

# Safeguarding & Child Protection Policy & Procedure



Feb 2019

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## 1. SCOPE

- 1.1 This policy and procedure addresses all aspects of safeguarding and protecting children. They are therefore written with all HOPE's services in mind and workers reading them must look at them in the light of the service they offer.
- 1.2 For the purpose of this policy, the term 'worker' is used to describe anyone who is engaged in work with clients, whether as a paid employee, sessional worker or volunteer.
- 1.3 Within the **Children Act 1989**, a child is a child up to their **18<sup>th</sup> birthday**. Where a child has received Social Care support up to their 18<sup>th</sup> birthday, they will be deemed a child up to their **21<sup>st</sup> birthday** should they require further preventative services. Similarly if the Local Authority has accommodated a child (foster care/residential) to their 18th birthday, they also will be deemed a child until their 21<sup>st</sup> birthday. However, the House of Lords has now ruled that all 16 & 17 year olds must be prioritised and have a 'needs assessment' conducted by the Local Authority.
- 1.4 Whilst it is acknowledged that HOPE does not provide a direct service for children, there are young people who do use the service who meet the above definition. For the purpose of this policy therefore, the term 'child' also includes young people who use HOPE services.
- 1.5 This policy should be read and used in conjunction with Hope's Employee Handbook. This is distributed to all projects working with young people.
- 1.6 This policy and procedure will be reviewed annually and will address how to report concerns.

## 2. PURPOSE

- 2.1 To ensure all workers are clear about how to identify and respond to safeguarding concerns about children, especially those that are of a child protection nature.
- 2.2 To ensure all workers have a clear understanding of the principles and practice involved in the safeguarding and protection of children and that in respect of concerns about abuse, workers are clear about the formal action required in adherence with this Child Protection Policy and Procedure.
- 2.3 To ensure all workers understand the importance of prevention in responding pro-actively and efficiently to all concerns.

### 3. PROCESS

- 3.1 HOPE is committed to safeguarding and protecting the welfare of all young people using its services and also the children of clients, their families and the wider community. HOPE will work in partnership with clients, their family and other agencies, as appropriate. All workers will take this responsibility seriously at all times.
- 3.2 This policy and procedure is in line with National and Local guidance, including:
- Working Together to Safeguard Children 2006
  - Children Act 1989
  - Children Act 2004
  - Every Child matters;
  - Laming Report – the death of Victoria Climbié 2003
  - What to do if you are worried a child is being abused 2003 revised 2007
  - Local Safeguarding Children’s Board Procedures
  - All Wales Child Protection Procedures
  - The Safeguarding Vulnerable Groups Act 2006
- 3.3 In co-operating with the above guidance, HOPE will underpin its commitment to safeguarding and protecting children by:
- (i) Ensuring that all staff working in areas of ‘regulated activity’ as defined by the Schedule 4 of the Safeguarding Vulnerable Groups Act 2006 have a satisfactory DBS record.
  - (ii) Ensuring that all trustees, (defined by the same act as in positions of responsibility) have a satisfactory DBS record.
  - (iii) Providing workers with up-to-date Child Protection Policy and Procedures which will be mandatory to use and implement
  - (iv) Training workers at all levels to act responsibly when they have a concern about a child in line with this policy and procedure. Induction processes for all new staff will ensure that all staff are aware of the existence of this policy and procedure, and other related policies and make clear their basic requirements should they have a concern
  - (v) Providing a nominated safeguarding person within HOPE, identified at a senior manager level to oversee all aspects of safeguarding and protecting throughout HOPE services and to make recommendations for the improving of policy and practice across the organisation.
  - (vi) Management staff to meet at least four times a year to assist the nominated person to fulfil requirements within the organisation as a whole, and to take an active part in ensuring implementation to all staff

- (vii) Discussing the contents of this policy at staff and client meetings and will involve identifying ways of addressing disincentives to reporting concerns.

#### **4. LEGISLATIVE FRAMEWORK**

- 4.1 The legislative framework of the **Children Act 1989 and 2004** guides the safeguarding and protecting of children. The key principles of this will underpin the work done by HOPE workers to ensure all is done to prevent a child's health and development being impaired. **Section 17, Children Act 1989** gives the Local Authority the duty to assess those children who are identified as children in need. These are children where it is assessed that their health and development would be impaired without services.
- 4.2 **Section 47, Children Act 1989** gives the Local Authority the power to make enquiries, or cause enquiries to be made, if there is concern about harm or likely harm to a child. This will involve Social Care Children's services departments taking a lead, in partnership with other agencies, in fully assessing the protection needs of a child, any other children and the degree of action needed. All workers will respond to any concerns about a child within the requirements as laid out in HOPE's Safeguarding and Protecting Children Procedure, which is underpinned by the key principles of the legislation:
- The child's welfare is paramount
  - The child should be included in any process of decision making about themselves, subject to age and understanding;
  - HOPE staff will work in partnership with the parents of the child, where appropriate,
  - and in co-operation with other agencies and in particular Local Social care Children's services Departments when necessary
  - Assessment of a child should take account of the child's needs paying particular
  - attention to their culture, language, gender, sexuality, disability (if any) and religion.
  - Given the emphasis placed on Safeguarding and Protecting Children in the
  - legislation, workers will give priority to ensuring the protection of a child and this will
  - take precedence over other competing priorities in all circumstances
- 4.3 **The Safeguarding Vulnerable Groups Act 2006** provides a legislative framework to ensure that everyone working with children or vulnerable adults is registered with the Independent Barring Board (IBB) Vetting & Barring Scheme. All staff working in these areas can be checked and either registered or if unsuitable, barred from working with these client groups. Under the scheme, HOPE is defined as a Regulated Activity Provider (RAP), in that it is responsible for the management or control of regulated activity with vulnerable groups and makes arrangements for people to work in that activity (paid or unpaid). Consequently all staff working in areas of 'regulated activity' are required to be registered with the ISA.

