



## Abbey Wood Grange Day Nursery

### Safeguarding Children Policy and Procedure

Abbey Wood Grange believes that it is unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice that which protects them.

We recognise that:

- The welfare of the child is paramount
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse. ( see also our SEND policy )
- Working in partnership with children, young people, their parents and carers and other agencies is essential in promoting young people's welfare.
- This policy will be reviewed annually

#### **Purpose of the Policy**

To provide protection for the children and young people and to provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of harm.

This policy applies to all staff, including senior managers and directors, paid staff, volunteers, agency staff, students or anyone acting on behalf of the Abbey Wood Grange Day Nursery.

This policy follows the statutory government *guidance Working Together to Safeguard Children: 2015* and *What to do if you're worried a child is being abused: 2015*.

#### **Definitions and Principles**

A child is any person who has not yet had their eighteenth birthday. Abbey Wood Grange Day Nursery will also act to protect unborn children and recognises that children and young people with disabilities or learning needs may need support up to the age of 25 years.

Government's specific ambition for children is that they will achieve the Every Child Matters key outcomes:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

The designated Safeguarding Officer is **Olivia DeLacy** The Deputy Designated Safeguarding Officer is **Wendy Adams** and then the management team in her absence (Olivia Shambrook, Lisa Ongley & Cheryl Pepper)

Their role and responsibility is:

- Know about the signs and symptoms of abuse and know how abusers behave
- Ensure that the Safeguarding Policy and Procedures are followed and updated
- Ensure that information is shared appropriately
- Receive and record information from anyone who has concerns and store information in a locked cupboard
- Assess the information promptly and carefully, clarifying or obtaining more information when they need to
- Consult initially with MASH (Multi Agency Safeguarding Hub) or the NSPCC's child protection helpline (0808 800 5000) to talk about any doubts or uncertainty.
- Make a formal referral to MASH/LADO or police
- Report any staff allegations to OFSTED within 14 days

You should give guidance and support to inexperienced helpers. Staff relationships are based on mutual respect and it is everyone's responsibility to ensure a positive working environment.

### **Staff/Volunteer Selection and Training**

Staff and volunteers will be selected based on their suitability to the role. All staff/volunteers are required to complete the recruitment process before activity commences.

Job descriptions and personal specifications will be made for each new role/position and agreed with staff/volunteers.

Staff/volunteer's ability to deal with disclosures should be assessed. Special consideration should be given when recruiting under 18s.

All staff/volunteers will be required to:

- Complete an application form
- Provide proof of identity and qualifications
- Provide two references (one of which should be from a recent, previous employer/educational establishment) who may be contacted before interview.
- Attend an interview, with at least two interviewers
- Explain gaps in employment
- Complete a self-disclosure form
- Obtain a full disclosure through checks from the Disclosure & Barring Service when they will be in contact with children or vulnerable adults both directly and indirectly)
- Complete an agreed probationary period
- Undertake a period of induction and assisted to identify any areas of training
- All staff to attend L1 Safeguarding Training every year.
- Management Team & Safeguarding Officer to attend L1, L2, L3 & L4 Safeguarding Training Every 2 years, with annual updates
- All staff to attend Prevent Duty Training

- Safeguarding responsibilities & Procedures explained and Safeguarding leaflet given at Induction

Advice will be sought when recruiting someone with a criminal record.

Any applicant refusing to go through the vetting and barring system or suitability check will not be employed as a paid member of staff or as a volunteer working with young children

### **The Disclosure & Barring Service**

All staff and volunteers will go through suitability checks as necessary.

All staff/volunteers who have regular, unsupervised access to children or vulnerable adults will have the Enhanced check, as will the designated person for child protection.

### **Mobile Phones, Social Networking and Cameras**

All staff/volunteers/students must have a regard for the following:

#### **Mobile Phones**

- Read and adhere to mobile phone policy
- Mobile phones must not be used unless on a designated break and then this must be away from children in the Staff Room only
- Mobile phones should be stored safely in staff lockers during the hours of your working day
- You are strictly prohibited from taking any photographs or recordings of children on your mobile phones or electronic devices

#### **Social Networking**

Over the past years the use of social networking sites such as Bebo, Twitter, MySpace and Facebook has become increasingly popular. Such sites are used to share information, photographs and news with friends across the world.

Whilst the use of such sites (known as social networking) has very many benefits there are potential problems concerning privacy and appropriate usage. These may include breaches of confidentiality, unsuitable language or images, and in some cases breaches of the law.

