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| POLICY TITLE | Child Protection Policy & Procedure – Safeguarding Young People and Children |
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CHILD PROTECTION POLICY & PROCEDURE

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1 POLICY STATEMENT

- 1.1 The policy is designed to encourage the development of good practice and assist with the identification of neglect, physical, emotional and sexual abuse of young people and children while they are with The Group. It stresses the responsibility of all staff to be alert to signs of abuse and provides for a prompt and effective reporting procedure should abuse be suspected, disclosed or discovered, regardless of the setting in which the abuse has taken place.
- 1.2 The policy is also intended to protect those who work with young people and children from allegations or from behaving in ways which may be well-intended but open to misinterpretation and therefore inadvisable, and to enable The Group to fulfil their role.
- 1.3 As one of its major activities, The Group seeks to serve the needs of young people, promoting individual development. It is not the function or wish of The Group to protect young people from all risk-taking which is inherent in the learning process, but potential risks have to be assessed and evaluated so a mature judgement can be made by the young person (if judged capable) or responsible adult. That is the task of staff or their agents or representatives. Such risk assessments must be undertaken by those qualified in the activity or potential circumstance, and implemented in the light of the legal context of the service being provided by The Group.
- 1.4 The Group aims to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere.
- 1.5 The Group recognises that it is the responsibility of each one of its staff and volunteers to prevent the neglect, physical, sexual or emotional abuse of young people and children and to report any abuse discovered or suspected.
- 1.6 The Group recognises its responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.
- 1.7 The Group is committed to provide support, resources and training those who work with young people and children and to providing supervision.
- 1.8 The Group is committed to maintaining good links with the statutory child care authorities.
- 1.9 The Group fully accept that children have the absolute right to develop in a safe and supportive environment, where they are protected from harm, including significant harm caused by abuse or neglect. The Group will ensure that procedures for safeguarding children are clearly identified in all areas of service specification and delivery.

1.10 In-line with this Child Protection Policy Statement, The Group will:

- Ensure that the Local Safeguarding Children Board (LSCB) procedures are adopted and form the basis for protecting children within the Project;
- Identify named 'Designated Persons' to:
 - a) Offer advice and support.
 - b) Ensure all child protection concerns are referred to the appropriate agencies;
 - c) Organise child protection training for Project staff.

This does not relieve the responsibility of any individual to refer a child protection concern to the appropriate agencies if they feel insufficient action has been taken to protect a child.

2 REFERENCE MATERIAL

2.1 The National Society for the Prevention of Cruelty to Children (NSPCC) has advised The Group regarding the contents of this policy.

2.2 We demonstrate our compliance with the duties on all those working with children and young people to 'safeguard and promote the welfare of children', as set out in The Children Act 2004.

2.3 Government definitions of abuse taken from 'working together to safeguard children 2010'.

3 DEFINITIONS

3.1 The Group: This term has been used to describe Fabrick Housing and its partner companies, Erimus and Tees Valley Housing.

LSCB's: Local Safeguarding Children's Board

NSPCC: The National Society for the Prevention of Cruelty to Children

CRB: Criminal Records Bureau

DSCO's: Designated Safeguarding Children Officers

SADO: Safeguarding Adults Designated Officer

LADO: Local Authority Designated Officers

4 PROCEDURES IN PLACE TO SUPPORT THIS POLICY

4.1 Safe Recruitment and Selection Procedures

- 4.1.1 Application Form – As part of the recruitment procedure all applicants will complete an appropriate application form. All situations which involve work with children and/or young people are excluded from the rehabilitation of Offenders Act 1974. Therefore all applicants will be asked to disclose information about criminal convictions. A form will be used asking the applicant to give details of criminal convictions and informing them that The Group will ask that a Criminal Record Bureau (CRB) check enhanced disclosure be completed.
- 4.1.2 CRB enhanced checks will be carried out prior to staff taking up posts; staff will be unable to commence employment until the check has been completed and the outcome signed off by a senior member of staff. All staff that require a CRB check will have a renewal completed every 3 years.
- 4.1.3 Failure to return this form will halt the application process. If a post requires a CRB check and it does not come back clear, then an offer of employment will be withdrawn.

4.2 Applicant's contacts with Children and Young People

- 4.2.1 It is important that the applicant's previous contacts with children and young people are explored thoroughly at interview. If the responses raise any concerns, clarification will be sought from whatever source necessary.