## **5. RECORDING OF INFORMATION**

- 5.1 The recording of information is essential if workers are to be able to fully assess a young person's needs and take action on their behalf. The following requirements will be upheld as per Data protection Act 1998, Human Rights Act 1989, Laming report 2003 (Victoria Climbié Inquiry, and Bischard Inquiry 2004:
- Each project offering a service should hold a file on each individual client which highlights their actual or potential risk to children. The file should contain their basic details including the details of their children and any current or previous involvement with the Police and/or Social Services. The file should also contain a comprehensive risk assessment to highlight risks to children and young people. The level of risk to children and young people should be clearly documented.
  - Within each file there should be a 'Significant Events/Incidents' form for the recording of those concerns which warrant particular attention and to be used in an effort to have an overview of accumulating concerns or patterns of concerns as they arise.
  - Each project offering a service to children should hold a file on each individual person. In addition to the above information, each file should contain a full assessment of need and comprehensive risk assessment which highlights potential risks to the young person. The level of vulnerability of the child should be clearly documented.
  - Within each file there should be a section for recording those concerns which warrant particular attention and to be used in an effort to have an overview of accumulating concerns or patterns of concerns as they arise. Within this section concerns/incidents involving a child and/or young person should be clearly documented by completion of HOPE's Safeguarding Report Form.
  - All information recorded should be accessible to clients, or family where appropriate, should they request to see it. However, only information about themselves can be viewed without third party information being made available;
  - All information will be kept in a locked cabinet in the workplace to comply with Data Protection regulations, with no information being kept at the home or other premises of workers.
- 5.2 The sharing of information within projects or with other agencies will be done where possible with the consent of the client, child, and/or family. However, if such consent is not given or it is felt that to seek such consent could place the child or young person at more risk, then HOPE workers will ensure that information is shared in line with the best interests of the child or young person. This may mean that it is shared against the wishes of the child, client and/or family from time to time. Workers can request that their name is withheld if they feel it would compromise their role.

## **6. EQUAL OPPORTUNITIES.**

- 6.1 All workers will be familiar with HOPE's Equality and Diversity Policy. All clients, and their families will be treated equally in terms of access to assessment, provision of services and rights to have concerns taken seriously irrespective of their diverse needs, and in accordance with the best interests of the child at all times.

## **7. GENERAL GUIDANCE FOR THE SAFEGUARDING AND PROTECTION OF CHILDREN**

- 7.1 All workers will take the well-being of children, young people and their families, seriously by acknowledging that concerns will be passed on and every effort made to safeguard and protect the child or young person. Support and training will be offered to staff to operate the procedure effectively. Lack of compliance with HOPE procedures will result in consideration of disciplinary action being taken.
- 7.2 In line with legal requirements, HOPE will make referrals to the IBB regarding inappropriate behaviour (as defined by the IBB) of any staff working in areas of 'regulated activity'.
- 7.2 To assist workers in responding appropriately to concerns, the following provision should be in place:
- A safeguarding representative. This person will have a responsibility to assist with day-to-day enquiries from workers, offer consultation and advice where necessary, and assist in liaising with external agencies. In addition, they will be responsible for ensuring records are kept as laid down in HOPE's 'Child Protection Policy'.
  - The safeguarding representative will be someone at senior level, with responsibility for overseeing the whole of the safeguarding and protection work within HOPE. They will be responsible for central co-ordination and maintenance of records, and will be HOPE's representative on any related groups.
  - Recognition from managers that child protection concerns take priority over other work

## **8. DEFINITIONS OF ABUSE**

### **8.1 Physical Abuse**

May involve hitting, shaking, throwing, poisoning, and burning, scalding, drowning, suffocating or otherwise causing physical harm to a child. May also be cause when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

## 8.2 **Emotional Abuse:**

Involves the persistent emotional maltreatment of a child, thereby causing adverse effects on a child's emotional development. It may involve conveying to the child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying causing children 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.

## 8.3 **Sexual Abuse:**

Involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative acts. They may include non-contact activities, such as involving children in looking at, or in production of, pornographic material or watching sexual activities or encouraging children to behave in sexually inappropriate ways.

## 8.4 **Neglect:**

Involves a persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. 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 and clothing, shelter involving exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate caretakers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## 9. **HEIRARCHY OF CONCERNS**

9.1 The concerns raised by a worker will not always be of the same nature, and may not require the same course of action. In practical terms, concerns will arise in a number of ways:

### a) **Day to Day Concerns**

These concerns may arise on a day to day basis and on the whole will be dealt with immediately as part of the workers relationship and engagement with the young person.

### b) **Niggling Concerns**

This is often referred to as a 'suspicion' or gut feeling that something is 'not quite right' and may indicate that something is happening to/for a child or young person, especially if there have been other workers with similar vague concerns.

