

## **CHILD PROTECTION POLICY AND PROCEDURES**

*Enfield Carers Centre (hereinafter “the Centre”) recognises its responsibility to make a positive contribution to safeguarding children in Enfield. This policy applies to trustees and employees of the Centre and is also for the information and advice of all users of the Centre in whatever capacity.*

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## **1.0 POLICY STATEMENT**

### **1.1 The organisation:**

- recognises that the welfare of the child or young person is paramount
- acknowledges that children and young people have the right to live in safety, free from abuse and neglect and that being and feeling safe will improve their wellbeing and quality of life
- endorses a child-centred approach to safeguarding and child protection, keeping the child or young person in focus when making decisions about their lives, listening to them, taking their views into account and working in partnership with them and their families
- recognises that everyone involved with services for children or young people has a role to play in protecting and promoting their welfare and that everything possible must be done to prevent, report and tackle abuse
- is committed to fostering an honest, open and transparent safeguarding culture for staff at all levels, ensuring they feel empowered to raise concerns in situations of both potential or actual abuse regarding children and young people, fully recognising that abuse can be carried out by friends and family or strangers as well as by those providing services.
- Good patience and vigilance in management and supervision of staff and volunteers after appointment is also important.

### **1.2 The organisation seeks to honour the principles of United Nations Convention on the Rights of the Child, under which all children and young people have the right to:**

- survive and grow
- participate and be heard
- fulfil their potential
- receive an education
- be healthy
- be treated fairly
- have a childhood.

### **1.3 No form of corporal punishment will be used at any time against any child or young person to whom services are provided.**

## **2. Guiding principles**

- 2.1 The child's interests are paramount and his or her safety and welfare will always be given first priority.
- 2.2 A child's concern will be listened to carefully and will always be taken seriously.
- 2.3 Where appropriate the limits of confidentiality in the context of child protection will be explained to service users at the time of their initial involvement with the charity.
- 2.4 Care will be taken not to infringe privacy and confidentiality any more than is necessary to safeguard the welfare of the child.
- 2.5 In assessing the need for action when faced with child protection concerns, staff will consider the situation in the context of family relationships, religion and culture.
- 2.6 Staff will use plain, jargon-free language appropriate to the age and culture of each person and will explain any unavoidable technical or professional terms.
- 2.7 The Centre will ensure that all staff, including volunteers, understand the charity's child protection procedures and are given appropriate levels of training in child protection matters.
- 2.8 The Centre will ensure that training programmes take account of the latest Government guidance and requirements, together with relevant research, and operate within an anti-discrimination framework.
- 2.9 The Centre will ensure that the child protection procedures for the authorities within which it operates are understood in order that good working relationships and appropriate levels of co-operation can be maintained should the occasion arise.
- 2.10 The Centre will ensure that all staff receive appropriate supervision on a regular basis and have access to a line manager in the event of the need for an urgent case discussion.
- 2.11 The Centre's Board of Trustees will designate a trustee to have responsibility for safeguarding, who will report any safeguarding issues to the Charity Commission. Guidelines for this role are given in the Charity Commission publication ["Safeguarding and protecting people for charities and trustees"](#).

## **3. Policy Details**

- 3.1 The Centre will endeavour to safeguard children by:

- Adopting child protection guidelines through a code of behaviour for staff and volunteers.
- Sharing information about child protection and good practice with children, parents, staff and volunteers.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Following the agreed procedures for recruitment and selection of staff and volunteers who may be working with children.
- Providing effective management for staff and volunteers through supervision, support and training.

3.2 The Centre recognises the significance of abuse within our society and the very damaging consequences, both for those who suffer the abuse and those who perpetrate it. The protection of children from abuse is a responsibility of all citizens in the UK and a shared responsibility within the Centre.

3.3 In all its undertakings, the Centre will:

- Maintain a clear focus on the interest and rights of the child.
- Respect everyone who receives or provides its service.
- Be supportive to children in order to help prevent abuse occurring or to mitigate its effect.
- Co-operate with other agencies in dealing with actual or likely abuse.
- Support staff and volunteers in working in this area of activity.