Examples of such problematic usage of publicly accessible social networking could be:

- Staff/volunteers using derogatory or offensive language about fellow colleagues or children.
- Staff/volunteers posting images of themselves in inappropriate dress or situations, especially when it can be accessed by children and young people.
- Photos published can identify the staff/volunteers home.
- Friend requests from parents, children or their families, should be declined by explaining it is against the organisations policy to do so.
- Staff and volunteers should not refer to private organisation matters online or on social networking sites

There must be absolutely no private online contact between professionals and any families or young people with whom they have or have had a work-related relationship.

### **Use of Photos**

This policy would apply to all forms of publications; print, film, video, DVD, on websites and in the professional media.

Consent forms signed by parents and guardians can be used as blanket permission for the taking and publication of images when you are working with the same group of children and young people continuously or over a long period of time. Or for one off events, or when the conditions for which permission was granted have changed, new permission forms may need to be signed.

Consent/information forms should include;

- How long the permission will be considered valid.
- How images may be used.
- That you will not publish names or any personal details.
- Only images of children suitably dressed will be used.
- Specific detail of how a photo may be used i.e. in a newsletter.
- Give the option for a parent/carer to give permission to photos being taken but not filming.
- That every effort will be made to prevent the capturing of any image of a child who should not be identified.

### **Use of Cameras/Video Recorder**

- Only the nursery camera/video recorder may be used to take photos/film of the children
- Only the nursery computer may store these images
- Parents/carers are to sign consent forms for images to be taken/used for children's PDP's or nursery advertising/events
- All images are deleted after 3 months

### **Code Of Conduct/Behaviour For Everyone**

This Code of Behaviour is for all staff/volunteers/students at Abbey Wood Grange Day Nursery. (also refer to Code Of Conduct Policy)

#### **You must:**

- Treat all children and adults equally and with respect
- Provide an example of good conduct you wish others to follow
- Ensure that, whenever possible, there is more than one adult present during activities with children (or where the staff member or volunteer is under 18) or at least that you are within sight or hearing of others. If you are asked to talk in private ensure someone else knows where you are and leave a door ajar or stay in clear view, always make a note of the conversation, tell the child or young person they are free to leave or stop talking at anytime
- Respect young people's right to personal privacy/encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like

- Remember that someone else might misinterpret your actions, no matter how well intentioned
- Be aware that physical contact with a child may be misinterpreted
- Recognise that special caution is required when you are discussing sensitive issues with children
- Operate within the organisation's principles and guidance and any specific procedures
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse.
- Report during supervision or to your line manager any situations where you may have felt compromised – for example a client asking you for personal information about yourself

#### **You must not:**

- Engage in sexual activity or conversation which is not related to work / health related sexual concerns with a young person / adult (even if they are over 18) you have met through your duties within the organisation, this would be an abuse of trust
- Invite a child to your home or arrange to see them outside set activity hours
- Give out personal contact details or contact them unnecessarily outside of activity hours
- Give child gifts personally, any appropriate gifts such as token birthday gifts should come from the organisation. You should not accept gifts from children unless they are small token gifts appropriate to a celebration. All gifts must be reported to your activity leader
- Lend or borrow any money or property
- Allow yourself to be drawn into inappropriate attention-seeking behaviour/ make suggestive or derogatory remarks or gestures in front of children
- Jump to conclusions about others without checking facts
- Either exaggerate or trivialise child abuse issues
- Show favouritism to any individual
- Rely on your good name or that of the organisation or to protect you.
- Believe "it could never happen to me".
- Take a chance when common sense, policy or practice suggests another more prudent approach
- Allow abusive peer activities e.g. initiation ceremonies, bullying or horse play

#### **Whistle blowing**

Whistle blowing is supported when reporting concerns of actual or possible unethical, illegal or unprofessional conduct by anyone within the organisation. Complaints should be reported through to the Management Team and Safeguarding Officer.

Advice is sort via the LADO and the Croydon Procedure for Managing Allegations Against Staff is followed.

The nursery has a 'See Something/Say Something' ethos

## **Signs and Symptoms of Abuse and Neglect**

Recognising child abuse is not easy. It is not your responsibility to decide whether or not child abuse has taken place or if a child is at significant risk of harm from someone. You do however, have both a responsibility and duty, as set out in your organisation's child protection procedures, to act in order that the appropriate agencies can investigate and take any necessary action to protect a child.

The following information should help you to be more alert to the signs of possible abuse.

### **Physical Abuse**

Most children will collect cuts and bruises as part of the rough-and-tumble of daily life. Injuries should always be interpreted in light of the child's medical and social history, developmental stage and the explanation given. Most accidental bruises are seen over bony parts of the body, e.g. elbows, knees, shins, and are often on the front of the body. Some children, however, will have bruising that is more than likely inflicted rather than accidental.