- c) **Safeguarding concerns**  
These involve a worker's concern about a child or young person's vulnerability, where it is felt that that vulnerability needs further assessment and possible action;
- d) **Child protection concerns**  
Such concerns will arise when workers are worried or have evidence that a child has been harmed or is likely to be harmed.

## **10. ROLES AND RESPONSIBILITIES**

- 10.1 All staff have a responsibility to ensure concerns about children and young people, no matter how vague, are passed on to their line manager and documented. At this stage the workers responsibility is to start to record events of concern on the Significant Event/Incidents' form (in front of the clients file). If there is a safeguarding or child protection issue, the procedure for reporting that concern should be followed.
- 10.2 The role of line managers and safeguarding named person is to assist workers in analysing the information that is brought to them. In particular, the following areas will be a priority in analysing:

### **The impact of the concern on the child**

- Are they vulnerable (need safeguarding)?
- Have they been harmed or likely to be harmed (need protection)?
- Can the issue be resolved by working with the young person?

### **Connections – does the information connect to anything else?**

- Have the concerns been persistent?
- Does the child/young persons' history connect to current concerns?
- Is there any other child, young person or adult connected?
- Are there any public protection issues involving others who may be at risk?

### **The consequences of intervention**

- What are the consequences of intervening now?
- Consequences of delaying intervention?
- What are the implications for the child/young person and/or family?
- What are the implications for others?

### **Outstanding needs and risks**

- What needs still require assessment, if any?
- Does the child/young person remain at any risk?

- 10.3 The IBB must be informed of any information about staff regarding any inappropriate behaviour and or behaviour which is likely to harm a child. This includes any breach of HOPE's Code of Conduct. All staff have a responsibility to inform a member of the management team regarding any such concerns.

- 10.4 Those at a senior level within HOPE designated to oversee the safeguarding and protection of children should assist where necessary, particularly if conflict arises in deciding on action about a child or if external agencies feel they cannot assist as requested.

## **11. GATHERING INFORMATION**

### **11.1 Basic Information about a client**

Recommendation 12 of the Laming Report into the death of Victoria Climbié states that all those who have contact with children to offer any assessment or direct service should have their basic details clearly collected and recorded.

Although HOPE provides a direct service for young adults and not children, there are occasions when clients may be in contact with their own or other peoples' children. It is therefore essential that staff complete a comprehensive risk assessment for all clients to identify potential risks to children/young adults and identify whether a client:

- Is on the Sex offenders register
- Has a history of drug/alcohol issues
- Has a history of violence and aggression
- Has had previous involvement in child protection issues
- Has contact with their own children
- Is in a relationship with someone with children

### **11.2 Basic information about a young person/child**

Whether a client has involvement with a child/young person, or a young person is using HOPE services, it is important that as much information about the child/young person as possible is documented. It may be that workers have to contact other agencies for information, with the consent of the child and/or family. If a referral to Social Services is required, as much information as possible about the child/young person will be needed to enable a proper assessment of need. Such information should include:

- Full name (correct spelling)
- Date of birth
- Home address
- Who has parental responsibility?
- Siblings and significant others
- GP
- Other agency details
- Ethnicity
- Disability
- Individual needs specific to the child.

### **11.3 Significant Events**

HOPE workers must complete the 'Significant Events/Incidents' Form to record basic factual events which will help build a picture of what is happening



for a young person or a client with children. It should also detail the impact of those events and highlight any potential risk to a child/young person as a result of these events. This should be held in the clients' file and should record:

- Family changes, i.e. birth of siblings, changes of partners of parents
- New relationships/ loss of relationships
- Change of address
- Health problems of client/family members
- Illness
- Mental health issues
- Accidents
- Any Incidents involving the client, a child/young person/vulnerable adult
- Self-Harming
- Absenteeism from college/employment etc.
- Withdrawal from services (other agencies)
- Unemployment
- Offending/re-offending
- Use of drugs/alcohol
- Appearance
- Domestic Violence
- Injuries received
- Aggressive/Violent behaviour

It is not necessary to document fully all the information as the form requires only the basic factual event recorded. It will be important each time an entry is made for the worker to review previous entries to ensure that no emerging concerns are being ignored.

## **12. ADDRESSING SAFEGUARDING AND CHILD PROTECTION CONCERNS**

The nature of the concern will inform what action needs to be taken.

### **12.1 Day to Day Concerns**

These include incidents which may occur on a day to day basis where it would be appropriate to address them immediately. Action would include:

- Passing the information on to staff and the line manager
- Documenting the incident in the clients 'Significant Events/Incidents' form. (This will enable early identification of the development of a more serious concern).

### **12.2 Niggling Concern**

This is an official, legal term. No matter how vague, 'gut feelings', 'niggling doubts' or suspicions can be very valuable in highlighting areas of concern. They can also be the initiation point for identifying serious risks to a child by triggering the assessment process. It is therefore essential that all staff:

- Try to build a bigger picture: share thoughts, feelings with other staff. Check if there is any more information about the event? Has it happened before?

- Who else is involved with this individual?
- Identify if other staff have also had these feelings
- Identify if other agencies have any information relating to the concerns
- Enhance staff vigilance in gathering related information
- Do not investigate
- Ensure all information is documented in the clients file (Significant Events/Incident form)
- Pass concerns directly to line manager within the same working day and complete 'Safeguarding Report Form'.

