

10.1 SAFEGUARDING & CHILD PROTECTION POLICY

INDEX

1	Introduction
2	Definitions
3	Roles & responsibilities
4	Recruitment & training
5	Referrals & assessments
6	Safeguarding during overnight breaks, day activities, after school clubs, workshops
7	Safeguarding children who run away or go missing
8	E-Safety
9	Disclosures & raising concerns
10	Handling allegations against adults
11	Local Authority Children's Social Care
12	Regulation
13	Further information
	Appendices

1 INTRODUCTION & DEFINITIONS

- 1.1 This policy outlines the duties and responsibility of staff, volunteers, trustees, ambassadors and anyone working on behalf of Imago in relation to Safeguarding Children and Young People.
- 1.2 Safeguarding is everyone's responsibility (Working Together to Safeguard Children, 2018). Imago is committed to best practice that strives to safeguard **all** children and young people accessing its services.
- 1.3 Imago is fully committed to upholding the right of all children and young people to be protected from harm or abuse (Children Act, 1989) and to achieve the best outcomes (Working Together to Safeguard Children, 2018). The welfare of the child is paramount (Children Act, 1989). All children, without exception, have the right to equal protection from all types of harm or abuse regardless of:
 - 1.3.1 Age;
 - 1.3.2 Disability;
 - 1.3.3 Gender;
 - 1.3.4 Racial heritage;

- 1.3.5 Religious belief;
- 1.3.6 Sexual orientation;
- 1.3.7 Identity;
- 1.3.8 Or any other factor.
- 1.4 This policy outlines the practical measures taken to identify risk and to keep children and young people safe whilst accessing Imago services; and describes the procedures in place to respond to any safeguarding concerns that may arise relating to a child.
- 1.5 Imago safeguarding policy and practices are based on the following principles (Working Together to Safeguard Children, 2018, and National Minimum Standards 1:1-1:4, 2013).
 - 1.5.1 A child centred approach is fundamental to safeguarding and promoting the welfare of every child. A child centred approach means keeping the child in focus when making decisions about their lives and working in partnership with them and their families.
 - 1.5.2 All safeguarding should be child-centred, timely, and coordinated. This is to ensure that a child's wishes, and feelings are heard, understood, and, where possible; acted upon.
 - 1.5.3 The importance of the coordination of timely, appropriate, and effective action in conjunction with, and under the guidance of Safeguarding Partners.
- 1.6 This policy works alongside other Imago policies and procedures, in particular with relation to:
 - 1.6.1 Confidentiality and Data Protection Policies;
 - 1.6.2 IT & Information Security Policy;
 - 1.6.3 Training Policy;
 - 1.6.4 Communication & Performance Management Policy;
 - 1.6.5 Recruitment and Volunteer Policies;
 - 1.6.6 Disciplinary Policy;
 - 1.6.7 Whistle Blowing Policy;
 - 1.6.8 Behaviour Policy;
 - 1.6.9 Health and Safety policy.
- 1.7 This policy works in conjunction with statutory frameworks and guidance, see Appendix 1.

2 DEFINITIONS

- 2.1 Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:
 - 2.1.1 Protecting children from maltreatment;
 - 2.1.2 Preventing impairment of children's health or development;
 - 2.1.3 Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and

- 2.1.4 Taking action to enable all children to have the best outcomes
(Working Together to Safeguard Children, 2018)
- 2.2 Definition of a child
- 2.2.1 The legal definition of a child varies across dominions of the United Kingdom, with no standardised consensus. The United Nations Convention on the Rights of the Child, ratified by the UK government in 1992, defines a child as anyone who is 'below the age of eighteen years'. (UNCRC: Article 1, 1992).
- 2.2.2 Therefore, for the purposes of this policy, a child is anyone who has not reached their eighteenth birthday. The Imago Adult Safeguarding Adults Policy applies to young people accessing Imago CYP services who are 18 or over.
- 2.3 What is Child Abuse?
- 2.3.1 Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to prevent harm.
- 2.3.2 Children may be abused in a family, or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children
- 2.3.3 The Working Together to Safeguard Children 2018 government guidance defines four categories of abuse:
- 2.3.3.1 Physical;
- 2.3.3.2 Emotional;
- 2.3.3.3 Sexual;
- 2.3.3.4 Neglect.
- 2.3.4 Child abuse may occur due to specific harmful and/or illegal activities and practices.
- 2.3.4.1 Child Sexual Exploitation;
- 2.3.4.2 Female Genital Mutilation;
- 2.3.4.3 Child Trafficking;
- 2.3.4.4 Gang Exploitation;
- 2.3.4.5 Radicalisation.
- 2.4 Peer on Peer Abuse.
- 2.4.1 When a child abuses another child, it is sometimes called 'peer on peer abuse' or 'peer abuse' (Department for Education, 2018; Department of Health, 2017).
- 2.4.2 This may involve bullying (including cyberbullying), sexting, harmful sexual behaviour or emotional, physical or sexual abuse (NSPCC, 2018).
- 2.5 A safeguarding concern may come about because of something that is noticed or heard about, but not necessarily a direct disclosure. It may arise from a new piece of information e.g. an 8-year-old girl is seen spending time on her own at the park with teenage boys. Equally, the

concern may arise from information gathered over time and/or multiple indicators e.g. a child missing days at school, always being hungry, unwashed clothes, lack of engagement from parents.

3 ROLES & RESPONSIBILITIES

3.1 All staff and volunteers who may come into contact with children or their families/carers should be aware of their responsibilities for safeguarding and protecting children from harm, how they should respond to child protection concerns and how to make a referral to Safeguarding Partners if necessary (Working Together to Safeguard Children, 2018).

3.2 Designated Safeguarding Lead

3.2.1 The Imago Director of Operations is the most senior member of staff who holds overall responsibility for the organisation's safeguarding arrangements, which includes supervision, development, and senior decision-making in conjunction with the Chief Executive Officer (Working Together to Safeguard Children, 2018).

3.2.2 The Director of Operations fulfils the role of the Designated Safeguarding Lead (DSL), with the responsibility for providing safeguarding guidance and support across the organisation (Working Together to Safeguard Children, 2018).

3.2.3 The role includes, but is not limited to:

3.2.3.1 Ensuring that the voice of children is heard, understood; and supports all safeguarding practice and development (National Minimum Standards 1:1-1:4, 2013, and Working Together to Safeguard Children, 2018).

3.2.3.2 Ensuring that all staff and volunteers receive necessary safeguarding training to enable them to undertake their respective roles.

3.2.3.3 Ensuring that safeguarding policies and practice are adhered to and reflect up-to-date legislation and guidance.

3.2.3.4 Creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role.

3.2.3.5 Overseeing Local Services Notifications where required.

3.2.3.6 Ensuring that Safe Recruitment practices are maintained across the organisation.

3.2.3.7 Creating a culture of safety, equality and protection to include an anti-bullying environment throughout all children and young people services.