Important indicators of physical abuse are bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, e.g. cheeks, abdomen, back and buttocks. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern, although this can be more complicated with burns, as these are often delayed in presentation due to blistering taking place sometime later.

- Unexplained bruising, marks or injuries on any part of the body
- Multiple bruises- in clusters, often on the upper arm, outside of the thigh
- Cigarette burns
- Human bite marks
- Broken bones
- Scalds, with upward splash marks,
- Multiple burns with a clearly demarcated edge.

Changes in behaviour that can also indicate physical abuse:

- Fear of parents being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached or touched
- Reluctance to get changed, for example in hot weather
- Depression
- Withdrawn behaviour
- Running away from home.

### **Emotional Abuse**

Emotional abuse can be difficult to measure, as there are often no outward physical signs. There may be a developmental delay due to a failure to thrive and grow, although this will usually only be evident if the child puts on weight in other circumstances, for example when hospitalised or away from their parents' care. Even so, children who appear well-cared for may nevertheless be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or

attention from their parents or carers. Emotional abuse can also take the form of children not being allowed to mix or play with other children.

Changes in behaviour which can indicate emotional abuse include:

- Neurotic behaviour e.g. sulking, hair twisting, rocking
- Being unable to play
- Fear of making mistakes
- Sudden speech disorders
- Self-harm
- Fear of parent being approached regarding their behaviour
- Developmental delay in terms of emotional progress

### **Sexual Abuse**

Adults who use children to meet their own sexual needs abuse both girls and boys of all ages, including infants and toddlers. Usually, in cases of sexual abuse it is the child's behaviour that may cause you to become concerned, although physical signs can also be present. In all cases, children who tell about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously.

It is also important to remember that it not just adult men who sexually abuse children – there are increasing numbers of allegations of sexual abuse of children against women and sexual abuse can also be perpetrated by other children or young people.

The physical signs of sexual abuse may include:

- Pain or itching in the genital area
- Bruising or bleeding near genital area
- Sexually transmitted disease
- Vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy

Changes in behaviour which can also indicate sexual abuse include:

- Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn
- Fear of being left with a specific person or group of people
- Having nightmares
- Running away from home
- Sexual knowledge which is beyond their age, or developmental level
- Sexual drawings or language
- Bedwetting
- Eating problems such as overeating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance or drug abuse
- Suddenly having unexplained sources of money

- Not allowed to have friends (particularly in adolescence)
- Acting in a sexually explicit way towards adults

### **Neglect**

Neglect can be a difficult form of abuse to recognise, yet have some of the most lasting and damaging effects on children.

The physical signs of neglect may include:

- Constant hunger, sometimes stealing food from other children
- Constantly dirty or 'smelly'
- Loss of weight, or being constantly underweight
- Inappropriate clothing for the conditions.

Changes in behaviour which can also indicate neglect may include:

- Complaining of being tired all the time
- Not requesting medical assistance and/or failing to attend appointments
- Having few friends
- Mentioning being left alone or unsupervised.

### **Bullying**

Bullying is not always easy to recognise as it can take a number of forms. A child may encounter bullying attacks that are:

- Physical: pushing, kicking, hitting, pinching and other forms of violence or threats
- Verbal: name-calling, sarcasm, spreading rumours, persistent teasing
- Emotional: excluding (sending to Coventry), tormenting, ridiculing, humiliating.  
Add in cyber / e mail / internet bullying

Persistent bullying can result in:

- Depression
- Low self-esteem
- Shyness
- Poor academic achievement
- Isolation
- Threatened or attempted suicide

Signs that a child may be being bullied can be:

- Coming home with cuts and bruises
- Torn clothes
- Asking for stolen possessions to be replaced
- Losing dinner money
- Falling out with previously good friends
- Being moody and bad tempered
- Wanting to avoid leaving their home
- Aggression with younger brothers and sisters
- Doing less well at school
- Sleep problems
- Anxiety

- Becoming quiet and withdrawn

## **Further Definitions**

As well as the definitions above, there are circumstances which can be indicative of abuse, or constitute abuse and are in any case, damaging to children. You should be aware of the need to act on concerns about the following.

### **Domestic (Family) Violence**

Domestic or Family Violence adversely affects children, whether or not it is significant enough to warrant action under Child Protection Procedures.

When a member of staff becomes aware that a child may be living in a household where there is emotional, physical or sexual violence, they should attempt to find out whether the family are receiving help and should consider contacting the referral or advice lines below.

### **Children Who Go Missing From Care and Home**

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

Children who go missing place themselves at risk of substance abuse, exploitation and addiction. There is a very high correlation (probably 98%) between children who go missing and those who are sexually exploited.