### 12.3 **Safeguarding Concerns**

Where a member of staff has identified a concern that could mean a child/young person is vulnerable, they need to initiate the safeguarding procedure as detailed below:

#### Stage One - Initial Record of the concern

The worker records their concern on Section 1 of the 'Safeguarding Report Form' and gives the report of their concern to their Line Manager within the same working day.

#### Stage Two - Assessing the Situation

The Line Manager will address the concern within 24 hours. They will guide staff on what further information will be required to enable accurate assessment of the situation. It is not the role of staff to investigate concerns, but to gather and record accurate information. Where possible and appropriate, information sources may include other clients/staff, previous referrers, the police/probation/social services and also client history and risk assessment records.

#### Stage Three – Responding to Safeguarding Concerns

The Line Manager will assess whether staff have raised a 'safeguarding' concern or a 'child protection' concern and identify which course of action would be appropriate.

If the line manager needs assistance, they will contact HOPE's safeguarding representative.

If the concern is deemed to be one of 'Safeguarding', this may be addressed by:

- a) Monitoring the situation - this should only be done when:
  - the child/young person does not appear to need services from another agency
  - the child/young person is not in danger or suffering harm
  - workers can effectively monitor the child/young person in a realistic way
  - workers review the concerns within an agreed timescale.
  
- b) Contacting Social Services - this will be required when:
  - a child is vulnerable and an assessment of their need's is required
  - a child may need other services to avoid their health and development being impaired

- workers cannot properly monitor the wellbeing of a child without the co-operation of other agencies
- without such a referral the child/young people's vulnerability will increase

If a worker cannot access their line manager, or they disagree with the response/decision from the line manager then they should contact the safeguarding rep within the same working day.

#### 12.4 **Child Protection Concerns**

Where a member of staff has concerns about harm or likely to a child, they need to initiate the Child Protection procedure as detailed below:

- a) Share this information immediately or the same day with their line manager
- b) If the line manager is not available, the safeguarding rep should be contacted. If neither is available, contact the duty manager
- c) If the child or others are in immediate danger, the police should be notified immediately
- d) A referral should be made **by telephone** to the Children's Services department where the child is living temporarily or permanently
- e) Follow the procedure for 'Making a referral to Social Services' as detailed below
- f) Ensure the 'Safeguarding Report Form' is completed appropriately. File the form in the clients file under the 'Risk Assessment' section. Send a copy to the safeguarding representative and Social Services
- g) Document the referral to Social Services on the clients 'Significant Events/Incidents' form at the front of their file

### 13. **MAKING A REFERRAL TO SOCIAL SERVICES**

Procedures for referring to social services differ slightly, depending on the nature of the concern. Details of the appropriate procedures are as follows:

#### 13.1 **Referral re: Child Protection Concerns**

- a) Decide who is the best person to make the referral (this is usually the person with the originating concern or their manager)
- b) Make the referral by phone to the Children's Services dept. where the child is living temporarily or permanently
- c) Provide basic details about the child/young person, events leading up to the referral, the analysis of the concern and what action is felt to be necessary

- d) Confirm that the person taking the referral will feedback, so staff are aware of any protective action being taken
- e) Complete Section 3 of the 'Safeguarding Report Form', documenting the time, date, name of the duty offer and department contacted. Also detail all information shared on this form.
- f) Follow up the phone referral with a written referral within 48 hours. A copy of the 'Safeguarding Report form' can be used for this purpose.
- g) If there has been no feedback from Social Services within 3 working days, this should be followed up by the person who made the referral. Check more immediately if the matter is felt to be of greater concern.
- h) Send a copy of the 'Safeguarding Report Form' to the safeguarding representative on completion, within three working days.
- i) The safeguarding representative will inform appropriate authorities that a referral has been made to Social Services.

### 13.2 Referral re: Safeguarding Concerns

This is referred to as a 'Children in Need' as opposed to a 'Child Protection' referral.

Some Local Authority Children's service teams will expect a 'children in need' referral to be made only by letter rather than a phone call.

- a) Decide who is the best person to make the referral (this is usually the person with the originating concern or their manager)
- b) Make the referral to the Children's Services team for where the child is living, temporarily or permanently.
- c) If a social worker is involved, contact them directly. If no social worker is involved then refer to the duty officer.
- d) Complete Section 3 of the 'Safeguarding Report Form' as detailed above.
- e) Send a copy of the 'Safeguarding Report form' to Social Care Services. This should provide basic details about the child/young person, factual information about the concerns, the analysis of how the concern makes the child/young person vulnerable, and what action was felt appropriate
- f) The person making the referral must check that the referral has been received and what action has been taken, within 3 working days. Check more immediately if the matter is felt to be of greater concern.
- h) The safeguarding representative will inform appropriate authorities that a referral has been made to Social Services.