#### 4. Types of Child Abuse (NSPCC 2021)

- **Bullying and Cyber Bullying** - Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It's usually repeated over a long period of time and can hurt a child both physically and emotionally.
- **Child Sexual Exploitation** - Child sexual exploitation (CSE) is a type of sexual abuse. When a child or young person is exploited they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused. Children and young people can be trafficked into or within the UK to be sexually exploited. They're moved around the country and abused by being forced to take part in sexual activities, often with more than one person. Young people in gangs can also be sexually exploited.
- **Criminal Exploitation and gangs** - Criminal exploitation is child abuse where children and young people are manipulated and coerced into committing crimes.

- **Domestic Abuse** - Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. It's important to remember domestic abuse:
  - can happen inside and outside the home
  - can happen over the phone, on the internet and on social networking sites
  - can happen in any relationship and can continue even after the relationship has ended
  - both men and women can be abused or abusers.
- **Emotional Abuse** - Emotional abuse is any type of abuse that involves the continual emotional mistreatment of a child. It's sometimes called psychological abuse. Emotional abuse can involve deliberately trying to scare, humiliate, isolate or ignore a child. Emotional abuse is often a part of other kinds of abuse, which means it can be difficult to spot the signs or tell the difference, though it can also happen on its own.
- **Female Genital Mutilation** - FGM is when a female's genitals are deliberately altered or removed for non-medical reasons. It's also known as 'female circumcision' or 'cutting', but has many other names.
- **Grooming** - Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative.
- **Neglect** - neglect is the ongoing failure to meet a child's basic needs and the most common form of child abuse<sup>2</sup>. A child might be left hungry or dirty, or without proper clothing, shelter, supervision or health care. This can put children and young people in danger. And it can also have long term effects on their physical and mental wellbeing.
- **Non – recent Abuse** - Non-recent child abuse, sometimes called historical abuse, is when an adult was abused as a child or young person under the age of 18. Sometimes adults who were abused in childhood blame themselves or are made to feel it's their fault. But this is never the case: there's no excuse for abuse.

You might have known you were abused for a very long or only recently learnt or understood what happened to you. Whether the abuse happened once or hundreds of times, a year or 70 years ago, whatever the circumstances, there's support to help you. It's never too late.

**Online Abuse** - Online abuse is any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets and mobile phones. And it can happen anywhere online, including:

- social media
- text messages and messaging apps
- emails
- online chats
- online gaming
- live-streaming sites.

Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

**Physical Abuse** - Physical abuse is when someone hurts or harms a child or young person on purpose. It includes:

- hitting with hands or objects
- slapping and punching
- kicking
- shaking
- throwing
- poisoning
- burning and scalding
- biting and scratching
- breaking bones
- drowning.

It's important to remember that physical abuse is any way of intentionally causing physical harm to a child or young person. It also includes making up the symptoms of an illness or causing a child to become unwell.

**Sexual Abuse** - When a child or young person is sexually abused, they're forced or tricked into sexual activities. They might not understand that what's happening is abuse or that it's wrong. And they might be afraid to tell someone. Sexual abuse can happen anywhere – and it can happen in person or online.

It's never a child's fault they were sexually abused – it's important to make sure children know this.

## 5. INDICATORS OF ABUSE/GROOMING

The following information is taken from the NSPCC website ([www.nspcc.org.uk](http://www.nspcc.org.uk)):

Some common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body.

These signs don't necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour – but can help staff assess the situation.

Staff may also notice some concerning behaviour from adults who are known to have children in their care, which makes staff concerned for the child/children's safety and wellbeing.

## **6.0 SCOPE**

6.1 The organisation's approach to safeguarding and protecting children aged 17yrs and under<sup>1</sup> is set out in the following documents and in the Operational Policy Framework documentation prepared by Carers Trust for regulated services:

- policy (C01a)
- procedure for managers (C01b)
- guidance for staff (C01c)
- guidance for volunteers (C01d)
- abuse of children: factors, types and indicators (C01e).

