 2 – Guidelines for the Nominated Safeguarding Person

There must be someone in your organisation that will take action if there is a concern or allegation made with regards to a child/young person. The different titles for this role can be confusing for everyone. For some organisations the titles can include:

- Children’s advocate or representative
- Child Protection co-ordinator
- Child Protection officer
- Designated Safeguarding Children's Officer (DSO)
- Named Lead
- Nominated Safeguarding Children's Advisor (NSCA)
- Person in Charge
- Safeguarding Children's Officer

Some organisations do not have a name for the post but have it as the responsibility of a manager or senior member of staff. The title does not matter as much as the task the person is expected to carry out.

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

What does the Nominated Safeguarding Person (NSP) do?

The NSP’s role includes:

- Overseeing the preparation and implementation of the child protection policy and ensuring that it is regularly reviewed, and that the policies and procedures are followed.
- Liaise with the Council and other child protection agencies (i.e. Police) and make referrals;
- Report any concerns to Children’s Services or the police. (Urgent concerns must be reported immediately even if the NSP is not available);
- Act as the lead person in circumstances where an allegation has been made against a member of staff/volunteer within their agency;
- Act as a source of advice on all child protection matters within their organisation and seek further advice and guidance from other agencies as needed e.g. LA, NSPCC, ECVS;
- Ensure that a record is kept of any concerns about a child or young person and of any conversation or referrals to statutory agencies;
- Ensure that any such record is 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).
- A child protection conference brings together family members, the child where appropriate, supporters / advocates and those professionally involved with the child and family to share information, make safeguarding judgements and decide what future action is needed to safeguard the child and promote their welfare.
- Appearing in court as a witness, should you have heard a disclosure of abuse.
- Supporting the child / family where there is a court case.
- **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 them 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 a 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. Don't discuss with parents/carers (see page 14).
- 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 (see page 15).

Where sexual abuse is suspected or disclosed:

- Always contact Children's Social Care or the police immediately.
- Never tell the parents.
- Ealing Children's Social Care has a specific form that they will ask you to complete in making a referral. Follow up any telephone conversation 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 before the LADO can be contacted. It may be necessary to contact the police or to consider suspending or removing the alleged perpetrator from contact with children pending the decisions made with the LADO. In these circumstances the NSP should consult with their senior management and personnel managers, where applicable.

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 organisations 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 their own internal disciplinary/investigative processes according to their own procedures, but these should be done in liaison with the child protection process, which has to take priority. 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 can, though, equip yourself by undertaking child protection training and reading organisation's requirements, to better understand your role. By having policies and procedures in place 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

Appendix 3 – Other Relevant Legislation

<p>Childcare Act 2006</p>	<p>The Childcare Act 2006 takes forward key commitments from the Ten Year Childcare Strategy, published in December 2004.</p> <p>The three key drivers of the Childcare Act 2006 are:</p> <ul style="list-style-type: none"> • Reduce child poverty: To support parents to work, and focus on the provision of good quality childcare for working parents. • Reduce inequalities (between young children): Focus on supporting children most at risk of poor outcomes because of deprivation and disadvantage and promote social mobility. • Improve wellbeing for young children: Focus on the 5 Every Child Matters outcomes: Safety, Health, Economic Wellbeing, Enjoy and Achieve, Making a Positive Contribution. <p>http://www.legislation.gov.uk/ukpga/2006/21/contents/</p>
<p>The Children (Protection from Offenders) (Miscellaneous Amendments) Regulations</p>	<p>These regulations are mainly concerned with preventing the approval of people as foster carers or adoptive parents where either they, or any other adult member of their household, are known to have been convicted of, or cautioned for, relevant offences. These regulations also apply to child minding, private fostering and residential care.</p> <p>http://www.legislation.gov.uk/uksi/1997/2308/contents/made</p>
<p>Data Protection Act 2000</p>	<p>The recording and keeping of information for child protection purposes is covered under Section 29 of The Data Protection Act. The Act permits the sharing of information for the prevention or detection of crime. Child Abuse (actual or potential) clearly comes within this section. Confidentiality of information and records is of course essential. Records should be stored securely with limited access to key personnel and the relevant authorities. Discussion of information outside the boundaries of the procedure should not take place.</p> <p>http://www.legislation.gov.uk/uksi/2000/183/contents/made</p>
<p>Domestic Violence, Crime and Victims Act 2004</p>	<p>The Domestic Violence, Crime and Victims Act 2004 closed a legal loophole by creating a new offence of causing or allowing the death of a child or vulnerable adult. The offence established a new criminal responsibility for members of a household where they know that a child or vulnerable adult is at significant risk of serious harm.</p> <p>http://www.legislation.gov.uk/ukpga/2004/28/contents</p>