### 13.3 **Practical Considerations when making a referral**

- Have as much information to hand as possible, particularly names, dates of birth and addresses of those involved
- Be clear exactly what concern is being referred
- Consider whether consent of the child/young person and/or family should be sought before making the referral. This should only be done if seeking consent will not place the child at further risk or delay action being taken
- Use the 'Significant Events/Incidents Record' to guide the referral in terms of how persistent the concern has been and/or the impact on the child/young person of the concerns
- If the referral is not accepted, ask to speak to a line manager within Children's services and/or speak with HOPE's safeguarding representative who can assist in supporting the referral

## 14. **CHILDREN LOOKED AFTER BY THE LOCAL AUTHORITY**

In England and Wales, the Children Act 1989 places a duty on local authorities to 'advise, assist and befriend' young people who are under the age of 21 years and who at any time between the ages of 16 and 18 were:

- looked after by a local authority
- accommodated by or on behalf of a voluntary organisation
- accommodated in a registered children's home
- accommodated by any health authority or local education authority; or in any residential care home, nursing home or mental nursing home, for a consecutive period of at least three months
- privately fostered.

However, the House of Lords has now ruled that all 16 & 17 year olds must be prioritised and have a 'needs assessment' conducted by the Local Authority.

The Children (Leaving Care) Act 2000 also has as its purpose, to improve the life chances of young people living in and leaving local authority care. Its main aims are to: delay young people's discharge from care until they are ready to leave, to improve the assessment, preparation and planning for leaving care, to provide better support for young people after leaving care and to improve the financial arrangements for care leavers.

## 15. **CHILDREN SUBJECTED TO A CHILD PROTECTION PLAN**

15.1 A child subject to a 'child protection plan' (previous called 'Children on the Child protection register') are those children who have been identified as having suffered harm, or are likely to suffer harm.

15.2 Any child subject to a child protection plan will have a named key worker (usually the social worker) and this should be detailed in the child's file. All concerns about the child should be directed to the key worker who is responsible for overseeing the plan for the child. If the child in question is that of a client, these details should be documented in the clients file.

- 15.3 Similarly, every child will have a multi-agency plan drawn up at the first conference held on the child and workers should ask for copies of this plan once they become aware that a child is subject to such a plan.
- 15.4 If a worker is involved with a child who becomes the subject of a case conference or multi-agency meeting co-ordinated by Children's services, they should be expected to attend to represent HOPE's involvement with the child. In this instance, the nominated worker will be required to produce a report outlining our involvement and any recommendations felt necessary in support of the child. The report is expected to be submitted prior to the conference and will be read by all present, including parents and children if appropriate. This report is to be approved by HOPE's safeguarding representative prior to submission.
- 15.5 If it is found once a young person is receiving HOPE services that they are currently subject to a plan or has been until recently, the worker should liaise with the appropriate Children's services department to request a copy of the plan that was/is in place. Similarly, if any multi-agency meetings have recently taken place because of more safeguarding concerns than protection concerns, then once again the worker should request copies of any plans in respect of the child.
- 15.6 Any disagreements about the release of such information should be passed to the safeguarding rep who will assist in dealing with the matter more formally.
- 16. SEX OFFENDERS/THOSE POSING A RISK IN THE COMMUNITY.**
- 16.1 All those with a conviction against a child under new guidance are now classified as 'at risk to children' (previously Schedule One offenders). This term denotes an on-going risk to children and any suspicion of someone with such a conviction visiting, living, or working with a HOPE project/premises should be reported immediately to the safeguarding representative.
- 16.2 It may be that information comes to a worker that someone who is a risk to children has formed a relationship with someone using HOPE services or has moved into the same household as a HOPE client. These concerns should be reported in the same way and any decisions/actions recorded.
- 16.3 **MAPPA** (Multi Agency Public protection Arrangements) are in place in every area, each with its own co-ordinator, and any concerns about dangerous people in the community, especially those with a conviction will be known to, or be informed to, the MAPPA team.
- 16.4 In addition, workers may have suspicions about the behaviour of individuals that may give rise to concerns about background and history (loitering outside premises, trying to establish relationships with children etc.), and these concerns, even without names and addresses, should be noted and reported to the safeguarding rep.

## 16.5 Working with people who pose a risk of harm to children

For many HOPE staff their main experience of child protection issues will be the work they do with service users who pose a risk of harm to children. Incidents and concerns arising out of the behaviour of perpetrators of harm should also be recorded on the 'Significant Events/Incident forms' and the 'Safeguarding Report Form' as appropriate.

All staff working with offenders should refer to Chapter 12 of the Government's guidance on inter agency working; 'Working Together to Safeguard Children' which underpins all our Safeguarding work and emphasis's co-operation between agencies. Chapter 12 is entitled 'Managing individuals who pose a risk of harm to children' and gives clear and informative guidance on mechanisms available when working with people identified as a risk to children. Areas covered include:

- Collaborative working between organisations and agencies.
- The Multi Agency Public Protection Arrangements (MAPPA), which enable agencies to work together to manage the risks of harm to the public.
- Clarification over terminology such as 'Schedule One Offender'
- Definitions of low, medium, high and very high risk (which are the same as those used by HOPE in our Risk Assessment.
- Other processes and mechanisms such as Offender behaviour programme; Disqualification from working with children, The Protection of Children Act List; DfES List 99; Criminal Records Bureau (CRB); The Sex Offender Register
- Civil Orders to prevent offending; i.e. Notification Orders; Sexual Offences Prevention Orders (SOPOs); Risk of Sexual Harm Orders (RSHOs).

## 17. DEALING WITH SPECIFIC CONCERNS.

### 17.1 Children who bully/abuse other children (including racist and homophobic attacks)

Workers should take seriously any concerns or allegations about children who are bullying other children and see these situations as safeguarding concerns, which will warrant reporting them to the line manager and/or safeguarding representative. The 'Safeguarding Report Form' should be commenced so as to process the concerns, and address them accordingly.