Their content is relevant to all staff throughout the organisation and its volunteers.

6.2 The intended outcome of these documents is to safeguard and protect from abuse and harm ALL children and young people with whom staff<sup>2</sup> come into contact, to promote their wellbeing and to respond promptly and effectively if concerns are raised. This includes (but is not limited to) children and young people who:

- have an illness, disability or additional needs
- are young carers

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<sup>1</sup> There is separate safeguarding documentation for adults aged 18 and over (B05).

<sup>2</sup> In this policy, the term 'staff' includes volunteers.

- are in challenging family circumstances (such as substance abuse, adult mental health issues, domestic violence)
- are drawn into anti-social or criminal behaviour, including gangs/ organised crime
- are frequently missing from home
- are at risk of modern slavery, trafficking, exploitation, radicalisation
- have recently returned home from Care
- have been impacted by domestic abuse in the family household.

6.3 As a provider of both regulated and non-regulated services to children and young people this policy lies alongside ECC's following policies concerning:

- confidentiality and disclosure (providers of regulated services, see D05)
- whistleblowing
- diversity and equality
- code of conduct
- compliments and complaints.

6.4 ECC also has access to the care practice Operational Policy Framework (produced by Carers Trust for regulated activity):

- children's personal care (C02) - including duty of candour
- children's medication (C03) - including medicines-related safeguarding incidents
- behaviour management (D03) - including use of restraint
- autonomy and independence (D04) - including consent, Mental Capacity Act, Deprivation of Liberty / Liberty Protection Safeguards<sup>3</sup>
- financial protection (D07)
- missing person policy (AT18 – to be adapted by organisation as necessary)

## 7.0 LEGISLATION

7.1 The organisation seeks to comply with:

- Children Act 1989
- Human Rights Act 1998
- Protection of Children Act 1999
- Sexual Offences Act 2003
- Female Genital Mutilation Act 2003
- Health and Social Care Act 2008
- Equality Act 2010
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Young Carers Needs Assessment Regulations 2015
- Counter-Terrorism and Security Act 2015 (in relation to the Prevent Agenda)
- Children Act 2004 as amended by Children and Social Work Act 2017

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<sup>3</sup> Owing to the Covid-19 pandemic, replacement of Deprivation of Liberty Safeguards by Liberty Protection Safeguards as set out in the Mental Capacity (Amendment) Act 2019 has been delayed until April 2022.



- General Data Protection Regulation (GDPR) and Data Protection Act 2018<sup>4</sup>
- Domestic Abuse Act 2021<sup>5</sup>

7.2 This policy is written in accordance with: Working Together to Safeguard Children.  
Further information and learning on Safeguarding Children can be found Safeguarding children and child protection | NSPCC Learning

## 8.0 RESPONSIBILITIES OF TRUSTEES

- 8.1 Safeguarding is a key governance concern for all charities. The Charity Commission states that ‘by law, trustees of charities working with children and other vulnerable groups must promote their welfare and protect them from harm’.
- 8.2 Trustees have a personal responsibility to familiarise themselves with this safeguarding and child protection policy, and to be aware of the associated procedure and guidance documents. Responsibility for having detailed knowledge of the procedure and guidance and monitoring the organisation’s compliance to them may be carried out by a nominated board member or delegated to an appropriate member of the management team.
- 8.3 Trustees are responsible for ensuring managers have safe and effective systems in place whereby staff at all levels of the organisation:
- work according to the safeguarding and child protection policy documents
  - receive training that is relevant to and at a suitable level for their role
  - promote a culture of listening to children and young people
  - are clear about their responsibilities and accountability in relation to preventing, identifying and reporting the abuse of children and young people
  - receive appropriate supervision and support, including following a safeguarding or child protection incident.
- 8.4 Specifically, trustees have a responsibility to:
- promote a culture of openness and candour at all levels of the organisation
  - ensure senior managers are fully committed to safeguarding and protecting children and young people

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<sup>4</sup> GDPR and Data Protection Act do not prevent or limit information sharing for the purposes of keeping children and young people safe, but rather provide a framework to ensure that personal information about living persons is shared appropriately. See [Information sharing advice for practitioners providing safeguarding services to children, young people, parents and carers](#) for more details.