3.2.3.8 Ensuring that realistic steps are taken to create a safe physical environment for children, staff, and volunteers by implementing Health and Safety measures in accordance with the law and regulatory guidance

(National Minimum Standard 6, 2013)

- 3.3 Additionally, Imago has designated safeguarding officers who deal with concerns instances and enquiries relating to child safeguarding within Imago and its services.
 - 3.3.1 Director of Operations /Designated & Children's Safeguarding Lead:
Angela Holland 07889757616
 - 3.3.2 Adults safeguarding Lead
Maggie Pordage 07403 828383
 - 3.3.3 Safeguarding Officer Children and Young People
Kelli Gardner 07702 521064
 - 3.3.4 Safeguarding Officer Adult Services
Jackie Dabin 07808 242517
- 3.4 Should there be an occasion where the designated safeguarding officers are not available, a Senior Manager can act in their place in the first instance and can be contacted via head office on **01892 530330**. If a safeguarding issue arises during activities taking place outside office hours, then the named-On Call Manager must be contacted.
- 3.5 In the absence of the Designated Child Protection Officer, their role will be handed over to another member of the Senior Management Team.
- 3.6 Heads of Service are responsible for ensuring that service delivery procedures and practice reflect safeguarding awareness.
- 3.7 Line managers must ensure that:
 - 3.7.1 All staff and volunteers in their team are familiar with Imago's child protection procedures and undertake training, where appropriate;
 - 3.7.2 Safeguarding practices and procedures are followed;
 - 3.7.3 They support the wellbeing of any employee or volunteer who reports or witnesses a suspicion, disclosure, allegation or occurrence of abuse.
- 3.8 Frontline delivery staff must ensure that:
 - 3.8.1 They seek advice from their Line Manager, or in their absence the Designated Child Protection Officer, regarding any actual or potential safeguarding concern;
 - 3.8.2 They follow reporting procedures in the event of a disclosure or safeguarding concern;
 - 3.8.3 They keep good contact and share relevant information with other agencies involved with the child e.g. school, Early Help Keyworkers, Social Workers, youth workers; and work with an understanding that multi-agency working aids safeguarding awareness.
- 3.9 Imago acknowledges that any member of staff or volunteer can contact emergency services and/or safeguarding partners in the event of a concern arising if there is reasonable cause to suspect a child may come to significant harm if this contact is delayed. In the unlikely event of this

occurrence, the DSL or a Senior Manager should be informed at the first available opportunity.

- 3.10 All staff and volunteers who are working with children and young people accessing Imago services have a responsibility to safeguard children, and to report any concerns about their welfare.
- 3.11 All staff and volunteers undertake safeguarding training which is proportionate to their role and includes at a minimum indicator of abuse and how to raise concerns (staff currently complete Safeguarding Vulnerable Adults and Children Level 3).
- 3.12 Whistleblowing
 - 3.12.1 All staff, volunteers and children should feel able to voice and raise concerns about the organisation's safeguarding practice and culture (Working Together to Safeguard Children, 2018).
 - 3.12.2 All staff and volunteers will be introduced to whistleblowing procedures during their induction periods.
- 3.13 Children and families are made aware of how to raise concerns prior to commencement of activities and are provided with additional information to support this process.

4 RECRUITMENT & TRAINING

- 4.1 Imago is committed to safe recruitment selection, vetting, and screening practices. These practices consider the need to safeguard and promote the welfare of children, including arrangements for appropriate checks on new staff, volunteers and trustees, see the Recruitment and Volunteering Policies.
- 4.2 All Imago staff and volunteers in roles involving contact with children and young people are required to hold an up-to-date, valid and satisfactory enhanced DBS (or appropriate overseas checks as per government guidance).
- 4.3 Job applicants will be required to submit a detailed application when applying for any position. This form will ask for relevant information about the applicant's background such as dates and places of employment, education and other relevant experience.
- 4.4 Role descriptions are provided for all positions (staff and volunteers) that describe key selection criteria and outline tasks, responsibilities and accountability.
- 4.5 Imago has adopted a two-stage job interview process, and interviews are carried out by at least two managers.
- 4.6 Interviewers are required to complete safer recruitment training.
- 4.7 Interviews involve a range of scored questions that assess and evaluate a candidate's suitability to the role.
- 4.8 A minimum of two reference checks are required for candidates for every staff and volunteer position. The candidate's most recent employer/supervisor must be one of these referees where applicable. For Children and Young Peoples applicants, references are confirmed over the phone with referee to confirm validity.
- 4.9 All staff and volunteers will need to produce suitable proof of identity.

- 4.10 Trustees will undergo suitable vetting and DBS checks.
- 4.11 All staff positions are subject to a 6-month probationary period with regular interim reviews.
- 4.12 Issues relating to safeguarding will be discussed in staff performance reviews and supervision.
- 4.13 Imago reserves the right to refuse employment to, or terminate any person's employment, if it is considered they may pose a risk to young people.
- 4.14 Staff and volunteers are provided with training on a range of issues including the contents of the Safeguarding Children Policy and Procedures (National Minimum Standards 9:1-9:6, 2013).
 - 4.14.1 Imago staff have a responsibility to familiarise themselves with the organisation's Safeguarding Children Policy and Procedures. Staff working with Children and Young People receive safeguarding training relevant to their role, which is subject to necessary updates, monitored and coordinated by the Designated Safeguarding Lead and their respective manager. The maintenance of safeguarding competency is discussed with relevant staff at supervision and appraisals.
 - 4.14.2 Volunteers receive training in safeguarding, policies and procedures. Safeguarding training for volunteers includes recognising the key signs and indicators of common types of abuse and how to report a concern (National Minimum Standard 3:3, 2013).
 - 4.14.3 Training includes ways of helping children with additional needs understand issues around safeguarding (National Minimum Standards, 3:2, 2013).

5 REFERRALS & ASSESSMENTS

- 5.1 Imago aims to identify risks, barriers and vulnerabilities relating to children accessing Imago Short Breaks and Young Carer services prior to the commencement of the service.
 - 5.1.1 Imago Community receives referrals from a variety of differing pathways.
 - 5.1.2 Referral forms, care plans and young carer assessments are comprehensive and seek to actively identify any safeguarding concerns, additional vulnerabilities, medical and/or psychosocial issues that may have an impact upon a young person's safety or wellbeing.
 - 5.1.3 Assessments and care plans identify support needed and how a child/young person prefers to be supported.
- 5.2 Imago recognises that close inter-agency working and information-sharing practices are essential if children and families are to receive help and support at the right time and to protect children from harm (Working Together to Safeguard Children, 2018).

6 SAFEGUARDING AT ACTIVITIES

- 6.1 See additional information and guidance in the CYP Process & Practice Folder.
- 6.2 Imago takes its responsibilities for the safety and welfare of the children and young people accessing its services seriously. Safeguarding processes are built into daily practice, planning and delivery.
- 6.3 Imago has procedures in place to ensure staff and volunteers can respond confidently to incidents that may endanger the welfare of the child or other children.
- 6.4 Procedures cover how to respond where it is found that a child (accessing Imago services/ activities) possesses an unlawful or prohibited item, see Appendix 2. These include:
- 6.4.1 Illegal Drugs or solvents;
 - 6.4.2 Pornography;
 - 6.4.3 Weapons;
 - 6.4.4 Medication that has been prescribed to another individual;
 - 6.4.5 Stolen goods.
- 6.5 Section 45 and Section 17 arrangements.
- 6.5.1 In cases where it is known a child/young person is on a Child Protection plan or Child in Need plan, Imago understands that if it is necessary for the child/young person to travel across county-lines to attend an overnight activity, it is the statutory responsibility of the named Social Care Professional to notify Local Authority Children's Services in the area of the residential activity. Imago will make best efforts to communicate with the relevant Children's Social Care Team that a child/young person will be attending an overnight residential break in another county.
- 6.5.2 Where such children are known to Imago, the lead staff will endeavour to communicate with the relevant Children's Social Care team before an overnight activity.
- 6.3 Imago aims to create a culture of safety by ensuring safe practice guidance and protocols are in place and followed.
- 6.3.1 Imago has set supervision ratios for staff working with groups of children and young people. This is to ensure that there is sufficient support available and to minimise risk. See table below.