If it is that the situation cannot be contained within the project or within the day-to-day management of the child/young person, then the following may apply:

- Seek advice from Children's service team on how to proceed with this matter, and determine with them what service provision may be appropriate;
- Make a referral to Children's services if it is felt that a child or children are suffering significant harm

## 17.2 **Children misusing substances**

The effects of persistent substance abuse (drugs, alcohol etc.) can be significant and can require considerable assessment and intervention. Any concerns about any child using, supplying or associating with substances should be reported in the first instance as a safeguarding matter, with the line manager being informed, and the necessary recording and 'Safeguarding Report Form' completed. Follow the guidance as in the above paragraph.

## 17.3 **Unknown children found in projects/premises.**

From time to time it may be that workers find that a child is found in project/premises when this is not allowed. This may be because someone is visiting another individual and has brought a child with them or another child is visiting alone to meet someone. It may be that a worker has a concern about the visiting child either because of their age, their behaviour, or the circumstances in which they appear. It will be important, where possible, for workers to try and get some basic details about the child in case action is needed in respect of them. However, workers should not insist on such information from the child themselves, or others with the child, as it could put anyone at further risk.

Whatever information is gained, this should be recorded in the 'Significant Events/Incidents Sheet' of the person in HOPE services, and if a concern does warrant any action then the 'Safeguarding Report Form' should be completed.

## 17.4 **Sexual exploitation of children.**

Any information that children are involved in prostitution; renting or sexual activity that is exploitative should be seen as a child protection matter and reported as per the 'Safeguarding and Protection of Children Policy'. If such matters do not get the appropriate response from external agencies, then workers should inform the safeguarding representative as these matters are of considerable importance given that other children may also be at risk.

## 17.5 **Domestic abuse.**

This constitutes any child who is:

- living in a household with domestic abuse
- subjected to domestic abuse
- perpetrating domestic abuse

In such events the child will be in need of support and service provision. It will be important for workers to see these situations as at least a safeguarding matter although many will involve the child in suffering harm, or likely harm. The normal procedure should be followed.

## 17.6 **Children who go missing.**

If it comes to the attention of any worker that a child either known to them as receiving services from HOPE or a child connected to another individual receiving service has gone missing, with concerns about their safety and whereabouts, this should be treated seriously and reported as per the



safeguarding procedure. It will be necessary for enquiries to be made with family or external agencies to check if anyone has information about the whereabouts of a child and action taken accordingly.

In addition, any child receiving a service from HOPE whilst living at home who does not attend for that service without notice or is consistently absent should be treated in the same way so enquiries can be made as to the reasons for their absence.

**17.7 Difficult to reach children.**

There are some children who are more difficult to assist, engage and assess. Sensitive work needs to be done so as not to lose any relationship with a child in such circumstances, balanced against the need to act to safeguard their well-being at all times. Workers should use line managers and safeguarding reps to assist them in determining when help needs to be identified.

**17.8 Historical Allegations.**

Information that suggests a child has been abused in the past should always be treated as a child protection matter, given the public protection nature of the concern. That is, the person who abused the child, even if some years ago, may still be in the community, or a professional or volunteer role with access to children.

This sort of information often comes from a child or adult as they attempt to explain reasons for their behaviour or lifestyle and would usually expect the information to be confidential. However, this cannot be allowed and workers will need to work with the child/adult sensitively to help understanding about why the information should be passed on. The safeguarding rep will assist if necessary in what can be a delicate but serious matter.

**17.9 Visitors and young children to HOPE projects**

All HOPE services should have a copy of a written statement regarding visitors and young children to HOPE projects that takes into account safeguarding concerns.

**17.10 Allegations of poor professional practice and/or abuse against staff**

This procedure should be followed by all staff when concerns are raised or allegations made regarding the conduct of a worker:

- a) The concern must be passed immediately to the relevant line manager; unless it is believed that that person may be involved or colluding with the abusive practice, in which case the 'Whistle blowing' procedure will be used (appendix 4).
- b) The relevant line manager must contact HOPE's general manager immediately in case suspension is required
- c) If the concern is about a volunteer, they must be asked to stop work immediately pending a full investigation
- d) The safeguarding representative should be notified
- e) If the child has a social worker, they should also be notified;

In the event of an allegation or allegations being made against a member of staff, this must be dealt with in accordance with HOPE's Disciplinary Procedure and 'Code of Conduct' (as detailed in the Employee handbook)

## **18. DEALING WITH DISAGREEMENTS**

18.1 All workers should take responsibility for the concerns they identify and satisfy themselves, as much as they are able, that the concern has been dealt with according to procedural requirements. It will be important to see through the action taken with a concern and not assume responsibility has ended just because the worker has passed on that concern. This is of paramount concern when especially the concern they have passed on has not been dealt with in the interests of the child:

- If a line manager does not respond appropriately to the concern, the worker should refer the matter to the safeguarding representative;
- If the safeguarding rep does not assist the worker or line manager sufficiently to satisfy them something appropriately is happening, they should contact HOPE's general manager.
- If Social care Children's Services do not offer appropriate help and a child is felt to remain vulnerable or at risk, speak with a line manager in Children's Services, or pass the matter to the safeguarding rep in HOPE, or the HOPE's manager.
- If a worker or manager feel it is important that certain information held by an agency should be provided to assist in the overall work done with the child, and this is not forthcoming or refused, the safeguarding rep should be contacted to assist the worker in requesting this more formally.