- ensure their organisation operates zero tolerance to all forms of abuse, including unlawful discrimination, degrading or inhuman treatment, excessive or inappropriate use of restraint or restrictions on movement and activities
- provide an adequate level of scrutiny within their organisation
- ensure robust systems are in place to monitor and review safeguarding and child protection practice on an ongoing basis across the organisation, to inform continued development, quality assurance and improvement
- oversee performance and risk in relation to safeguarding children / young people
- ensure adequate support for staff who raise concerns (whistle-blowers).

8.5 In addition, trustees will ensure managers establish and operate robust systems to:

- liaise with and report safeguarding issues to the appropriate local authority within the geographical area/s in which they operate
- work in accordance with local safeguarding and child protection arrangements as set out by relevant local Safeguarding Partners<sup>6</sup>
- implement local authority inter-agency agreements, including protocols on information sharing<sup>7</sup>
- work with other agencies in the statutory, voluntary and independent sectors
- select, recruit, vet staff in compliance with legal requirements and good practice
- make checks against and referrals to the Disclosure and Barring Service
- deal with allegations against and concerns about staff who may have harmed a child or behaved in a way that indicates they may pose a risk of harm to children, in line with local authority protocols (see also 6.0 below)
- follow reporting requirements of safeguarding and child protection incidents as set out in the accompanying procedure.

8.6 Trustees are responsible for ensuring that:

- a senior staff member (suitably trained and competent to handle safeguarding and child protection issues) is appointed as the organisation's designated safeguarding and child protection officer
- the designated person maintains an up-to-date knowledge of national changes and developments in children's safeguarding policy and disseminates this information across the organisation in a format that is relevant to the intended audience, as appropriate.

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<sup>6</sup> Safeguarding Children Boards (SCBs) have been replaced by local Safeguarding Partners made up of local authorities, chief officers of police and Clinical Commissioning Groups for any area falling under that local authority. These partners are responsible for implementing new arrangements to safeguard and promote the welfare of children locally in their area.

<sup>7</sup> Organisations must be transparent and accountable in relation to information shared and must record all decisions about whether they are sharing information, what they are sharing, with whom and why.

- 8.7 It is recommended good practice to appoint to the organisation's board of trustees a person who is suitably trained / experienced in safeguarding and child protection to act as children's safeguarding lead to:
- work with the organisation's designated safeguarding and child protection officer, ensuring all necessary safeguarding protocols are in place
  - bring to the board's attention where safeguarding protocols need revision following any issue / incident that identifies weaknesses or has policy implications.

In the absence of such an appointment, these duties fall by default to the Chair of the organisation's board of trustees, who will require appropriate training and ongoing support to carry out this role.

## **9.0. Code of behaviour and Guidelines for staff and volunteers – Appendix 1**

It is important, for the protection of all concerned, that staff, volunteers, children and young people have guidelines on what is expected, and what is not accepted, with respect to their behaviour.

The Centre seeks to have a child-centred approach to its work with children. We recognise the need to:

- Listen to children.
- Value and respect children as individuals.
- Involve children in decision making, as appropriate.
- Encourage and praise children.

### **Guidelines**

- Staff and volunteers must not spend excessive amounts of time alone with children, away from others.
- Meetings with individual children or young people must take place as openly as possible.
- If privacy is needed, the door must have a see-through glass panel or the door left open and other staff or volunteers informed of the meeting.
- Staff and volunteers are advised not to make unnecessary physical contact with children and young people.
- However there may be occasions when physical contact is unavoidable, such as providing comfort and reassurance for a distressed child, or physical support, for example in sports activities.
- In all cases, physical contact should only take place with the consent of the child or young person.