Staffing to Participant Ratio – for working with groups		
Childs age	Number of Staff/Adult Volunteers	Number of Participants
4-8	1	6
9-12	1	8
13-18	1	10

6.3.2 The ratio may be adjusted if the support needs of the group require this; any adjustment must be authorised by the Head of Service and take into account:

- 6.3.2.1 The nature and duration of activities;
- 6.3.2.2 The ages of the children and young people;
- 6.3.2.3 The experience of the adults involved;
- 6.3.2.4 The requirements of location and/or accommodation;
- 6.3.2.5 Any special medical needs or equipment.

(NSPCC, 2019)

6.3.3 Staff should be aware of potential risk situations and not put themselves or any child/children in a position that may compromise safeguarding. Staff should take into account the age and gender of the child, the type of activity being carried and the time and location. For example, this may mean alerting a colleague to the activity/meeting taking place, choosing a different or more public location for a meeting, asking a colleague/parent/teacher to chaperone an activity/meeting.

6.3.4 Volunteers are made aware of safeguarding procedures during their induction and at the commencement of activities. Any noted or repeated breaches of this policy are reported and recorded, regardless of intention. Volunteers are encouraged to proactively seek support from staff to ensure this is always upheld.

6.4 Intimate or personal care.

6.4.1 It is recognised that a minority of children may require assistance with personal care whilst accessing activities.

6.4.2 All intimate or personal care needs are supported in accordance with the child/young person's plan of care and facilitated by staff in the line of sight/ear shot of another member of the team.

6.4.3 Intimate and personal care is provided on the premise that children/young people are encouraged and empowered to be independent wherever possible, (see CYP Practice and Process Guidance Intimate and Personal Care).

6.5 Health and safety practices.

6.5.1 Imago takes all reasonable measures to create a safe physical environment for children and young people accessing its services. Expectations around behaviour that specifically addresses respect, zero tolerance for bullying and/or harassment, and personal space are made aware to all children and young people prior to commencement of activities.

6.5.2 Imago recognises that it is impossible to eradicate/mitigate against every risk posed during the delivery of activities. Services are delivered from a variety of venues. There are inevitable locations of risk on each site, including areas of water, roads, and other activity groups.

6.5.3 Staff and volunteers take all reasonable measures to create and uphold a culture of safety in order to minimise risks or hazards posed by the physical environment.

6.5.4 All sites and activities are subject to full risk assessments, which are reviewed regularly.

(National Minimum Standard 6:3, 2013)

6.5.5 Staff work with each site to make any necessary adaptations and or source equipment for children and young people with additional needs to enable safe participation in the programme.

(National Minimum Standard 6:2, 2013).

6.5.6 Dynamic risk assessment forms part of staff training. Staff are encouraged to take proactive action to report or mitigate any potential risk or hazard before it arises. Children and young people accessing Imago activities and volunteers are made aware of where to go and what to do in the event of a fire.

6.5.7 Staff and volunteers ensure children and young people are appropriately supervised during transitions between activities and openly communicate with children and young people about staying safe whilst at Imago activities.

6.5.8 Staff and volunteers are required to report any health and safety concerns to the lead member of staff for the activity, or on call manager or the Designated Safeguarding Lead. Concerns should be reported to the Health and Safety Manager as appropriate, recorded and relevant action taken.

6.6 Information sharing and monitoring wellbeing.

6.6.1 In any case where there are live or potential safeguarding or wellbeing concerns relating to a child accessing an activity, this will be flagged to all staff delivering the activity.

6.6.2 Prior to an overnight activity the needs of the children and young people will be discussed so the team can share information which helps to build a bigger picture and identify concerns early.

6.7 Visitors on site.

6.7.1 Where there are visitors to an activity, these visitors must be chaperoned by a member of staff for the duration of their visit (National Minimum Standards 3:5, 2013).

6.7.2 All arrival and departure of visitors, whether announced or unannounced, must be reported to the nominated member of staff on call.

6.8 Photographs and Video Images.

6.8.1 Imago recognises that photographs and video images of children and young People are classed as personal data under General Data Protection Regulation (GDPR). Written consent to take and use images of children must be obtained prior to the taking of photographs and or video footage.

6.8.2 Parents/carers must be made aware of when, where and how the images may be used in order to give their informed consent.

6.8.3 Any use of images of children online will be considered in the context of safeguarding. This includes:

6.8.3.1 Not using any images or videos taken out of context;

- 6.8.3.2 Not permitting staff or volunteers to publish photographs of children and young people on personal social networking sites;
- 6.8.3.3 Not using any images that are likely to cause distress, upset or embarrassment;
- 6.8.3.4 Ensuring that children are appropriately dressed when images are taken.
- 6.8.4 Cultural traditions will be considered/assessed when seeking to reproduce personal images. Staff and volunteers will be briefed to report any concerns regarding inappropriate or intrusive photography to the lead member of staff for the activity.

7 SAFEGUARDING CHILDREN WHO RUN AWAY OR GO MISSING

- 7.1 Imago has procedures in place to manage situations where children run away or go missing while accessing an Imago activity.
 - 7.1.1 Immediate action to be taken is detailed in the Appendix 3 flow chart.
 - 7.1.2 Investigation.
 - 7.1.2.1 Following an incident, the Designated Child Protection Officer and Head of Service will inform the relevant Commissioner, local authority Children's Social Care Team, Ofsted. Chief Executive, Senior Manager and Board of Trustees of the incident. An investigation of the incident will be undertaken.
 - 7.1.2.2 The employee who discovered the child was missing will provide an incident report detailing:
 - The date and time of the report;
 - Which staff and children were in the group/outing, and the name of the staff designated responsible for the missing child when the child was last seen;
 - What has taken place in the group, class or outing since the child went missing;
 - The time it is estimated that the child went missing;
 - 7.1.2.3 All staff who were working on the activity will provide a written statement. The Designated Child Protection Officer/Head of Service will interview staff to gain further information/perspective as necessary.
 - 7.1.2.4 The Designated Child Protection Lead/Head of Service will speak to the parents/carers and have responsibility for updating them as appropriate.
 - 7.1.2.5 The investigation will assess:
 - The circumstances leading up to the incident;
 - How it occurred;
 - Risk factors;