4.3 References

- 4.3.1 An abuser may well lie or try to conceal something which might arouse suspicion. It is for this reason that two references must be obtained, at least one of which will be someone of standing in the community, and the other where possible, the previous or current employer. If the applicant has moved frequently from one organisation to another further investigation will take place. References will be sought in writing (pro-forma). It must be made clear that the person is to work with children/young people and that it is their views on the applicant's suitability for this work which are being requested. If replies are vague or ambiguous, it may be necessary for them to be followed up in person or by telephone. For designated posts applicants will also be asked to provide evidence of their current CRB check. (See Appendix 5 for schedule of posts). No applicant will be able to commence in post until both satisfactory references are obtained and a new CRB check has been completed.

4.4 Staff, Volunteers, Agency Employees, Students and Trainees

4.4.1 Abuse of children and young people is most easily concealed where there is confusion amongst adults about roles and responsibilities for the protection of children and young people. Staff should have a clear understanding of what is expected of them.

4.4.2 All workers including volunteers, agency employees, students and trainees should be aware that their contact with young people and children in the course of their work within The Group puts them in a relationship of trust. (i.e. in a position of power or influence over another by virtue of their work or the nature of the activity, both within and outside of working hours).

4.4.3 Staff should refer to the code of conduct for directions on acceptable behaviour for working with children and young people (Appendix 4). No relationships should be encouraged in which either the young person's or member of staff's actions could be subject to misinterpretation. Inappropriate actions may result in disciplinary action.

4.5 Training

4.5.1 All staff who works with children and young people should have guidelines on how to deal with abuse. The Group will ensure training is available on the use of these guidelines.

4.5.2 All staff will receive a copy of the Child Protection Procedure as part of their induction and will receive appropriate training on approved Child Protection courses.

4.5.3 A record will be kept of all training.

4.5.4 All staff will have the opportunity to discuss their personal development at least once a year and will be encouraged to identify any training and development needs which would enable them to perform their job more effectively, including those relating to the protection of the children and young people.

4.6 Supervision

4.6.1 Regular opportunities will be made for workers to meet together to review and plan their work, to share their experiences, to receive training and to talk about their relationships with the children and young people. Special attention should be paid to any situation in which a child or young person is being either highly favoured or harshly treated and the relevant discussions must take place and will be documented, and the necessary steps taken through the designated officer. Inappropriate actions may result in disciplinary action being taken.

4.6.2 The Group provides management and supervision of all staff, and procedures are available in the procedure manual.

4.6.3 Risk assessments are implemented on the duties staff undertakes. Risk assessments are produced for specific activities, trips etc involving children as and when necessary.

4.7 Types of Abuse

4.7.1 Staff should be aware that there are many different forms of abuse which fall into five categories, these being:

- Physical;
- Emotional;
- Sexual;
- Neglect;
- Bullying.

5 RESPONSIBILITIES OF THE DESIGNATED SAFEGUARDING CHILDREN OFFICER (DSCO)

5.1 A designated Child Protection Officer (DSCO) must have attended an accredited course run by the NSPCC.

5.2 At time of writing the DSCO's are the Lynsey Jones, Val Brackstone, Amanda Bradshaw, Billy Barnett, Jack Dodds (pending).

5.3 DSCO's are available to discuss concerns, give advice, and support staff who are dealing with abuse issues and concerns. DSCO's are also available for one-to-one training.

5.4 DSCO's are responsible for ensuring the Child Protection Procedures are followed.

5.5 DSCO's are responsible for ensuring that contact information for Children's Services is kept up-to-date in every service and is easily and readily available to all staff.

5.6 DSCO's are responsible for logging all recorded concerns and keeping this log together with all report forms in a secure place.

5.7 DSCO's are responsible for updating the log and report forms as necessary so that the status of open cases and the outcome of closed cases can be easily accessed.

- 5.8 DSCO's are responsible for obtaining information on LSCB's and local procedures for all the areas in which The Group has services.
- 5.9 DSCO's are not responsible for making referrals to the Local Authority this is the responsibility of the member of staff who has the concern.
- 5.10 Together with Safeguarding Adult Designated Officer (SADO) the DSCO's should lead on the annual review of abuse cases in accordance with the procedure for this.
- 5.11 Although it would not be feasible for DSCO's to sit on the LSCB's for all the areas in which The Group has services they are responsible for making and maintaining links with LSCB's, however, Fabrick does have a representative present on the LSCB. This will involve:
- Understanding the role of the LSCB;
 - Staying up-to-date with local developments by regularly visiting the LSCB website and subscribing to any newsletters or bulletins;
 - Knowing how to make representations to the LSCB should there be concerns about the effectiveness of local procedures or any other issues that it is felt should be raised with the LSCB. This may be directly to the Board, to the LSCB Development Officer (if in place) or via any third sector representative on the LSCB.
 - The DSCO's should maintain an up-to-date record of the Local Authority Designated Officers (LADO's) for all the areas in which The Group has services.
 - Being aware of all children in contact with The Group who are subject to a Child Protection Plan.