- It is not good practice to take children alone in a car on journeys, however short. Where this is unavoidable, it should be with the full knowledge and consent of the parents and the person employed by the Centre who has management responsibility for the activity.
- Staff and volunteers should not meet with children outside organised activities, unless it is with the knowledge and consent of parents and the person employed by the Centre who has management responsibility.
- Leaders who are involved in relationships with other adults within an activity group should ensure that their personal relationships do not affect their leadership role.
- ECC Senior staff will continue to attend and be active members of both the Adult and Child Safeguarding Boards in Enfield
- Staff and volunteers should never:
  - ~ engage in rough physical games, including horseplay, apart from structured sports activities;
  - ~ allow the use of inappropriate language unchallenged;
  - ~ make sexually suggestive comments about or to a child, even in fun;
  - ~ let allegations a child makes go without being addressed and recorded;
  - ~ do things of a personal nature for children that they can do themselves.

## **10 Protecting Children from Harm – Appendix 2**

- 10.1 Protecting Children from harm requires maximum cooperation between children, their families, communities and professionals.
- 10.2 Registration of all children and young people taking part in our activities is a basic requirement. Workers should take details of the child's full name, address, date of birth, parent/guardian and GP, along with any special needs e.g. health issues.
- 10.3 Manager should ensure that all those working with children and young people in our projects are familiar with the following reporting procedures:
- Managers should identify a designated person in each project to have responsibility for dealing with concerns. This will usually be the Manager him/herself.
  - In the absence of the manager staff should take any concerns to the Designated Safeguarding Officers : The Operational Director or Chief Executive. Managers should ensure that contact details for these named persons and the local Social Services Department are freely available.
  - Managers should ensure that a copy of the relevant Local Authority child protection procedures is available at the appropriate office/project base.

### **What to do where there are concerns about a child's welfare or in the event of disclosure of potential abuse - Appendix 3**

- 11.1 It is not the responsibility of the Centre or any of its staff or volunteers to undertake an investigation of potential abuse. The role of the Centre is to listen carefully, note what is said, give reassurance where appropriate and seek advice as soon as practicable to do so.
- 11.2 Where any worker or volunteer is concerned about the welfare of a child or has suspicions about any physical injuries they should share this concern immediately with their Manager. If the concerns remain, the Manager should liaise with the relevant Social Services Department who will decide on the next course of action. The manager should keep the Designated Safeguarding Officers (DSO) ie. Operational Director or Chief Executive apprised of all such concerns.
- 11.3 If any child or adult user asks the worker to keep information about potential or actual abuse secret, the worker must explain immediately and straightforwardly that such information cannot be kept secret and will be discussed with their line manager.
- 11.4 An adult may reveal information about potential abuse without realising the significance of what he or she is saying. The worker should discuss the situation with their line manager at the termination of the session. Where, taking account of all circumstances, the manager assesses a referral to the relevant Social Services Department is necessary, she/he should first liaise with the appointed DSO.
- 11.5 A child or young person may make a clear statement about the occurrence of abuse now or in the past. It will be important to:
  - Listen to the child, rather than asking questions of him/her directly.
  - Offer him/her reassurance without making promises and take seriously what the child says.
  - Avoid overreaction and interrupting a child who is freely recalling significant events.
  - Avoid questioning or interrogating the child.
  - Explain what you have to do next, and whom you have to tell.
  - Record the discussion accurately, as soon as possible after the event, even if it is information you do not fully understand or like writing down (see 5.1 below).

The worker should discuss the matter as soon as possible with the manager who should refer the matter to the relevant Social Services Department in keeping with the local area child protection committee procedures.