### **Sexual Exploitation**

Sexual exploitation is an increasingly common issue and staff should be aware of the possibility and refer as appropriate.

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. Child sexual exploitation can occur through the use of technology with or without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain.

In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability

If you believe a child is subject to sexual exploitation, you must refer the matter to MASH

**Revised October 2016**

## **Child Trafficking**

Child trafficking is the recruitment and movement of children for the purpose of exploitation; it is a form of child abuse. Children may be trafficked within the Country, or from abroad. It overlaps with Sexual Exploitation and Private Fostering.

Children may be trafficked for:

- Sexual exploitation
- Labour exploitation
- Domestic servitude
- Cannabis cultivation
- Criminal activity
- Benefit fraud
- Forced marriage
- Moving drugs.
- Private Fostering

## **Private Fostering**

A Private Fostering arrangement is one that is made privately between two parties without the involvement of the Local Authority for a child under the age of 16 (18 if disabled). This arrangement would be with someone who is not a parent or close relative, and lasts 28 days or more.

Private Fostering is used as a form of childcare by parents who are not able to take care of their child on a day to day basis, for whatever reason. However, unreported Private Fostering Arrangements can be used in order to exploit children.

The Law requires that the Local Authority should be informed at least six weeks in advance of a Private Fostering arrangement or 48 hours after the arrangement has been made if in an emergency. Social Workers will:

- Check the suitability of the Private Foster Carers through checks and assessment;
- Make regular visits to the child and monitor the standard of care; and
- Ensure that Private Foster Carers and birth families have all the necessary information and advice they require.

## **Forced Marriages**

No faith supports the idea of forcing someone to marry without his or her consent. This should not be confused with arranged marriages between consenting adults.

## **Under-age Marriages**

In England, a young person cannot legally marry or have a sexual relationship until they are 16 years old or more

## **Female Genital Mutilation (FGM)**

This is against the law yet we know that for some in our communities it is considered a religious act and a cultural requirement. It is also illegal for someone to arrange for a child to go abroad with the intention of having her circumcised.

### **Ritualistic Abuse**

Some faiths believe that spirits and demons can possess people (including children). What should never be condoned is the use of any physical violence to get rid of the possessing spirit. This is physical abuse and people can be prosecuted even if it was their intention to help the child.

These definitions and indicators are not meant to be definitive, but only serve as a guide to assist you. It is important too, to remember that many children may exhibit some of these indicators at some time, and that the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as a death or the birth of a new baby in the family or relationship problems between parents/carers. In assessing whether indicators are related to abuse or not, the authorities will always want to understand them in relation to the child's development and context.

### **Radicalisation**

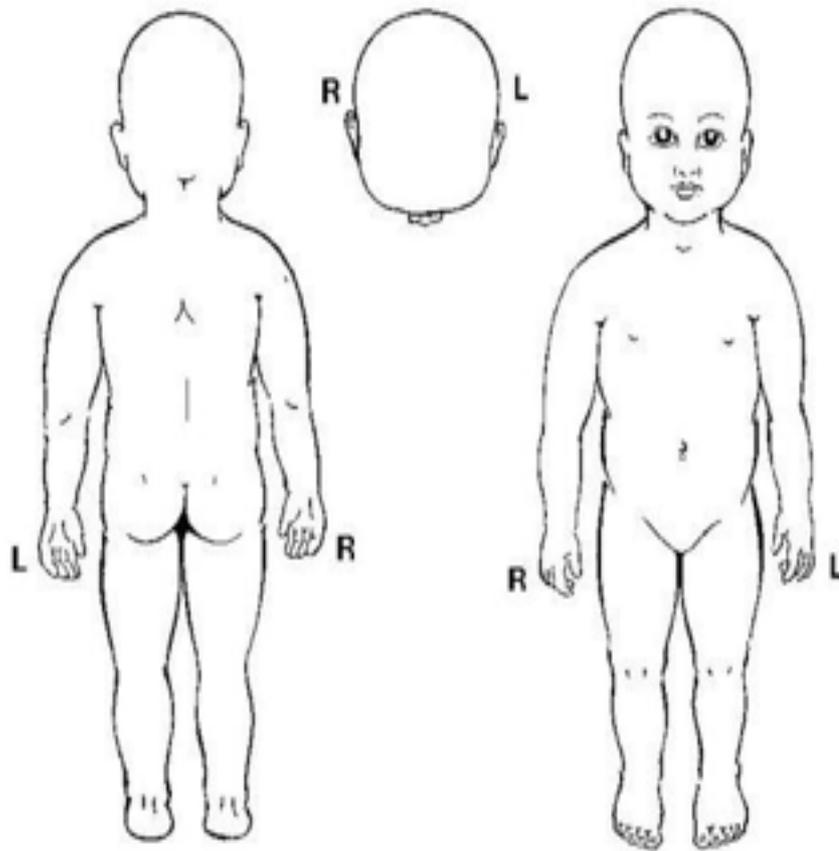
It is essential that all staff are able to identify children who may be vulnerable to radicalisation and know what to do when they are identified. British Values are encouraged and promoted and all Management and Safe Guarding leads undertake Prevent Duty training.