18.2 It will be important to record any disagreements between workers or agencies, detailing the outcome of any discussion to resolve the disagreement. . It is essential that any disagreement about action does not stop such action being taken by someone.

## **19. SAFEGUARDING AND PROTECTING CHILDREN STATEMENT FOR USERS AND VOLUNTEERS**

All projects must have a copy of the HOPE 'Child Protection/Vulnerable Adults Policy Statement' (appendix 5), setting out our child protection approach within the context of the overall philosophy and practice of the organisation, as well as this policy. The purpose of this statement is to:

- Provide information for project users on the responsibilities of, and approach taken by, the organisation in the protection of children. The statement should be part of the information provided to the users of our services.

- Provide information and guidance for volunteers as to the responsibilities and expectations of the project in carrying out safeguarding and child protection functions.
- Ensure service users and volunteers understand that if abuse is disclosed this information cannot remain confidential and that HOPE will report it to the appropriate authority.
- Clarify the action the local authority expects of HOPE. The local authority will normally be responsible for convening a case conference.

## 20. **EMPLOYMENT/RECRUITMENT**

### 20.1 **Job Descriptions**

All job descriptions must reflect accurately the degree to which the staff member will have contact with children. The working roles and duties of everyone working in a project (for both staff and volunteers) should be written down and clearly defined.

### 20.2 **Formal Interview**

Everyone (including volunteers, and including service users who want to become volunteers) who works with children must have a formal interview. Interviews for staff must follow the guidelines in HOPE's 'Recruitment and Selection Policy and Procedure'. How interviews for volunteers are conducted will have to be decided by the manager of HOPE.

### 20.3 **Identity Checks**

Everyone working with children should be asked to provide some additional form of identification (e.g. a driving licence or passport), which gives their full name, date of birth and current address together with a signature and/or photograph. This should then be compared with the written application to ensure that the applicant is not assuming a false identity.

### 20.4 **Criminal Record Checks**

All staff and volunteers working with young people **must** be criminal record checked prior to being appointed in accordance with the HOPE's 'Recruitment and Selection' policy.

Workers cannot use a CRB that is related to another professional or volunteer role. All CRB checks have to be updated every three years to ensure current information is known about workers.

No one working with children (staff or volunteers) should be allowed to work without supervision by a staff member (that has passed a CRB criminal record check) until the results of their own criminal record check come through.

### 20.5 **ISA Checks**

All staff and volunteers working with young people **must** be registered with the IBB Barring and Vetting Scheme. Their IBB status will be checked prior to

being appointed in accordance with the HOPE's 'Recruitment and Selection' policy.

#### **20.6 Previous Relevant Convictions**

The decision to appoint someone to work with children who does have previous relevant convictions must be made in consultation with manager and management committee. The applicant should be asked to discuss any relevant convictions declared or revealed by the criminal record check before a decision can be made to offer employment. The manager/management committee will provide some judgement once the risks have been assessed on which convictions prevent appointments.

### **21. TRAINING**

21.1 It is essential that all managers should receive adequate training in the recruitment and selection of workers. This is an essential component for any successful child protection strategy. HOPE staff training programmes must include training on child protection.

21.2 All staff and volunteers should be made familiar with the working environment with the expectations and requirements of the job and, in particular, to the HOPE 'Child Protection policy and Procedures' and their implications for work with children and young people.

21.3 All project staff including volunteers are required to take part in HOPE's child protection training which will involve raising awareness about what constitutes abuse, things that should alert workers and volunteers to the possibility of abuse, how to react and respond, who to tell and how to deal with issues such as confidentiality. Each manager must make an assessment of what experience each worker and volunteer has and assess what each worker knows against what is needed to be known. It is the line manager's responsibility to ensure that those gaps in knowledge and practice are both identified and then filled.

21.4 No child protection policy will be successfully implemented unless staff and volunteers receive regular supervision according to HOPE policy and practice. Child protection should form a regular part of such support and supervision processes for workers.

### **22. COMPLAINTS**

22.1 HOPE staff and volunteers are required to ensure that all users are aware of HOPE's commitment to child protection and that users of HOPE services are made aware of HOPE's complaints procedures. They must also ensure that users know how to contact the Safeguarding representative if they wish to report incidents of abuse and they are not confident in talking to their key worker or service staff.

22.2 The HOPE Complaints Policy and Procedure should be kept in a highly visible place so that everyone (staff, volunteers and users of HOPE services) can be actively made aware of them.

## **Recording Significant Events/Incidents**

Please record service user information in date order of significant events/observations. Events recorded should be done so bearing in mind the impact of any incident that could affect the welfare, health and well-being of a child/young person/vulnerable adult or increase the risk of significant harm to that child/young person/vulnerable adult.

Events to be recorded should be as follows:

- Family changes, i.e. birth of siblings, changes of partners of parents
- New relationships/ loss of relationships
- Change of address
- Health problems of client/family members
- Illness
- Mental health issues
- Accidents
- Any Incidents involving the client, a child/young person/vulnerable adult
- Self-Harming
- Absenteeism from college/employment etc.
- Withdrawal from services (other agencies)
- Unemployment
- Offending/re-offending
- Use of drugs/alcohol
- Appearance
- Domestic Violence
- Injuries received
- Aggressive/Violent behaviour

This list is not exhaustive and any other event not listed should also be recorded if concern is raised. This information should be documented accurately and concisely as it may be reviewed to be shared with other agencies, used in case conferences and court of law.