6 DESIGNATED OFFICER CONTACT FOR CHILDREN AND YOUNG PEOPLE

- 6.1 The DSCO's will act as designated officer and will be made available to discuss any concerns and we will ensure that children and young people know who the person is and how they can be contacted. We will do this by displaying the information on notice boards and giving out information on sign-up.
- 6.2 We will display the telephone number of Children's Services, Police and Childline or a similar organisation, on a notice board which is regularly seen by children and young people.

7 DUTY TO PREVENT ABUSE AND TO REPORT ABUSE

- 7.1 It is the responsibility of any member of staff to ensure that all cases of alleged abuse are reported to the Local Authority Children's Services and the DSCO.

- 7.2 Abuse and neglect may be suspected by staff, disclosed to them or discovered by them and all workers should be aware of the appropriate reporting procedure.
- 7.3 It is the Group's duty both to prevent abuse or neglect and to report any abuse discovered, disclosed and suspected. The normal rule of client confidentiality cannot be observed when abuse is discovered or suspected. When staff suspect, discover or are told/learn about abuse or neglect occurring in or outside The Group's setting, they should follow the reporting procedures outlined in Section 9 'Procedure for Reporting Child Protection Concerns'.
- 7.4 If an issue arises, any user of The Group's services will be made aware that the member of staff who has any concerns about child protection has a legal obligation to forward those concerns to the relevant agency.

8 ALLEGATIONS, SUSPICIONS AND DISCLOSURES OF ABUSE

8.1 Suspecting or finding out about abuse

- 8.1.1 Staff and volunteers (workers) of The Group who are concerned a child or young person may be being, or has been abused (see Appendix 3 for guidance) are expected to following the process set out in Section 9.

8.2 If a child or young person wants to talk about abuse:

- Accept what the child or young person says, keeping calm and looking at them directly from time to time;
- Let them know that you need to tell someone else, do not promise confidentiality even when a child or young person has broken a rule they are not to blame;
- Be aware that the child or young person may be being threatened;
- Never push for information, avoid asking questions other than questions of clarification if you are not sure what they are saying, let the child talk;
- Reassure the child or young person they were right to tell you;
- Let the child or young person know what you are going to do next, who you need to tell;
- Make notes as soon as possible, writing down exactly what was said and when he/she said it. Record dates and times of these events and keep the handwritten record, even if these are subsequently typed up, for an indefinite period. (See Incident Report Form, Appendix II);
- If it is considered that the person making the disclosure is likely to be at risk by returning home, immediate contact should be made with the Children's Services Department or the Police.

8.3 Allegations of Abuse against The Group

8.3.1 Any allegation made against any paid employee or volunteer of The Group must be taken seriously. It is recognised that this can be a distressing and stressful situation for all involved but it is vital that The Group acts responsibly with regard to children who have been entrusted into the care of its workers.

8.3.2 When a report of an allegation or suspicion is received it is important to respond immediately by reporting it to the DSCO and ensuring a detailed record is kept, dated and signed. If the DSCO is implicated, reports should be made to the Head of Service.

8.3.3 This information should be reported to the LADO immediately. Every Local Authority must designate an officer to be involved in the management and oversight of cases, where allegations are made against adults who work with children and young people. The role of the LADO is to provide advice and guidance to employers and voluntary organisations; liaising with the police and monitoring progress of cases to ensure that they are dealt with as quickly as possible through the use of a fair and thorough process. The LADO will advise The Group on what steps to take from that point onwards and act as a link between The Group, Children's Services and the Police as necessary.

8.3.4 Additionally the following should also be considered when an allegation or suspicion of abuse involves an employee of The Group:

- Does the person against whom the allegation is made have ongoing contact with children? In most circumstances the LADO will assist in offering advice about suspending any activity that involves contact with children;
- For a paid employee there will be a need to consider whether a period of suspension from active duties is appropriate while an investigation is ongoing. Depending on the type of post of the employee, it should be clear in their contract who has responsibility for this level of decision making regarding suspension and which other bodies will need to be consulted and advised;
- For any allegation against a staff member of The Group there is clear guidance about suspension/disciplinary matters;
- Who can offer appropriate care and support to the person under suspicion? This should not be the same person offering support to any alleged victim or informant.