- Whether policies, procedures, risk assessment measures were followed;
 - Whether the child's own care plan/personal support plan measures were followed;
 - Whether it could have been prevented;
 - The outcome of the incident;
 - The investigation will determine any further action, which may include:
 - Whether reporting the incident under RIDDOR arrangements is required (see Health & Safety Policy).
- 7.1.2.6 The Designated Child Protection Officer will report the outcome to the Chief Executive, Chair of Trustees and relevant Commissioners.
- 7.1.2.7 Imago's insurance provider will be informed.
- 7.1.3 Missing child incidents are very worrying and Imago will take steps to support everyone involved.
 - 7.1.3.1 Staff may be the understandable target of parental anger.
 - 7.1.3.2 The Senior Management Team will ensure that staff under investigation are fairly treated and receive support.
 - 7.1.3.3 If dealing with a distraught and angry parent, there should always be two members of staff present, one of whom is a Senior Manager.
 - 7.1.3.4 Staff working with a group where a child goes missing must focus on the welfare of the remaining children. They should answer children's questions honestly but reassure them. Staff should not discuss further details of the incident in front of them.
 - 7.1.3.5 Depending on the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time.
- 7.1.4 Any enquiries from the press are to be channelled through the Chief Executive. Staff must not discuss any missing child incident with the press.
- 7.2 Children missing from suitable education.
 - 7.2.1 Children missing from education are defined as children of 'statutory school age' (5-16 years) who are not receiving or at risk of not receiving a suitable education (usually agreed as four weeks or more). See further information in the CYP Process & Practice folder.
 - 7.2.2 If Imago staff are working with children within an education context and it is found that they have gone unexpectedly missing from school or education provider, or have not turned up for an arranged 1-1 meeting, they must inform staff at the school

immediately. The police should be involved where appropriate. In this situation, Imago staff must follow the school's protocols and inform their Line Manager.

7.3 Children missing from home.

7.3.1 If staff become aware or are informed that a child has gone missing from home, they must check that the parent/carer has made reasonable steps (relevant to the child's age and usual habits) to locate the child e.g. checked all rooms and outbuildings, checked with friends.

7.3.2 Staff must ask if the police have already been contacted. If not, they should instruct the parent/carer to do so (and check this has happened) or inform the police themselves, then inform their Line Manager.

8 E-SAFETY

8.1 Imago promotes the safe and legal use of information technology and the internet to staff, volunteers, and service users. Whilst the use of such technology is intrinsic to the life experience of most children and young people, it is recognised that children are especially vulnerable online.

8.2 There are challenges in terms of how information technology is used; and if misused by either an adult or by a young person, it can potentially be harmful.

8.3 Imago aims to support the e-safety relating to children and young people through its practice and procedures, including:

8.3.1 The appointment of an e-safety coordinator;

8.3.2 Supporting and encouraging children and young people to use mobile technology and the internet in a way that keeps themselves safe and shows respect for others;

8.3.3 Supporting and encouraging parents and carers to keep their children safe online and when using their mobile devices and game consoles;

8.3.4 Using Imago procedures to deal with incidents relating to staff/volunteer inappropriate IT use and online behaviour, complaints or allegations, whether by an adult or child/young person.

8.3.4.1 This includes breaches of filtering, illegal use, downloading or creating indecent images of children, cyber-bullying, or use of IT to groom a child or to perpetrate abuse;

8.3.5 Reviewing and updating the security of Imago's information systems on a regular basis;

8.3.6 Providing adequate levels of physical and cyber security for IT equipment;

8.3.7 Providing staff with official email accounts and mobile phones;

8.3.8 Ensuring that images of children, young people and families are used online only with media consent and only for the purpose for which consent has been given;

8.3.9 Reporting safeguarding concerns in line with procedures.

9 DISCLOSURES & RAISING CONCERNS

- 9.1 It is important that children be protected from abuse and the priority is ensuring the child's immediate safety. Any disclosure, suspicion, allegation or occurrence must be taken seriously.
- 9.2 Reporting procedures must be followed whenever an allegation is made that a child has been abused or when there is a suspicion that a child has been abused. Staff may contact their Line Manager or the Designated Child Protection Lead for guidance at any time.
- 9.3 Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.
- 9.4 Child's Wishes and Feelings.
 - 9.4.1 It is recognised that in cases of safeguarding concerns, there may be disparity between a child/young person's wishes and feelings and what staff consider is in their best interests. In cases where it is not possible to uphold a child/young person's wishes and feelings, staff will communicate the reasons for this clearly to the child/young person's using developmentally appropriate language (National Minimum Standards 1.1-1.3, 2013).
 - 9.4.2 If the disclosure is made by a child, questions must be kept to the minimum necessary to understand what is being alleged; leading questions must be avoided. The use of leading questions can cause problems for the subsequent investigation and any court proceedings.
 - 9.4.3 If the Imago employee is meeting with the child within an educational setting when the disclosure is made, they must follow the school/college's reporting process before leaving the premises. If appropriate, the school/college may detain the child in school until Local Authority Children's Social Care Team/Police are able to respond.
- 9.5 Peer on Peer Abuse.
 - 9.5.1 A child who is displaying abusive, or potentially abusive behaviour, may not realise they are doing so (NSPCC, 2018). If allegations have been made against a child, advice will be sought from the Designated Safeguarding Lead on the most appropriate way to proceed. In all instances of peer on peer abuse, a decision needs to be made around whether there is a safeguarding concern.
 - 9.5.2 If concerns are identified, these may need to be shared with safeguarding partners using the procedures identified below.
 - 9.5.3 Any response to peer on peer abuse should ensure the best interests of all children involved, including the child who may have carried out the abuse.
 - 9.5.4 Following the procedures outlined below, any concerns raised, disclosed or observed around peer on peer abuse will be responded to quickly and appropriately, with the initial priority of ensuring the safety of any children involved.

- 9.6 Responding to disclosures/concerns, see Appendix 4- Safeguarding Children Procedure flow chart. Support should be given to any children involved at all times, see Appendix 7 for how to support a child who has made a safeguarding allegation or disclosure
- 9.6.1 An initial cause for concern form must be completed as soon as possible regarding the disclosure, suspicion, allegation or occurrence (see Appendix 5), and shared with the Line Manager and Designated Child Protection Officer.
- 9.6.2 Information should:
- 9.6.2.1 Be factual, clear and concise;
 - 9.6.2.2 Report the individual's own words;
 - 9.6.2.3 Avoid personal opinions.
- 9.6.3 The Designated Child Protection Lead will ensure that a proportionate response is undertaken. If there is sufficient cause for concern, the Designated Child Protection Lead should ensure that the information is referred immediately to Local Authority Children's Social Care team or the emergency services if there is an immediate risk (if this has not already been actioned).
- 9.6.3.1 A written record will be made of the date and time of the report, including the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant Local Authority Children's Social Care team within 24 hours.
 - 9.6.3.2 The Designated Child Protection Lead will complete the safeguarding log (see Appendix 6).
 - 9.6.3.3 In some cases, the Designated Child Protection Lead or nominated staff member (depending upon which is the most appropriate) will contact the appropriate Local Authority Children's Social Care team for a consultation. The purpose of a consultation is to access advice regarding the most suitable action to take when working with a child, young person and their family. The Designated Child Protection Lead will make a detailed record of the conversation with the professional and record this; this information will be added to any subsequent referrals.
- 9.6.4 It is essential that the needs of any vulnerable adults (relating to a situation where there is child abuse or domestic violence) are considered and acted on. Staff should contact the Imago adult safeguarding lead and/or the Local Authority Adult Services.
- 9.6.5 It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional child protection agencies following referral.
- 9.7 Significant Harm
- 9.7.1 In cases where significant harm has been caused or is suspected, or a criminal act has been committed or suspected, safeguarding

partners i.e. Local Authority Children's Social Care in the area within which the activity is operating, or the police (as appropriate) will be contacted immediately by Imago staff and then reported to the Designated Child Protection Lead or Senior Manager within an hour.