<p>Female Genital Mutilation Act 2003</p>	<p>The Female Genital Mutilation (FGM) 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 FGM is legal.</p> <p>http://www.legislation.gov.uk/ukpga/2003/31/contents</p>
<p>Forced Marriage (Civil Protection) Act 2007</p>	<p>The Forced Marriage (Civil Protection) Act 2007 contains civil measures to enable a person who is being forced into marriage or has been forced into marriage or a relevant third party to apply to the court for a Forced Marriage Protection Order. The court can order the behaviour or conduct of those forcing another person into marriage to change or to stop, or impose particular requirements on them.</p> <p>http://www.legislation.gov.uk/ukpga/2007/20/contents</p>
<p>Health and Safety at Work Act 1974</p>	<p>The Health and Safety at Work Act gives all organisations a legal responsibility to prevent injuries and ill-health to employees and others, including members of the public. Much of this responsibility is delegated to managers who have control of work activities but the legislation also provides all employees with an obligation to take reasonable care of themselves and others.</p> <p>http://www.legislation.gov.uk/ukpga/1974/37/contents</p>
<p>Human Rights Act 1998</p>	<p>The Human Rights Act 1998 does not, in itself, prohibit the sharing of information. What it includes is, for example, an article enshrining the right to family life. Interference with the right to family life needs to be appropriate, proportionate and legitimate in the circumstances. Likewise children have a right to life and in effect protection under the convention. The purpose of the Human Rights Act and the convention it incorporates is to strike a balance between different individuals, and the individual as opposed to the community.</p> <p>http://www.legislation.gov.uk/ukpga/1998/42/contents</p>
<p>Safeguarding Vulnerable Groups Act 2006</p>	<p>This Act lays down the foundation for the Independent Safeguarding Authority (ISA). The ISA take responsibility for making decisions regarding the barring of individuals deemed unsuitable to work (as paid staff or volunteers) with children or vulnerable adults.</p> <p>It is against the law for any individual to apply to work with children (either in a paid or unpaid capacity) if they are barred from doing so and it is also be against the law for anyone to employ someone who has been barred.</p> <p>The scheme has integrated all of the current ‘barring’ lists,</p>

	<p>including the Protection of Children Act list, the Protection of Vulnerable Adults list and what was known as List 99 (education staff barred from working with children under the Education Act 2002)</p> <p>Your organisation will also be under an increased duty to disclose any information received about an employee/volunteer to the scheme, even if the person has left.</p> <p>http://www.isa.homeoffice.gov.uk/</p>
Serious Organised Crime and Police Act 2005	<p>The Serious Organised Crime and Police Act 2005 set up the framework for the Child Exploitation and Online Protection (CEOP) Centre to be created. It also included provisions for improving the vetting system to stop adults who pose a risk from working with children.</p> <p>http://www.legislation.gov.uk/ukpga/2005/15/contents</p>
Sexual Offences Act 2003	<p>This Act provides a framework to protect everyone, adults as well as children and vulnerable people from abuse and exploitation. It puts victims first and provides for increased support services for victims and witnesses and sets down strong penalties for sexual crime.</p> <p>http://www.legislation.gov.uk/ukpga/2003/42/contents</p>
Statutory Framework for the Early Years Foundation Stage	<p>The Early Years Foundation Stage (EYFS) is a comprehensive statutory framework that sets the standards for the learning, development and care of children from birth to five.</p> <p>All providers are required to use the EYFS to ensure that whatever setting parents choose, they can be confident their child will receive a quality experience that supports their care, learning and development.</p> <p>http://www.childrenscentres.org.uk/ey_foundation_stage.asp</p>
The United Nations Convention on the Rights of the Child	<p>The United Nations Convention sets out the rights of all children, including their right to be protected from harm.</p> <p>http://www.unicef.org/crc/</p>

Appendix 4 – Other Policies needed

Though Child Protection Policies and Procedures are essential to safeguarding the children and young people within the organisation, other policies should be in place to ensure that children are safe and protected from avoidable harm and that best practice prevails. This includes:

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.

Complaints and grievance policies

Each organisation should develop and publish a procedure by which aggrieved children, parents 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.

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.

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.

Online Safety Policy

If your organisation provides access to computers and the internet on site, you may need to put in place procedures for situations where children and young people view or potentially create inappropriate content whilst participating in your organisation's activities, for example, using a mobile to take a photo and then share it on a social networking site. You may also need an 'acceptable use' policy for staff using technology belonging to your organisation (including use of mobiles and social networks).