- 11.6 In exceptional circumstances, when it is judged that the child or young person is in immediate danger, the worker/manager should take steps to keep them safe until appropriate action can be taken by Social Services. A decision to take such action requires *immediate* discussion with the appointed DSO ie. The Chief Executive or Operational Director.
- 11.7 In situations where an adult openly refers to abuse or expresses concern about their or a partner's treatment of a child, the worker should check what is being said and make it clear that he or she will need to discuss with their manager what happens next. Upon receipt of any such information the manager should discuss the matter *immediately* with the DSO ie. The Operational Director or Chief Executive.
- 11.8 Where, following consultations with the DSO, it is decided that an immediate child protection referral to the Social Services Department is required, the manager should make a telephone referral to the Local Authority. This should be followed up by a report in writing detailing the concerns. N.B: in any such circumstances it is for the Local Authority to decide and negotiate as to who undertakes any investigation.
- 11.9 Managers and workers should always respect the right of parents, young people and children to be kept informed throughout the process of identifying concerns and referral onto Social Services. The wishes and feelings of the child or young person should always be ascertained and wherever possible followed but the worker's primary consideration must always be the safety and welfare of the child or young person.

## **12. Action in relation to adult victims of historic abuse - Appendix 4**

Adult services users may disclose that they have been abused as children. The abuse may even have continued into adulthood. They may not want to take any further action; it may be sufficient that the abuse is acknowledged. They may, however, ask for or be assessed as needing help in dealing with these past events because of the impact upon their current behaviour and, possible effects on any children for whom they have responsibility. In these circumstances the worker should liaise with their line manager to:

- 12.1 Discuss a referral for counselling. A referral should only be made with the agreement of the service user.

Consider referring the matter to the police. No matter how old the abuse, it is not too late for a prosecution, although this will be for the police to decide in conjunction with the Crown Prosecution Service. Before any decision to refer to the police, the manager should first liaise with the DSO. Careful thought will need to be given to how the service user feels if he/she makes a statement to the police. Such a step requires much courage on the part of the service user. It is important to understand that the outcome may be that no further action is possible either because of a lack of corroborating evidence or because the police assess that the individual complaint will not be able to withstand a detailed cross examination by the defence solicitor.

- 12.2 Where it is alleged by a service user that there are children currently living with an alleged perpetrator, the worker should inform the manager immediately who should then liaise with the DSO. The manager will usually be directed to refer to the Social Services Department within which the children are resident. In the first instance it is for the Social Services Department to make a decision about involving the police.
- 12.3 The service user may indicate that he/she is unwilling to make a statement to the police or talk to Social Services staff. A referral should nonetheless be made if it is decided that the allegation is of sufficient substance and concern to be likely to merit further investigation.
- 12.4 As regards the possible abuse of those over the age of 18 please consult the Centre's "Safeguarding Vulnerable Adults" policy document.



### **13 Record Keeping – Appendix 5**

- 13.1 It is essential that a careful record is made as soon as possible or in any case within twenty-four hours of any of the above events. This record should include what was said by whom, the decisions made and the reasons for them, the action taken and any outcome. In any circumstances where the protection of a child has been discussed the record, together with any other relevant comments or information, should be countersigned by the manager. *See 20-Notes and record keeping guidance for staff*

### **14. Sharing Information: Confidentiality in Child Protection- Appendix 6**

- 14.1 Keeping children safe from harm requires professionals and others to share information:
- About a child's health and development and exposure to possible harm:
  - About a parent who made need help to care, or may not be able to care adequately and safely, for a child.
  - About those who may pose a risk of harm to a child.
- 14.2 Often, it is only when information from a number of sources has been shared and is then looked at in its totality that it becomes clear that a child is at risk of or is suffering significant harm. Sometimes staff will question their right to pass on information about a family to the Social Services department because it will break confidentiality with the family. Managers should explore this issue regularly in supervision in order that staff are clear about their responsibilities towards children's well-being and their protection from harm.