- 9.7.2 Harm can be defined as 'ill treatment' or impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural). Harm may be caused by a single traumatic event or a compilation of events; acute or long standing.

9.8 Children and Young People with additional needs

- 9.8.1 Research shows disabled children are less likely to disclose abuse and are more likely to delay disclosure than their non-disabled peers (Hershkowitz, Lamb and Horowitz, 2007).

- 9.8.2 Imago recognises that for some children and young people, as a result of their medical/support needs, comprehension and understanding of safeguarding concerns and procedures can be impeded.

- 9.8.3 Any known additional needs of children and young people are highlighted to volunteers and staff on a needs-to-know basis. It is the role of staff working with children and young people accessing Imago services to identify appropriate ways of communicating safeguarding procedures to children and young people before and during each activity (National Minimum Standards 3:2, 2013). This can include discussions during home visits, team meetings, and or the use of visual resources.

9.9 Escalation.

- 9.10.1 Where a serious safeguarding incident/disclosure/concern is raised during an overnight short break, it must be reported to Ofsted.

10 HANDLING ALLEGATIONS AGAINST ADULTS

10.1 Managing allegations against staff members or volunteers.

- 10.1.1 If an allegation of abuse or a safeguarding concern regarding a child is made against an employee or volunteer at Imago, the first priority is to ensure the safety of any children involved.

- 10.1.2 The procedure outlines those involved in the management and decision making when an allegation is made. There are several routes that may be followed, and these may change during an investigation. See a flow chart version in Appendix 8.

- 10.1.3 This procedure is followed when it is alleged that an employee or volunteer who works with children has:

- 10.1.3.1 Behaved in a way that has harmed a child, or may have harmed a child;
- 10.1.3.2 Possibly committed a criminal offence against or related to a child;
- 10.1.3.3 Behaved towards a child in a way that indicates they may pose a risk of harm to children.

- 10.1.4 This includes allegations where it might indicate that the individual is unsuitable to continue to work in their current position with children.

- 10.1.5 Allegations may relate to the individual's behaviour at work, at home or in another setting.
- 10.1.6 Allegations may be made by a child, family, colleague, or another party.
- 10.1.7 Whenever an allegation is made against an employee, the Designated Child Protection Lead will consult with the Local Authority Designated Officer (LADO) within 24 hours; this is a legal responsibility. An assessment will be made of the risk level of harm relating to the child/children, this will be acted upon and may include immediate contact with the police. The safety and wellbeing of the child/children is of highest priority.
- 10.1.8 Under the guidance of the LADO, parents and carers should be informed of the allegation at the first opportunity if they are not already aware of the allegation. The Director of Operations, or an individual nominated by them, will take responsibility for keeping parents/carers and the child/young person informed of the process during and after.
- 10.1.9 Appropriate support should be provided to the child if attending an activity at the time of the allegation.
- 10.1.10 Following the conclusion of the investigation, a written report will be produced and circulated to all parties detailing relevant conclusions, decisions, and outlining any further actions needed. A copy should be provided to the child, parents/carers and subject of allegation as soon as the investigation is concluded. The information is retained on the confidential file, even after someone leaves the organisation, until the person reaches normal retirement age or for ten years if this is longer (National Minimum Standard 13.7, 2013).
- 10.1.11 In the event of an allegation being made against an adult at an overnight activity, the LADO for the area that the activity is currently operating in should be informed within 24 hours of the allegation being made (National Minimum Standard 13.6, 2013).
- 10.1.12 If Imago removes an individual (paid worker or unpaid volunteer) from work in regulated activity with children (or would have, had the person not left first) because the person poses a risk of harm to children, Imago Community will make a referral to the Disclosure and Barring Service.
- 10.2 Support for the individual who the allegation/safeguarding concern has been raised against. They will be:
 - 10.2.1 Provided with a named contact who will keep them up-to-date with progress of the case. This will be a member of the Senior Management Team who is not directly involved in investigating any allegation/ concern;
 - 10.2.2 Advised to contact Benenden Health Care regarding counselling if they have membership through the employee health care scheme;
 - 10.2.3 Advised to contact their GP if they feel their health is affected.
- 10.3 Risk by association/external safeguarding concerns.
 - 10.3.1 Risk by association refers to a situation where an Imago employee or volunteer is found to be closely associated with someone who is

subject to criminal investigation for a serious child safeguarding issue e.g. downloading child pornography.

10.3.2 Employees and volunteers are responsible for alerting Imago to any disclosure or incident regarding risk by association within 48 hours. The Designated Child Protection Officer at Imago will consult with the LADO within 24 hours; this is a legal responsibility.

10.3.3 The Director of Operations and Chief Executive or an individual nominated by them, will take responsibility for keeping the subject of the allegation informed of the process, both during and after (National Minimum Standards 13.5, 2013). Unless otherwise objected to by the Police or Children's Services, the subject of the allegation should be kept informed of all decision-making and actions.

10.3.4 If the subject of the allegation involves the Designated Safeguarding Officer, responsibility for the investigation should pass to the Chief Executive or nominated Safeguarding Trustee.

11 LOCAL AUTHORITY CHILDREN'S SOCIAL CARE

11.1 In order to fulfil its safeguarding responsibilities, Imago recognises that at times further guidance may need to be sought from Local Authority Children's Social Care.

11.2 Imago recognises it can only respond to the information provided. If there is any doubt, staff will always act in the best interests of the child and seek professional guidance, using local safeguarding thresholds to determine necessary actions where appropriate.

11.3 Staff will seek to gain the permission of the child/young person's parent/carer to make contact with Local Authority Children's Social Care, unless there is reason to suspect that informing the parents/carers of the concerns could increase the risk of the child/young person coming to harm.

11.3.1 In line with its duty to safeguard the needs of all children and young people in accordance with the Children Act (1989), Imago respectfully upholds a right to make contact with Local Authority Children's Social Care if permission is **not** given by parents/carers. This includes cases where permission is explicitly not given or cannot be sought, and/or where delay could increase the risk to the child (Working Together to Safeguard Children, 2018).

11.4 Should the Local Authority Children's Social Care accept the contact as a referral, a copy of the referral will be stored on the individual's Charity Log record. The outcome of any referral should be received within 24 hours or one working day.

11.5 Staff must be mindful of the need to do their utmost to communicate all actions and decisions to parents/carers, using methods and language that can be best understood, in a timely and appropriate manner.

12 CONFIDENTIALITY & DATA PROTECTION

12.1 Confidentiality relating to safeguarding and the abuse of children should be clearly understood by all. Imago recognises its responsibility to report

and share any concerns or circumstances that are likely to significantly harm the safety, rights, or welfare of any child whilst accessing its activities (National Minimum Standards 9:7, 2013).

- 12.2 Staff and volunteers have a professional responsibility to share relevant information about the protection of children with other professionals, particularly investigative agencies and the Local Authority Children's Social Care team.
- 12.3 If a child confides in an employee and requests that the information is kept secret, the employee must tell the child that they have a responsibility to refer cases of alleged abuse to the appropriate agencies, provide reassurance and explain that the matter will be disclosed only to people who need to know about it.
- 12.4 Where possible, consent must be obtained from the child before sharing personal information with third parties. In some circumstances, obtaining consent may be neither possible nor desirable as the safety and welfare of the child is the priority.
- 12.5 Where a disclosure has been made, staff must let the child know the position regarding their role and what action they will have to take as a result.
- 12.6 Staff must assure the child that they will keep them informed of any action to be taken and why. The child's involvement in the process of sharing information must be fully acknowledged and their wishes and feelings considered. Clear boundaries of confidentiality will be communicated to all.
- 12.7 Safeguarding/Child Protection issues are highly sensitive. All personal information regarding a child will be kept confidential within appropriate professional contexts. All written records are shared and stored in line with the Data Protection policy and Information Security procedures.