### **General Definitions**

- 1 Parental Responsibility (PR) is where an adult is responsible for the care and well-being of their child and can make important decisions about the child's life. Without parental responsibility you cannot make the decisions about a child's life, such as choice of school or religion, surname or guardian on your death.
- 2 A child's mother always has PR (it is only lost if a child is adopted). A father always has PR if married to the mother, or if not married, a Court has given him PR. Since 2005 an unmarried father can acquire PR if he registers the birth of the child with the mother. He has to attend at the Registry Office. Persons who have a Residence Order for a child normally exercise day to day full parental responsibility for children. Persons who have a Special Guardianship Order for a child or young person exercise full Parental Responsibility for that child, with limited exclusions. For example the person cannot consent to adoption or emigrate with the child.
- 3 A Looked After child or young person is one who is cared for by the Local Authority either under Section 20 or Section 31 of the Children Act 1989. If the Local Authority has an interim Care Order or a Care Order they share PR with those people who have it (i.e. parents). However parents in these circumstances cannot discharge PR to the detriment of the child. If a child is cared for under section 20 the Local Authority does not share PR – the parents retain full PR.

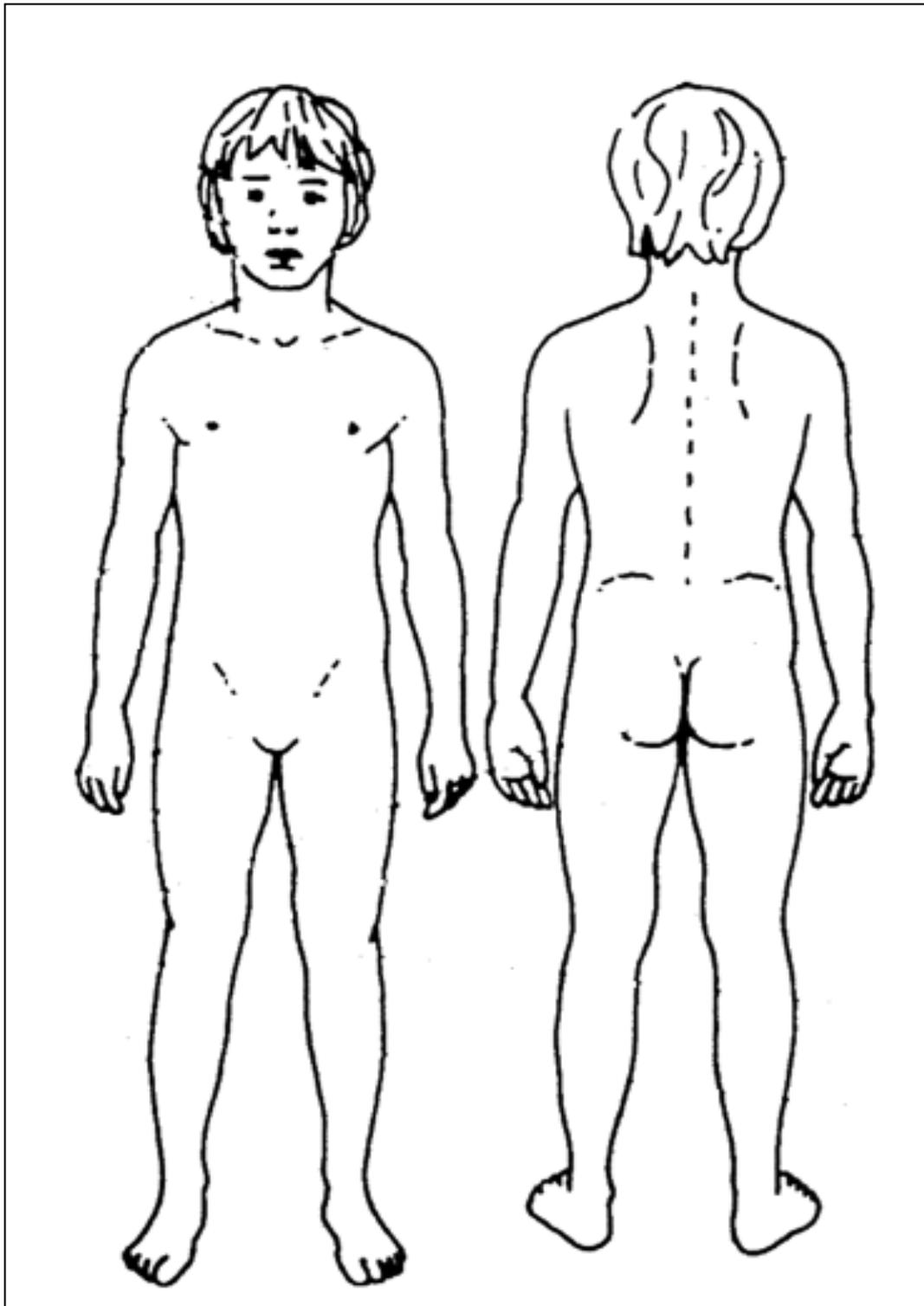
4. Accommodation under Section 20 occurs either when the child has no one who can care for them, or the child's parents agree to the Local Authority looking after them.
- 5 The following principles guide the way in which members of staff work with children:
  - The safety and wellbeing of the child is the paramount consideration in all child work with children. Where there is a conflict of interests between adults and a child, staff will work in a way which promotes the child's welfare
  - Children and young people should be listened to and consulted and their views taken into account, according to their age and understanding
  - Children are best brought up within their families and when considering who should care for a child, Social Workers will always choose the least intrusive option, compatible with the child's safety
  - Issues affecting children's safety and wellbeing should be resolved in a timely manner. Whilst the Local Authority Children's Social Care Division has the lead responsibility for protecting children, safeguarding is everybody's business and there is a duty on public bodies to cooperate to safeguard children.