Whistle-blowing 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.

Appendix 5 – Incident Reporting 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):		
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?		
<input type="checkbox"/> Responding to my own concerns <input type="checkbox"/> Responding to concerns raised by someone else	If responding to concerns raised by someone else, please provide their name and position within the organisation:	
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):		
Signature: _____		<p style="text-align: center; color: #4a00e0; margin: 0;">Nominated Safeguarding Person received Information on</p> Date: _____ Time: _____ Signature: _____

Appendix 6 – Code of Conduct for staff and volunteers

Below is a sample 'Code of Conduct' for staff and volunteers. It is not an exhaustive list and can be added to and adapted to suit the needs of your organisation.

- Be aware that your main priority is the child/young person in your care.
- **Never** use any kind of physical punishment or chastisement such as smacking or hitting.
- 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. Do not kiss children.
- Be available to listen and ready to refer to someone more experienced.
- **Talk** to children and young people about their right to be kept safe from harm.
- Listen to children and young people and take every opportunity to raise their self-esteem.
- Unless explicitly part of your job, 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, leaving a door ajar, being in earshot of others and lastly note the conversation in the log.
- 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...will children/young people be able to view inappropriate material about you.
- 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.**
- Challenge unacceptable behaviour and report all allegations/suspensions of abuse.
- Seek advice and support from your colleagues, activity leaders or supervisors and your **Nominated Safeguarding Person.**
- **Never let allegations, made by anyone, go unacknowledged, unresolved or not acted upon.** Talk to your Nominated Safeguarding Person or Manager.

Commonly used acronyms in Ealing

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

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

CAF Common Assessment Framework

CAMHS Children and Adolescent Mental Health Service

CFC Change for Children

CPR Child Protection Register

CCPAS Churches Child Protection Advice Service

CRB Criminal Records Bureau

CWDC Children's Workforce Development Council

CYP Children and Young People

CYPP Children and Young People's Plan

CYPSP Children and Young People Strategic Partnership

DAT Drug Action Team

DfE *Department for Education (replaces Department for Children, Schools and Families)*

DV Domestic Violence

ECM Every Child Matters

ECN Ealing Community Network

ECVS Ealing Community Voluntary Service

ESCAN Ealing Service for Children with Additional Needs

ESCB Ealing Safeguarding Children Board

EYDCP Early Years Development and Childcare Partnership

FIS Family Information Service (previously known as **CIS**)

FGM Female Genital Mutilation

ISA Independent Safeguarding Authority

JAR Joint Area Review

LA Local Authority

LAA Local Area Agreement

LADO Local Authority Designated Officer

LSCB Local Safeguarding Children Board

LSP Local Strategic Partnerships

NAVCA National Association for Voluntary and Community Action

NSP Nominated Safeguarding Person

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

PCT Primary Care Trust

POCA Protection of Children Act

POVA Protection of Vulnerable Adults Act

SAFE Supportive Action for Families in Ealing

SEN Special Educational Needs

SENCO Special Education Needs Coordinator

TAC Team around the Child

VBS Vetting and Barring Scheme

VCS Voluntary and Community Sector

YOT Youth Offending Team

Key Contacts

Advisory Child Protection Line (Ealing)

(If unsure whether to refer to social care)

020 8825 8930/6134

Children's Social Care

Customer Contact Centre, Perceval House,
14/16 Uxbridge Road, Ealing W5 2HL

020 8825 8000

Common Assessment Framework

020 8825 5588 (Mon-Fri, 9am-5pm)

CAF@ealing.gov.uk

Ealing Community & Voluntary Service (ECVS)

Children's Safeguarding Worker

Lido Centre, 63 Mattock Lane, West
Ealing W13 9LA

020 8280 2235

cwdp@ealingcvs.org.uk

Ealing Family Information Service (FIS)

Centre for Early Years, Childcare & Play,
25a Laurel Gardens, Hanwell, W7 3JG

020 8825 5588

children@ealing.gov.uk

Ealing Play Service

Centre for Early Years, Childcare & Play,
25a Laurel Gardens, Hanwell, W7 3JG

020 8825 8205 / 9766

Ealing Preschool Learning Alliance

Hanwell Library, Cherington Road,
Hanwell W7 3HL

020 8567 5247

lesley.pla@btconnect.com

ESCAN

Carmelita House, 21-22, the Mall,
Ealing, W5 6PJ

020 8825 8700

EYDCP

Ealing Early Years Childcare and Play
25a Laurel Gardens, Hanwell, W7 3JG

020 8825 8200

scalver@ealing.gov.uk

Family and Community Team (Sure Start Acton)