12 REGULATION

- 12.1 In relation to Overnight Breaks for Disabled Children projects, Ofsted must be notified in the event of any of the following:
 - 12.1.1 Instigation and outcome of a child protection enquiry in relation to a child serious incident necessitating calling the police to the overnight break;
 - 12.1.2 Involvement or suspected involvement of a child in sexual exploitation;
 - 12.1.3 Any serious complaint about the scheme or an employee/volunteer;
 - 12.1.4 Allegation that a child has committed a serious offence;
 - 12.1.5 Referral of an employee/volunteer pursuant to section 35 of the Safeguarding Vulnerable Groups Act (2006);

(The Residential Holiday Schemes for Disabled Children (England) Regulations 2013)

13 FURTHER INFORMATION

13.1 Contact numbers are available in Appendix 9

For Office Use Only:

Date Drafted:	21 st July 2005
Date Adopted by Trustees:	September 2005
Date Effective:	1 st October 2005
Latest Review Date :	6 th April 2020
Date Revisions Adopted:	14 th April 2020
Next Review Date:	1 st March 2021 or upon changes in legislation, whichever is sooner
Policy Lead:	Designated Safeguarding Lead

Appendix 1

SAFEGUARDING FRAMEWORKS AND STATUTORY GUIDANCE

The below statutory frameworks and guidance should be considered in light of safeguarding responsibilities and best practice. For the purposes of this policy, '*Working Together to Safeguard Children*' (2018) is the key guidance that outlines the safeguarding responsibilities of charities and organisations in the Voluntary Sector.

- Working Together to Safeguard Children, HM Government, 2018
- The Residential Holiday Schemes for Disabled Children (England) Regulations 2013
- Children and Social Work Act, 2017
- Protection of Children (Scotland) Act, 2003
- Children Act 1989 (and subsequent 2004 revision)
- United Convention of the rights of the Child, 1991
- General Data Protection Regulation 2018
- Human Rights Act 1998 (which privileges the rights of the child)
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006.
- Special educational needs and disability (SEND) code of practice: 0-25 years (which provides statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities, HM Government, 2014).
- Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers: HM Government, 2015.
- Keeping Children Safe in Education, 2016.

Appendix 2

CYP Procedures for Responding to the Possession of an unlawful or prohibited item

Staff should be confident to respond if they discover that a child or young person is in possession of an unlawful or prohibited item/substance whilst attending an activity. Procedures are designed to ensure that the safety of everyone attending the activity, and put in place proportionate reporting mechanisms to protect the wellbeing of the individual involved.

What is an unlawful or prohibited item/substance? (the following list is not definitive and may added to):

- Illegal Drugs or solvents
- Pornography
- Weapons
- Medication that has been prescribed to another individual
- Stolen goods

In the context of Imago's activities for young people under the age of 18 years prohibited items include:

- Cigarettes. It is illegal to sell cigarettes, tobacco or cigarette papers to anyone under 18, but it is not a criminal offence for a person under 18 to smoke. However, Imago will prohibit any young person accessing their activities from smoking.
- Non-prescribed medication that has not been signed in as per Safe Administration of Medication Guidance and processes.
- Items that could potentially cause harm (e.g. kitchen knife, catapult, toy gun)
- Alcohol. Before the age of 18, young people are not allowed to buy alcohol in pubs or shops, drink alcohol in pubs or outside in public places. It is also unlawful for anyone else to buy alcohol for someone under 18 and where the drink will be consumed in a pub or public place. However, if the young person is aged 16 or 17, they are allowed to drink wine, beer, or cider (but not other alcohol) with a meal in a restaurant, hotel or part of a pub set apart for eating meals. They can only do this if someone aged 18 or over is with them at the meal and buys the alcohol. Any child aged five or over can drink alcohol at home or on other private premises. However, Imago will prohibit any young person accessing their services from drinking alcohol.
- Any action taken must be proportionate and take in consideration the level of risk to all involved and be recorded / reported appropriately. If a young person is found to be in possession of a prohibited item it needs to be confiscated and the relevant procedures followed, see below.

Procedure for:

Items that could potentially cause harm

- 1 Item discovered and is then confiscated by staff member
- 2 On Call Manager informed
- 3 Returned to parent or carer at the end of activity
- 4 Recorded on care plan and asked not to bring the item again

Cigarettes

- 1 Cigarettes / tobacco discovered and then confiscated by staff member
- 2 On Call Manager informed
- 3 Returned to family member at the end of weekend
- 4 Recorded on care plan and asked not to bring items again

Alcohol

- 1 Item discovered and confiscated and parents to collect child/young person
- 2 On Call Manager informed
- 3 If under the influence of alcohol contact ambulance (medical practitioners) and parent /carer and On Call Manager
- 4 Report to social services and referring agency if under the influence and if child found to be in possession of alcohol
- 5 Record incident on care plan
- 6 Decision made by Children and Young People's manager as to whether young person continues to access services.

Non-prescribed medication

- 1 Item discovered and is then confiscated
- 2 On Call Manager informed
- 3 Parent/carers informed and returned to parent / carer at the end of weekend
- 4 On Call Manager informed
- 5 If possibility of non-prescribed medication having been self-administered contact emergency services then contact parent/carers
- 6 Record on young person's care plan and where appropriate report to social services and referring agency

Illegal Drugs

- 1 Item discovered and confiscated by staff
- 2 On Call Manager informed
- 3 Parent/carers informed and child removed from activity and parents collect
- 4 Report written and then when practicable surrender item to the police, if the police request further details because of quantity and type of drug this will be provided by staff
- 5 If required to surrender drugs to police, staff to ensure that they have informed the Line Manager completed written report which is signed witnessed dated and time included in report. This will enable staff to transport drug to police with no consequence to themselves
- 6 When practicable contact social services and referrer
- 7 In this situation child will be refused any future activity and signposted to alternative organisations
- 8 If under the influence of drugs contact ambulance and parent /carers.
- 9 Then report to social services and referring agency.

Solvents

- 1 Item discovered, confiscated and safely disposed of.
- 2 On Call Manager informed report written.
- 3 Parent/carers informed
- 4 When practicable contact social services and referrer
- 5 Child removed from activity and parents collect.