## Baby/Infant Body Map



## Child Body Map

Revised October 2016



**WHAT TO DO IF YOU ARE CONCERNED THAT A CHILD IS BEING ABUSED**

**Revised October 2016**

In accordance with the Abbey Wood Grange Safeguarding procedure, all concerns should be reported to the manager in the first instance, who will consider the situation and agree the most appropriate course of action. In the absence of the manager you should report to another senior manager or Safeguarding Officer, or the Police if an urgent response is needed.

### **Responding To Patterns of Concern**

If you recognise signs of abuse keep a written record of any physical or behavioural signs or symptoms, in accordance with your team's recording procedures and report your concerns to the Safe Guarding Officer to consider and agree the appropriate course of action.

### **The Role of the Nursery Prior To Referral**

Normally you or someone in your agency should ask the parents for their explanation of your concerns and tell them that you are going to make a referral to MASH. All staff has a duty to act on child welfare concerns and their anonymity cannot be preserved.

However, you must not talk to the parents about concerns where it would jeopardise the child's safety, for example:

- There are concerns about Sexual Abuse
- The child appears very frightened of their parents and fears reprisals

### **Early Help (Intervention)**

Sometimes a child may have additional needs, which require a coordinated approach from the agencies involved, without the need to involve MASH. In such instances, advice about Early Help and CAF processes can be obtained from:

Locality Early Help  
Early intervention and Family Support Services  
Department for Children, Families and Learning  
Floor 4 Zone C  
Bernard Weatherill Houses  
8 Mint Walk  
Croydon  
CR0 1AE

Tel: 0208 633 9436

Email : [earlyhelp@croydon.gov.uk](mailto:earlyhelp@croydon.gov.uk)

### **Recording**

When staff become aware of possible abuse, they must make full written record as soon as possible following discussions with a line manager and always within 24 hours of the situation arising. The record must include all observations, incidents, disclosures or third party reports of child (and vulnerable adult) protection concerns, whether or not the decision to make a referral to MASH is made.

Recording should include as many of the following details as you know:

- Index details of the child, and if known, their family, or carers, alleged offenders, witnesses, other involved children. Index details are names, dates of birth, addresses, gender
- As much information as possible about the incident of concern i.e. what lead up to it, what was heard or witnessed, staff member's responses, location of the event, date, time and details of anyone present
- Any action taken by the member of staff as a result of the incident
- Other relevant background information.

**When you record:**

- Distinguish between fact and opinion
- Try to describe what happened fully but succinctly
- Make the recording legible
- Sign and date the recording and ensure your name and designation are clearly typed or printed

It may be a good idea to record what you have seen on a body map for an accurate record that cannot be misinterpreted. Body maps may also be of for your first aid records.

You should record only what you can see without removing additional clothing.

All records of child protection issues will be kept in a central, lockable, non-portable cabinet.

**Making a Referral to MASH**

The decision to make a referral should be taken by your manager in collaboration with the concerned practitioner. Referrals following specific incidents should be made within 24hours. Where concern has built over a period of time, referral may be delayed. However, you must avoid long delays, based on the fact that you cannot obtain a Manager or Designated Officer's agreement within the time scales above. If such a delay is likely, you must make the referral yourself.