South Acton Children's Centre, Castle
Close, Park Road North, Acton W3 8RX

020 8993 4049

Head of Early Years, Childcare and Play

Charles Barnard

2nd floor Perceval House, 14-16
Uxbridge Road, Ealing, W5 2HL

020 8825 6139

cbarnard@ealing.gov.uk

Local Authority Designated Officer (LADO)

Rupinder Virdee

Perceval House, 14/16 Uxbridge Road,
Ealing W5 2HL

020 8825 5268

virdeer@ealing.gov.uk

(Call the Advisory Child Protection Line if not available)

Supportive Action for Families in Ealing (SAFE) Teams 0-12 Teams

Acton, Ealing, Hanwell - (020) 8825 7819

Northolt, Greenford, Perivale - (020) 8842 0220

Southall - (020) 8825 9800

SAFE 12-19 Team (Adolescent Service)

Perceval House, 14/16 Uxbridge Road,
Ealing W5 2HL

(020) 8825 7606

Other Useful Contacts

Child Line

Free, confidential telephone helpline for children and young people (self referral only)

0800 1111

Hestia Women's Aid, Ealing

Outreach Service

Burlington House, 1-3 The Common,
London, W5 3TR
020 8991 1007
07961 340 483 (Emergency Out of Hours)

Housing for Women

Refuge for women suffering from domestic violence

Blue Star House, 234-244 Stockwell Road, London SW9 9SP
020 7501 6120
info@h4w.co.uk (for general enquiries)

NCMA (National Childminding Association)

Safeguarding children service

0845 880 0044

Information and advice

0800 169 4486
info@ncma.org.uk

Ofsted

Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA
0300 123 1231
enquiries@ofsted.gov.uk

Southall Black Sisters

Working with children who have experienced violence or abuse

21 Avenue Road, Southall, Middlesex UB1 3BL
020 8571 9595

TRAINING CONTACTS

Ealing Early Years Development and Childcare Partnership Training

Department
020 8825 9761
trainingsupport@ealing.gov.uk

Ealing Safeguarding Children Board

Training Coordinator – Bernadette Boland
020 8825 8274
escbtraining@ealing.gov.uk

TIDE (Ealing CVS)

TIDE Project Coordinator – Coreen Allen
020 8280 2243/244
tide@ealingcvs.org.uk

NSPCC Child Protection Helpline

English – 0808 800 5000
Bengali – 0800 096 7714
Gujarati – 0800 096 7715
Hindi – 0800 096 7716
Punjabi – 0800 096 7717
Urdu – 0800 096 7718

Asian helpline in English – 0800 096 7719 (11am-7pm Monday to Friday)
Welsh Language helpline – 0800 100 2524 (10am-6pm Monday to Friday)

Useful Resources

Developing policies

- National Association of Voluntary and Community Action (NAVCA)
<http://www.navca.org.uk/about/navcapolicy/>
- Safe Network:
<http://www.safenetwork.org.uk>

Faith group resources (for all faith groups)

- Churches Child Protection Advisory Service (CCPAS):
<http://www.ccpas.co.uk>
- Safe Network:
http://www.safenetwork.org.uk/training_and_awareness/Pages/faith_communities.aspx

Managing staff and volunteers

- Factsheets on good practice around managing staff e.g. supervision
<http://www.ncvo-vol.org.uk/good-guide-factsheets>
- Information on the management of volunteers
<http://www.volunteering.org.uk/resources/goodpracticebank>

Other local procedures

- Ealing Safe Recruitment Guidance:
<http://www.ealingcvs.org.uk/index.php?nuc=content&id=145>

Relevant Government documents

- London Child Protection Procedures – 4th Edition:
<http://www.londonscb.gov.uk/procedures/>
- Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children:
<http://www.education.gov.uk/publications/standard/publicationdetail/page1/DCSF-00305-2010>

Supplementary safeguarding policies

- London Safeguarding Children Board
http://www.londonscb.gov.uk/procedures/supplementary_procedures/

Support for Voluntary groups

- Ealing CVS:
<http://www.ealingcvs.org.uk>
- National Council for Voluntary Organisations (NCVO):
<http://www.ncvo-vol.org.uk>
- NAVCA
<http://www.navca.org.uk/>
- Safe Network:
<http://www.safenetwork.org.uk>
(Register with them to receive a free safeguarding children toolkit)

If you have a concern about the safety of a child or worried that a child has suffered abuse, contact
Ealing Children's Social Care on 020 8825 8000

You can also contact the
NSPCC helpline on 0800 800 500

If it is an emergency DIAL 999 for the Police!

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