6. In this situation child will be refused any future activity and signposted to alternative organisations
7. If under the influence of solvent contact ambulance and parent /carer. Then report to social services and referring agency

Pornography

1. Item discovered, confiscated and returned to parent/carers at the end of activity
2. On Call Manager informed
3. Depending on the image contained in media, and depending on the age of the young person involved will instigate differing reporting outcomes to be determined by On Call Manager.
4. Report included in care plan

Weapons

1. Item discovered, confiscated/ or area made safe by staff member
2. On Call Manager informed report written and then when practicable surrender item to the police; if this cannot be done safely police informed and asked to attend
3. When practicable contact social services and referrer.
4. Child removed from activity and parents collect.
5. In this situation child will be refused any future activity and signposted to alternative organisations

Medication that has been prescribed to another individual

1. Item discovered and confiscated by staff member
2. On Call Manager informed report written
3. Parents/carers informed
4. If under the influence of drugs contact ambulance and parent /carer. Then report to social services and referring agency

Stolen goods

1. If you believe in consultation with Line Manager a young person to have stolen items in their possession. Items to be confiscated and surrendered to police.
2. Report completed and entered in care plan
3. Social services and referring agency to be informed

Appendix 3

PROCEDURE IN THE EVENT OF A CHILD GOING MISSING OR RUNNING AWAY WHILST ACCESSING IMAGO'S SERVICES INITIAL RESPONSE

As soon as it is noticed the child is missing, gather the group and carry out a headcount to ensure other children are accounted for.

One member of staff searches the immediate vicinity but no further

If the child is not immediately found, contact the police and report the child as missing. Alert venue staff as appropriate

Contact the Line Manager/On Call Manager and report the incident

The Line Manager/On Call Manager will alert the Safeguarding Lead (SMT) The On Call Manager/Safeguarding Lead will contact the parent/carer and arrange for them to go to the venue/setting. Local Authority Children's Social Care Team Notified; if incident occurs during an overnight break activity then Ofsted are notified immediately or within 24 hours. Commissioner of service notified

Keep other children together, calm and safe, and as advised by the Line Manager/On Call Manager e.g.

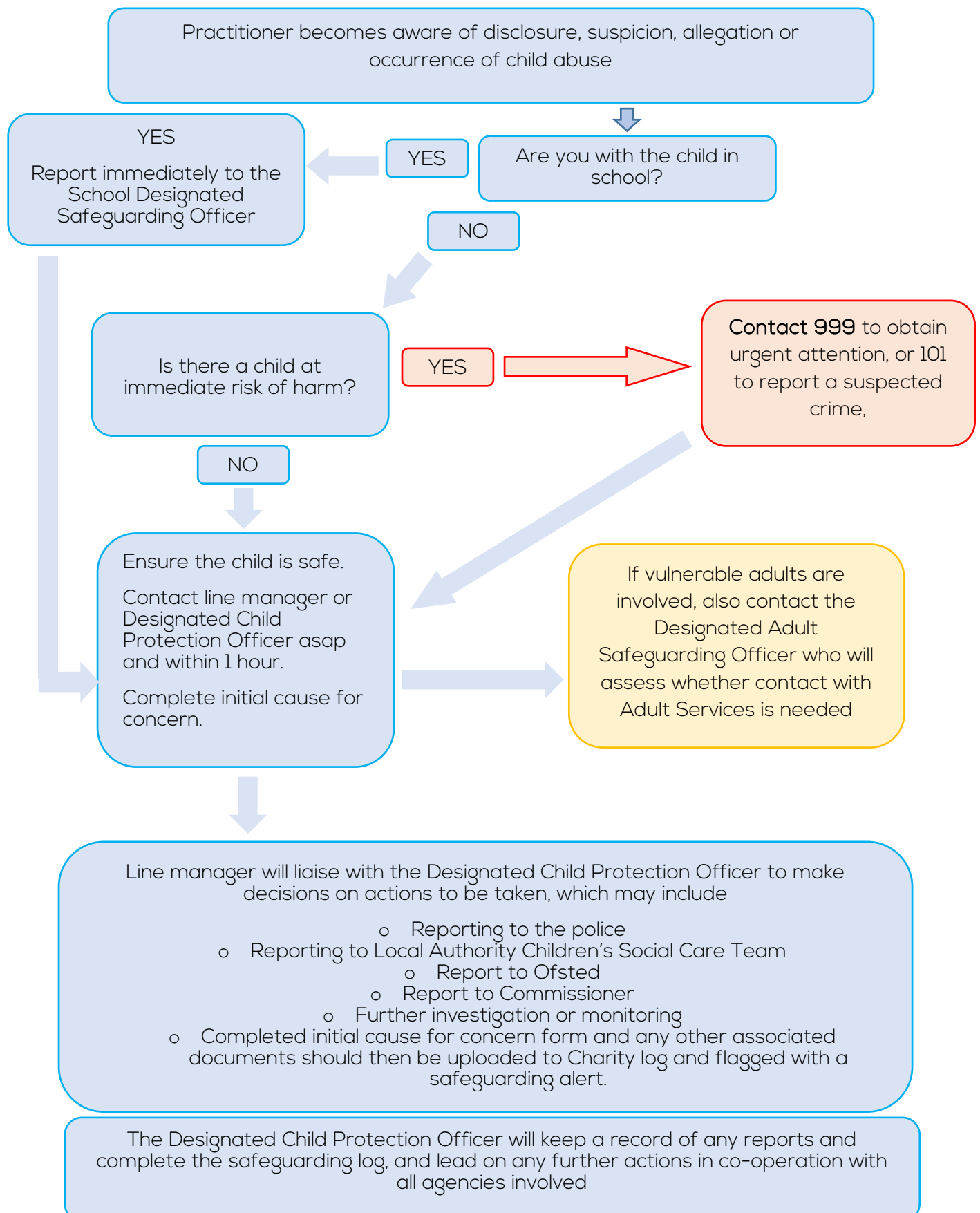
- Remain in the venue
- Sit together in a café
- Return to the minibus
- Return to base

Follow further instructions from the On Call Manager/Safeguarding Lead
The On Call Manager/Safeguarding Lead will liaise with Police and parents/carers

Complete incident report to be returned to the Safeguarding Lead

Appendix 4

Safeguarding Children- Procedure Flow Chart



Appendix 5

REPORTING AND RECORDING AN INCIDENT

Definition of an incident

Imago Community defines an incident as 'an event or circumstance that could have, or did cause, unexpected or unwanted harm (physical or emotional) loss or damage to any individual. Where the incident did not result in harm, loss or damage, but could have, this is referred to as a Near Miss'.

Reporting and documenting incidents or accidents

In the event of an incident, the staff member should ensure that an incident form is completed. The incident form should outline the full known details of the incident or accident – including the time, date, list of individuals involved, witnesses, a full record of the event or concern, and any action taken. See initial cause for concern form on following page.

Form on next page.

SAFEGUARDING CHILDREN- INITIAL CAUSE FOR CONCERN

Any disclosure, suspicion, allegation or occurrence must be reported to your Line Manager/ On Call Manager and Designated Child Protection Officer within an hour. Wider concerns must be reported to your Line Manager within 24 hours, and further reported to the Designated Child Protection Officer.

Date

Time

Name of individual cause for concern is about

Age (if known)

Address (if known)

Describe your concern and action taken.

Observations to support cause for concern

Description and location of any visible marks, bruising etc

Name of alleged abuser, relationship with child (if known)

Name of person completing form:

Signature:

Date:

Name of Line Manager:

Signature:

Date:

Name of Safeguarding lead or Senior Manager:

Signature:

Date:

Appendix 6

Safeguarding LOGS

- a) Are a legal requirement and provide evidence of concerns, discussions and actions taken.
- b) Can provide evidence for investigations, enquiries, complaints or court proceedings.
- c) Provides an accurate documented account of Imago's involvement with children/vulnerable adults and families, and supports continuity.
- d) Supports effective working together.
- e) Demonstrates professional accountability.
- f) Put simply – *"if it's not written down, it didn't happen"*.