## **15 Allegations of abuse against staff or volunteers-Appendix 7**

- 15.1 If an allegation is made to a staff member (who is not the subject of the allegation) as full information as possible must be obtained from the informant. This includes the nature of the alleged abuse, when it is thought to have occurred, how often, and how the informant knows of incident(s). The date, time and nature of the allegation should be recorded.
- 15.2 Where a child or young person makes an allegation of abuse now or in the past by a worker, the recipient of the allegation should:
- Listen to the child, rather than asking questions of him/her directly.
  - Offer him/her reassurance without making promises and take seriously what the child says.
  - Avoid overreaction and interrupting a child who is freely recalling significant events.
  - Avoid questioning or interrogating the child.
  - Explain what you have to do next and whom you have to tell.
  - Record the discussion accurately, as soon as possible after the event, even if it is information you do not fully understand or like writing down.
- 15.3 As soon as possible after the receipt of the information the staff member must share the information with their line manager to enable an assessment to be made of any immediate danger.
- 15.4 In exceptional circumstances, when it is judged that the child or young person is in immediate danger the manager should take steps to keep them safe until appropriate action can be taken by Social Services. A decision to take such action requires immediate discussion with the DSO.
- 15.5 If following consultation with the line manager there are concerns about the risk to the child's welfare from the worker who is the subject of the allegation, the matter should be referred immediately to the DSO.
- 15.6 Consideration will be given to what action is necessary to protect the child and what action is necessary in relation to the employee or volunteer. The range of options will include all or some of the following:
- A change of role for the staff member/volunteer
  - Liaison with and referral to Social Services or the police for them to decide what action to take.

- Suspension of the worker/volunteer to allow further investigation of the circumstances.
- The appointment of an independent person to support and assist the person against whom the allegation is made.
- Discussion with the Centre's Board of Trustees

15.7 Where circumstances dictate the Centre will:

- Co-operate with any investigation undertaken by the police or local authority.
- Consider and address the impact of any such allegations upon other children and parents receiving a service from the project.
- Consider and address the impact of any such allegations upon the staff and volunteers of the charity

## **16. Child protection and recruitment and selection (See ECC's Recruitment Policy )**

### **16.1 Safer Recruitment Statement – Appendix 8**

Enfield Carers Centre (ECC) is committed to protecting all children and young adults by making sure that we employ the right people (on a paid and/or voluntary basis). Safeguarding the children, young adults who ECC have contact with is considered at the recruitment stage. All staff, volunteers and trustees are required to attend interviews and provide references, as detailed in ECC's recruitment, selection and induction procedures.

A Disclosure and Barring Service (DBS) check will also be obtained for staff, volunteers and trustees recruited to all positions. Certain positions will require an Enhanced DBS check, and this should be established and specified prior to recruitment. A repeat DBS check will be obtained every three years for all eligible employees, volunteers and trustees.

During interview, all candidates will be questioned regarding their understanding of safeguarding and how that might be a consideration in the role they are applying for. Appropriate training in safeguarding will be provided as part of the induction process, and then as an ongoing part of staff development.

The vast majority of people who want to work with children and young people are well motivated. Nevertheless, good recruitment and selection procedures will help screen out those who are not suitable. The Centre's Employment and Recruitment Procedures policy document should always be followed and applies to all those charged with responsibility for recruiting and selecting staff. It should also be remembered that, no matter how good the recruitment and screening procedures may be, they are not fool proof. Good patience and vigilance in management and supervision of staff and volunteers after appointment is also important.

## 17. **Child Concern/Safeguarding - Procedure** -Appendix 9

**This procedure must be followed whenever a child concern or Safeguarding alert is raised by any member of the Enfield Carers Centre (ECC) staff, in conjunction with ECC's Child Protection Policy.**

When a disclosure is made relating to a child /young adult under 18 which causes concern the following steps **MUST be taken immediately**.