All referrals to MASH should be put in writing. However, in the first instance, practitioners may wish to telephone through immediate concerns. It is advised that when making a referral by telephone, the referrer should request to speak to the duty Social Work Manager and make it clear that the purpose of the telephone call is to make a child protection referral. Telephone referrals should always be followed up in writing within 24 hours.

**Contact Details for Referrals to Multi Agency Safeguarding Hub (MASH):  
Croydon**

Safeguarding Consultation Line – 0208 7266464

Contact Centre - Tel: 0208 726 6000 (Option 5)

(Out of Hours 0208 726 6400 - listen to the whole of the message and hang on for the emergency response and ask for the Emergency Duty Team)

Fax: 020 8633 9441

Email: [www.croydon.gov.uk](http://www.croydon.gov.uk)

Select 'concerned about a Croydon child' link

**South East Area ( Mole Valley, Reigate, Banstead & Tandridge )**

Contact Centre – Tel: 0300 123 1620

Email: [serefhut@surreycc.gov.uk](mailto:serefhut@surreycc.gov.uk)

Always follow up telephone calls in writing within 24hrs. (NB: there is no currently agreed MASH Referral Form)

**What To Put In Your Referral**

You should give as much of the following information as possible:

- Your Details:  
Name, designation and contact details
- Date and time of referral
- Subject Child(ren):  
Address, name, DOB
- Family Details:  
Address (s), names (including any aliases), (DOBs or ages) & the relationship to the subject child(ren) of ALL members of the household (& family if situation is complex, family members at other addresses)
- Details of regular household visitors, if known
- Summary of Concerns:  
What you have seen or heard to make you concerned  
Anything you have done in response to this  
Your assessments and opinions, specified as such
- What You Think Should Happen

**Emergencies**

If you believe a child is in immediate physical danger you should call the Police on 999.

If a child is injured or showing signs of illness, you should seek medical assistance and try to contact the child's carers, who will normally be able to consent to treatment. Depending on your degree of concern you may want to contact the London Ambulance Service immediately.

Dependent on age and understanding, the child may be able to consent to treatment, or medical staff may decide that the emergency is such that consent should be overridden.

It is your responsibility to access help and try to access the child's parent or carer, not to determine consent issues.

### **Disagreements about the Need for Referral**

If staff and managers disagree about the need for a referral, they should seek advice. If the matter cannot be resolved, members of staff can make a referral in their capacity as a citizen.

### **Dissatisfaction with the Response to Referral**

If you are dissatisfied with the outcome of your referral and particularly if you are concerned that a child may be left at risk, you should ask to talk to one of the managers in MASH. If you continue to be concerned you may ultimately want to speak with the Service Manager or Service Lead.

## **HOW TO RESPOND TO A CHILD TELLING YOU ABOUT ABUSE**

Sometimes you will be concerned about abuse because of what a child says to you. If this happens you should:

- Stay calm and reassuring. Respond with tact and sensitivity and don't make judgements
- Find a quiet place to talk and allow the child to speak in their own time (this should still be in the open but away from the crowd and you should tell somewhere else where you are going and with whom)
- Believe in what you are being told; take allegations or suspicion of abuse seriously
- Listen, possibly confirm details but do not press for information or ask leading questions as this may void any disclosure you receive in a court case or investigation
- Make brief notes using the person's own words.
- Do not interpret what has been said or make assumptions
- Say that you are glad that the child told you
- Acknowledge that the child may have angry, sad or even guilty feelings about what happened, but stress that the abuse was not the child's fault
- If necessary, seek medical help and contact the police or social services
- Ensure the safety of the child and that they are away from the alleged abuser.
- Follow procedures for reporting allegations and suspicions to the designated child protection coordinator

**Do not:**

- Promise confidentiality, but do discuss with the child who you need to tell.
- Investigate the allegation yourself and do not contact the parents/carers until advised to do so by the local authority/officer in charge of the allegation
- If it will help the child to cope say that the abuser has a problem
- Say that you will do your best to protect and support the child

### **Acknowledge to yourself:**

That you may need help dealing with your own feelings and your employer/organisation should provide additional support; this could include a follow up session, time off or counselling

## **SUSPICIONS ABOUT MEMBERS OF STAFF**

### **Introduction**

It is essential that any allegation of abuse made against a member of staff or volunteer is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

### **What Is Meant By an Allegation Against A Member of Staff**

You should be concerned if you believe that a member of staff has:

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

This part of the guidance applies whether the child is someone with whom the member of staff is acquainted through their work, is a family member, friend, or stranger. As well as the safety and wellbeing of the subject child and other involved children, it is important to consider the staff member's long term attitude, access and level of risk to children.