Logging a concern about a safeguarding disclosure or raised concern

Only a Safeguarding Lead or Officer can complete safeguarding log –

- 1 All information must be completed in each column.
- 2 Clearly add safeguarding concern/s raised and by whom, dates times and who was involved, ensure all information is factual.
- 3 All correspondence relating to a concern must be added under correspondent column, this must include all emails and telephone conversation with any person or persons relating a concern.
- 4 List all actions to be undertaken and by who, set timeframes around the urgency of the concerns and be clear on how these are communicated.
- 5 The case can only be closed once all actions have been completed and the Safeguarding Lead or Officer are satisfied that immediate risk has been reduced; and the Safeguarding Lead or Officer has followed and adhered to Imago safeguarding policy and procedures.

Appendix 7

Practice Guidance - Responding to a disclosure of child abuse

During your work, a child or young person may disclose information about abuse or potential abuse. In the event of a disclosure take any immediate action required to ensure the child's safety. This may be reporting to your Line Manager, the Imago Safeguarding Lead, a school safeguarding lead or the emergency services.

As soon as possible, record in writing what was said using the child's own words. Note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated. If you reported the abuse to another professional directly, record what they said, and any action taken.

Responsibility for making enquiries and investigating allegations rests with children's social services along with other relevant agencies.

If the child can understand the significance and consequences of making a referral to social services, she/he must be asked his or her view. Regardless of the child's view it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child.

When supporting the child/young person:

- It's important that you respond appropriately.
- Actively listen with care, giving full attention to the child or young person.
- Be non-judgmental in response.
- Offer empathy with the child or young person's feelings, as expressed by them and using only their own words.
- If appropriate, offer reassurance that the young person was right to speak out about their concerns.
- Exercise discretion, while maintaining appropriate ratios.
- Fully communicate with the young person regarding any further action or steps that may need to be taken.
- Act in the best interests of the child or young person; and offer a clear explanation if there is a disparity between this and the child's wishes or feelings.
- If needed, take any proportionate immediate action needed to mitigate imminent risk.
- Respond in a developmentally appropriate manner for the child or young person.
- Follow the reporting procedures outlined in this document; and alert the designated safeguarding lead

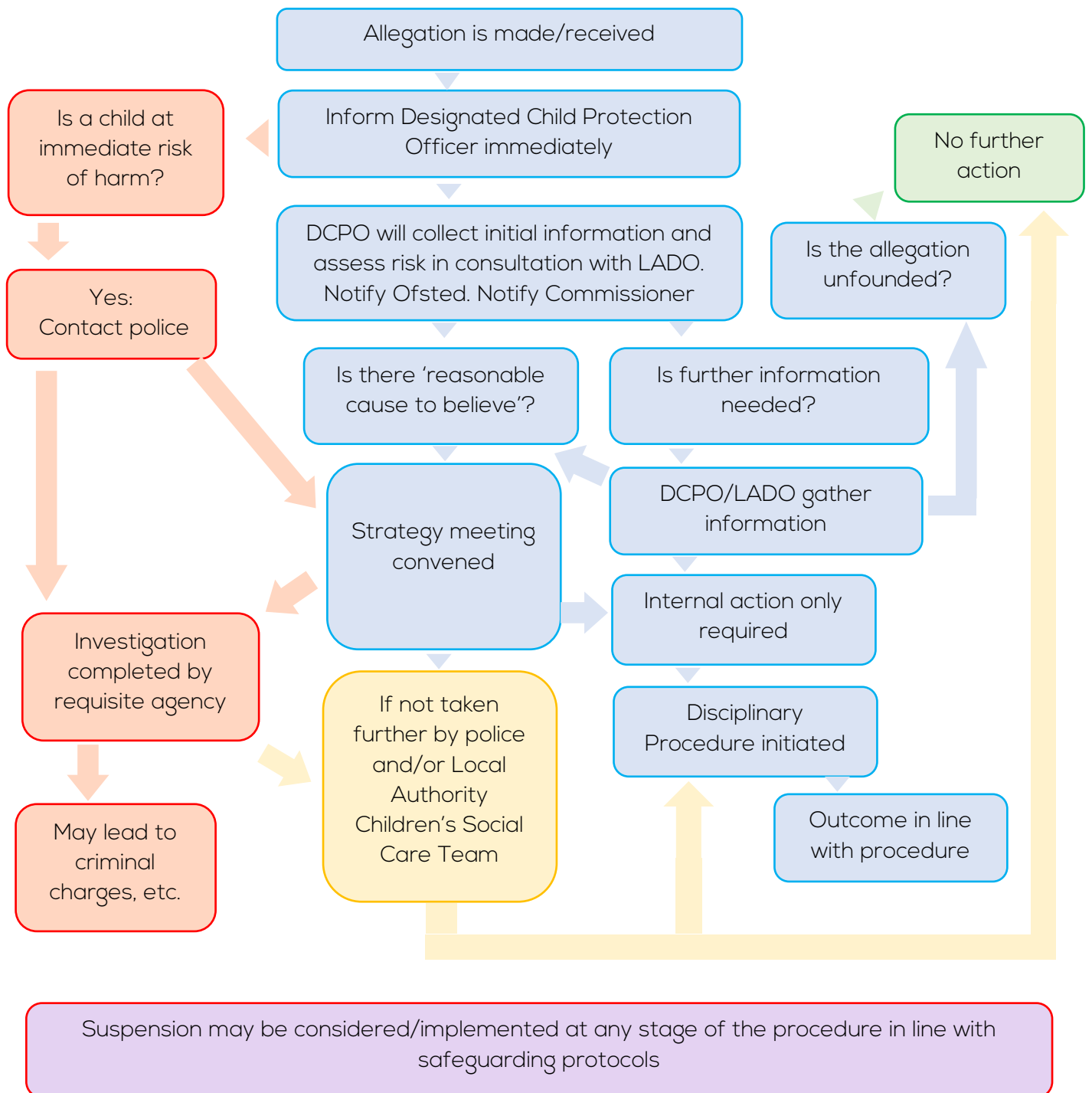
In such instances, we

- Should not provide any assurance that secrecy or confidentiality can be maintained.
- Should not question or overly interrogate the child or young people - using closed questions.
- Should not take promises of change or action that could give false hope.
- Should not introduce any personal or third-party experiences of abuse or self-disclose. In the event of a disclosure being made by a young person, volunteers are directed to help the young person identify an adult who can offer listening support. This may or may not be them depending on their experience and skillset.

- Should not demonstrate disbelief or strong emotions (e.g. shock or disbelief).
- Should not share the information disclosed with individuals outside of the reporting procedures outlined in this document.

Appendix 8

Procedure where an Allegation is made against an Employee relating to a Child



Appendix 9

Contacts	
Child Line	0800 1111
NSPCC	0808 800 5000
East Sussex	
Single Point of Advice (SPOA) Day time	01323 464222
Duty Team out of hours	01273 335906 or 01273 335905
Kent Duty and Assessment Team	
Day time	03000 411111
Out of hours	03000 419191
Southwark	
Assessment team	0207 525 1921
Out of office hours	0207 525 5000
Havering	
Child protection team	
Monday to Friday (9am to 5pm)	01708 433222
Out of hours/weekends	01708 433999
Bexley (any time)	0208 303 7777
Medway	
Childrens Advice and Duty Service	01634 334466
24 hour emergency number	03000 419191