# Significant Events/Incident Record



**Client Name:**

Date	Significant event	Comments/actions	Where else recorded	Print name and sign

# INCIDENT REPORT FORM

## Safeguarding Children, Young People or Vulnerable Adults



To be completed for any incident/complaint/observed behaviour/activity/concern that would suggest a child, young person or vulnerable adult may be in need of safeguarding, support services.

### **SECTION ONE** Completed by person identifying the concern

<b>Staff Name</b>			
<b>Date/Time of incident</b>			
<b>Subject/s of Concern:</b> Name, DOB, Address			
<b>Others Involved:</b> Name, DOB, Address			
<b>Parties Known to SSD</b> (Please give details)			
<table style="width: 100%; border: none;"> <tr> <td style="border: none;"><b>Previous Form submitted:</b></td> <td style="border: none; text-align: right;"> <input type="checkbox"/> Yes    <input type="checkbox"/> No         </td> </tr> </table>		<b>Previous Form submitted:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Previous Form submitted:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Details of Incident/ Concern:</b> Include information from the person of concern and/or person reporting the concern (as appropriate)			
<b>Signed:</b>	<b>Date:</b>		

**This section is to be passed to Line Manager within the same working day**



**SECTION TWO** - Completed by Line Manager

<b>Details of Concerns raised about the child, young person or vulnerable adult</b>			
<b><u>Nature of client/vulnerability</u></b>	(please tick)	<b><u>Type of Alleged Abuse</u></b>	(please tick)
Vulnerable Adult		Psychological/Emotional	
Child		Sexual	
Young Person		Discriminatory	
Elderly Person		Financial	
Mental Health issues		Neglect	
Learning Disability		Physical	
Sensory Impairment		Domestic Violence	
Physical Disability		Harassment/Bullying	
Frailty		Institutional	
Substance Misuse		Multiple abuse	
<b><u>Details of the Concern</u></b> (highlighting potential/actual risk to the child, young person or vulnerable adult)			
<b>Immediate action taken by HOPE as a result of concerns raised:</b>			
a) Information clarified with staff/clients reporting incident		<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) Contacted other agencies used by client re: further information		<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) Discussion with Safeguarding Representative		<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) Other (please give details)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Follow up action to be taken by HOPE as a result of concerns raised</b> (please give details)			
a) Child protection referral (please see section 3)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) Monitoring (commence or continue significant event/incident record)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) Other		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Signature of Line Manager:</b>		<b>Date:</b>	

**SECTION THREE** Only completed when referral made to Social Services

<b>Name of person making the referral:</b>
<b>Date &amp; Time of referral:</b>
<b>SSD Office Address and Contact details:</b>
<b>Name/Role of SSD worker who took the referral:</b>
<b>Information given to Social Services:</b> a) Section 1 information <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> b) Section 2 information <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> c) Additional Information (please give details below) <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
<b>Referral Outcome Summary</b> a) What action has been agreed by Social Services? (Please include timescales)  b) What action has been agreed by HOPE? (Please include timescales)
<b>Information Sharing</b> Have all appropriate staff been informed of the referral and its implications? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> If yes, indicate who has been informed:  If No, please give reasons:
<b>Documentation</b> Has the referral been copied and submitted in the clients file? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> Has the referral been followed up in writing to SSD involved? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span> Has a copy been passed to the Safeguarding Representative? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
<b>Outcome Information</b> (to be obtained within 48 hours by referrer)
<b>Person making this statement:</b> Signature: _____  <div style="text-align: center;">Date: _____</div>



## **CHILD PROTECTION AND VULNERABLE ADULTS POLICY STATEMENT**

Hope is committed to the protection from abuse of children and vulnerable adults. HOPE will ensure that all children and vulnerable adults who use our services will be protected, supported and made aware of their rights in this area.

### **We undertake this by:**

- recognising that all children and vulnerable adults have the right to freedom from all forms of abuse, harassment and neglect
- ensuring that our staff and volunteers are carefully selected and trained to accept responsibility for helping to prevent the abuse of children and vulnerable adults using our services
- providing comprehensive policies and procedures to address child protection and vulnerable adult issues
- responding swiftly and appropriately to all suspicions or allegations
- providing everyone connected within the project the opportunity to voice any concerns they may have about our services
- reporting concerns to the appropriate authorities
- having a designated safeguarding representative who is required to take specific responsibility for the protection of children and vulnerable adults and act as the main point of contact for children, young people, parents and external agencies
- ensuring that all staff who are involved in 'regulated activities' are registered with the Independent Safeguarding Authority (ISA)

### **All HOPE Staff and Volunteers are required to:**

- develop awareness of the issues which can cause children harm
- ensure they are familiar with and comply with HOPE's Child Protection and Vulnerable adults policies and procedures
- follow HOPE's procedure for reporting such concerns

Our Safeguarding Representative is:

Julia Headland

Available: 10 am – 4pm Monday to Wednesday

Address: 11/13 Queen Street, Worksop, Notts, S80 2AN

Tel: 01909 531294 ext. 24/26

Email: [julia@hopeservices.org.uk](mailto:julia@hopeservices.org.uk)