This part of the guidance applies to all staff whether the member of staff is paid, a volunteer, a permanent, or an agency member of staff. It includes anyone who has access to children, or data about them.

### **Role of the LADO (Local Authority Designated Officer)**

Where there is reason to suspect that the individual of concern may be unsuitable to work with children, the matter must be reported to the Local Authority Designated Officer, who will decide where the threshold for investigation under Child Protection procedures is met and will make arrangements to coordinate activity. Once it is clear that the individual should be referred, this should occur without delay, so that an agreement can be made about immediate action and what information can and cannot be shared.

## The Croydon LADO is:

### Steve Hall-Main Contact

Telephone Number : 020 8726 6000 Ext. 84322

E Mail: [lado@croydon.gov.uk](mailto:lado@croydon.gov.uk)

### Adam Fearon-Stanley

Telephone Number 0208 239 3860

Email: [adam.fearon-stanley@croydon.gov.uk](mailto:adam.fearon-stanley@croydon.gov.uk)

Location : Children's Quality Assurance Team  
3rd Floor Davis House

4<sup>th</sup> Floor, Zone F  
Bernard Weatherill House  
8 Mint Walk  
CROYDON CRO 1AE

## Action

If you are concerned that a member of staff may have abused a child you must:

- Follow Croydon Procedure for Managing Allegations Against Staff
- Ensure that the child or young person is safe
- Make a written note of the concerns ensuring names and times are clearly recorded. Do not speak to the child, young person or the member of staff in respect of the allegation
- Talk immediately to your Designated Safeguarding Officer and decide who is going to discuss the matter with the LADO
- If your concern relates to the Designated Manager or Designated Safeguarding Officer, discuss with the LADO in Children's Quality Assurance immediately
- Where a member of staff has obviously assaulted a child or young person the Police should be informed
- Inform OFSTED within 14 days regarding any allegations against a member of staff

OFSTED  
Picadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

Email : [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

In deciding whether to take immediate action in respect of the member of staff against whom the allegation was made, it will be necessary to balance any ongoing

risks to children, against the risks of alerting the member of staff in such a way that they may silence children, or destroy evidence.

A member of staff may be suspended with immediate effect by their manager if there are grounds for concern. However, the LADO should be consulted before action is taken.

### **What Happens After Referral**

Following referral to the LADO, the Children's Quality Assurance team will:

- Undertake checks on those involved
- Decide whether a multi agency Allegations Strategy Meeting is required
- If a multi agency meeting is required, convene it, normally within 2 working days
- Provide advice and guidance to employers
- Track the different processes to their conclusion including any criminal investigation.
- If a member of staff is removed from the organisation because they pose a risk of harm to children a referral must be made to the Disclosure and Barring Service

### **Management Oversight and Supervision**

Case Supervision is vital to sound Child Protection Practice. Supervision is a formal process, in which the supervisor helps the practitioner to review and reflect on their work with the child about whom there are child protection concerns and their family. It is important that the supervisor is able to:

- Relate child protection procedures and what works in child protection practice to the particular case
- Help the practitioner think about the way in which the relationships between the child, the family and the professional group affect them and their work

Sometimes Case Supervision will be undertaken by the person who has overall responsibility for the individual's workload, performance and development. In very small organisations, or organisations which are unused to safeguarding and child protection, this may not be possible. Where management and supervision are separate, the supervisor and manager must liaise. It may be necessary for such organisations to negotiate together to obtain supervision support.

### **CONFIDENTIALITY & INFORMATION SHARING**

Information may be shared to protect a child or vulnerable person, or to prevent a crime. The Data Protection Act is not a barrier to sharing information, but provides a framework to ensure that personal information about living persons is shared appropriately.

When working with children, guarantees of absolute confidentiality must not be given. Those working with children should tell them that information will be shared if it is necessary to keep a child or vulnerable adult safe.

Staff should be open and honest with the child (and their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

Staff should seek advice if they are in any doubt.

Staff should follow the normal rules for safe data storage and transfer.

Recording should include the decision and the reasons for it – whether it is to share information or not. It should include what was shared, with whom and for what purpose.

### **CONTINUING WORK FOLLOWING A REFERRAL TO LADO**

A member of staff may be asked to remain involved with a child or a process, following referral to LADO. They may be asked to:

- Continue their normal level of contact with the child and report back to the Social Worker, if there is one
- They or their manager may be asked to attend a Child Protection Conference
- A manager in the service may be asked to take action in relation to a member of staff about whom there have been allegations