- If you suspect a child is in immediate danger, ensure they are safe, raise with the Chief Executive - Pamela Burke or Fiona Jones (Designated Safeguarding Officers) and report to Social Services. Otherwise:
- Line manager or member of the Senior Management Team to be informed immediately
- Clear and concise notes, stating facts only, to be written up on ECC's Child Concern/Safeguarding Form (see 20.0 - keeping correct notes guidelines)
- When child /young adult /parent or guardian discloses information, you must make them aware that you may have to breach confidentiality and let somebody know what they have disclosed
- If you feel uncomfortable or unable to deal with what the child is disclosing you stop the conversation and ask another member of staff to join you, preferably a manager if they are available
- No further questioning of the child must take place after the disclosure, no leading questions must be put to the child
- No individual is to make decisions regarding ECC's actions in relation to any individual case. Immediate discussions must take place with a Senior Manager
- Worker, manager and the DSO to decide whether to escalate to Safeguarding team and what the next steps to be taken are. No single staff member to make this decision alone
- Under no circumstances are ECC employees to take on any type of investigation of the alleged abuse/perceived danger etc... This is NOT the role of ECC
- If escalated to a safeguarding concerns a folder with all the relevant documents must be made and saved in the folder ECC work/EYPIC/ Safeguarding
- All notes to be kept up to date on SalesForce, details of alleged sexual abuse must not be put on SalesForce but kept in the child's folder on ECC work and cross-referenced there on SalesForce. For example, – *“possible Sexual abuse safeguarding alert raised, see folder for more information. Date xxx”*

A stand-alone file for a child must be started when concerns for the child and, consequently, records of these and actions are increasing

### ***18. What records should be included in a safeguarding file? – Appendix 10***

The following information must be kept in a stand-alone file, whether paper or electronic:

- Front sheet
- Chronology
- All records of concern
- Any notes initially recorded in the form of notebooks/diaries
- Any child protection information received from the child's school or other agencies
- Records of discussions and telephone calls (with colleagues, parents and children/young people and other agencies or services)
- Letters sent and received
- Formal plans linked to the child e.g. child protection plan, child in need plan, Court Appointed Special Advocate (CASA) & Action Plan
- Risk assessments
- Minutes of interagency meetings e.g. child in need, strategy, child protection conference

## **19. LIST OF APPOINTED CONTACTS – Appendix 11**

### **ECC**

Chief Executive	Pamela Burke	020 8366 3677 x301
Designated Safeguarding Officer	Pamela Burke	0208 366 3677 x 301
Designated Safeguarding Officer	Fiona Jones	0208 366 3677 x 303
Data Protection Officer	Pamela Burke	0208 366 3677 x 301
Safeguarding Trustee Lead	Tim Hellings	0208 366 3677
Safeguarding Trustee Lead	Patience Wilson	0208 366 3677

### **Enfield Council**

Local Authority Designated Officer (LADO)	020 8379 2746/2850
Children's MASH (Multi Agency Safeguarding Hub) (Mon-Fri: 9 am-5 pm) Out of office hours call: 020 8379 1000 (select option 2). Email: ChildrensMASH@enfield.gov.uk	020 8379 5555
Enfield Safeguarding Children Board (Please note, this is not a frontline service)	020 8379 2767
Emergency Duty Out of Hours Social Worker	020 8379 1000
Child & Family Support Team	020 8379 2574
Looked After Children Team	020 8379 8200
<b>Other</b>	
Police Child Abuse Investigation Team (CAIT)	020 8733 5139
NSPCC Helpline	0808 800 5000
Charity Commission	0300 066 9197

## **20.0 Notes and Record Keeping Guidance for staff - Appendix 12**

1. All Carers /clients/HR notes to be kept up to date at all times
2. Clear and precise language always to be used
3. When logging Safeguarding concerns, exact words spoken by the child or person reporting the concern are to be logged and dated
4. Always record facts, not opinion, for example it is a fact that somebody may appear agitated by a situation, it is an opinion that they are aggressive, always be aware of the difference.
5. Any interpretation or inference drawn by the professional from what was observed or disclosed should be clearly recorded as such.
6. All staff should be mindful that Carers /YC /staff records may be shared at any stage, for example when making a referral to a statutory agency, or as evidence in court proceedings.
7. Notes should be signed and dated in full, particular when in relation to a child welfare or safeguarding concern.
8. Staff supervision notes must always be signed by the supervising manager and the member of staff being supervised and both should retain a copy.
9. Minutes and notes from any staff meetings should also be signed by staff and manager this includes all training and induction records.