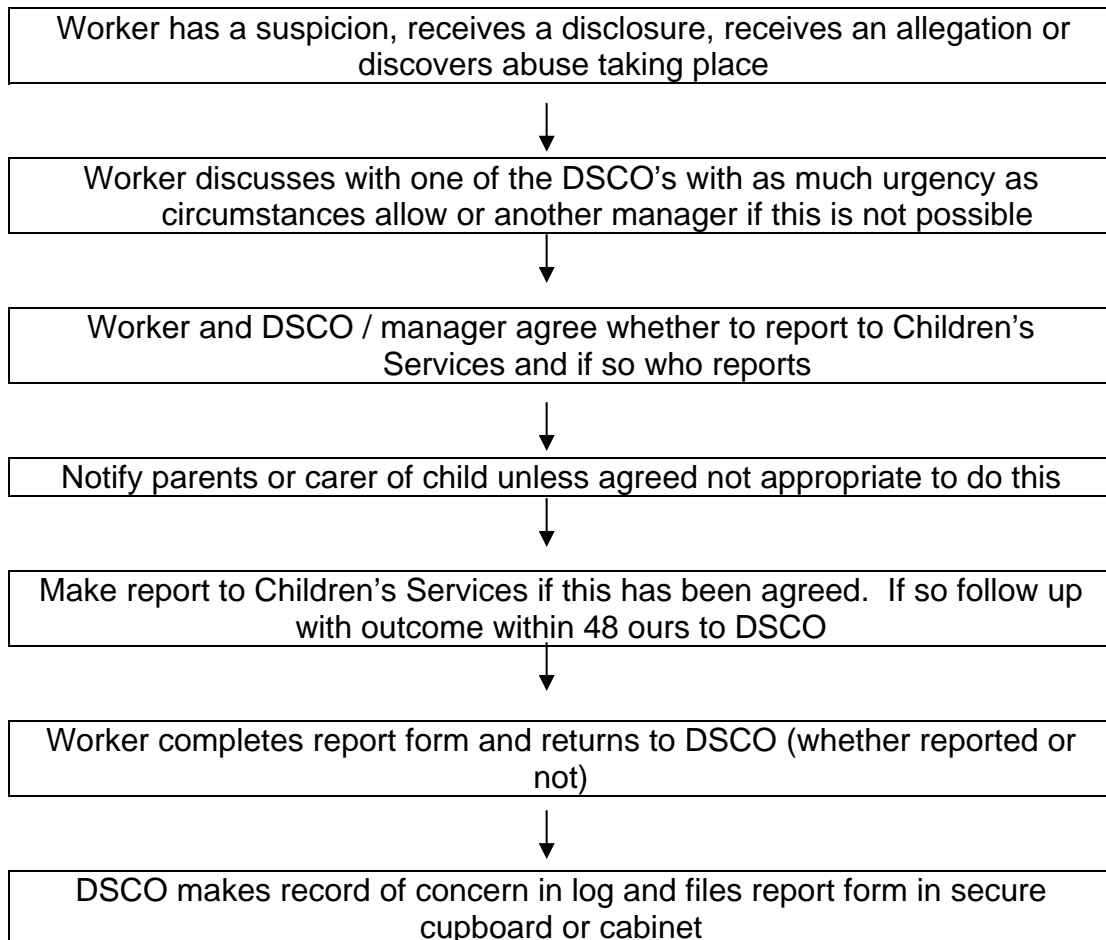
8.3.5 It should be noted that in these circumstances the practice of a short-term suspension pending the outcome of any investigation is a measure used to protect the volunteer or staff member as well as the child. It is not a method of apportioning blame but should be regarded as a neutral way of protecting all involved until an investigation can be concluded. These are commonly referred to as a 'suspension without prejudice'.

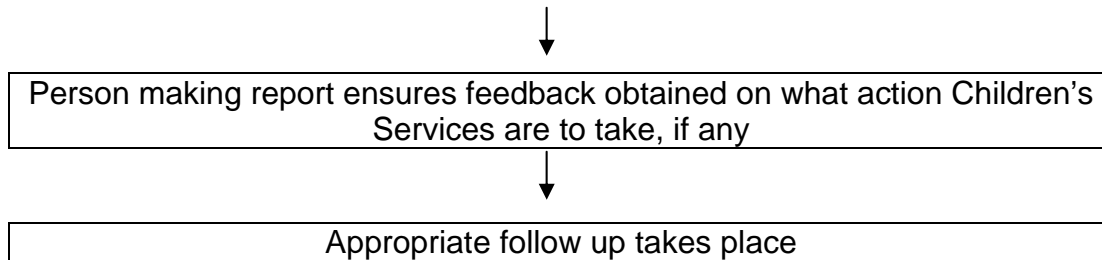
8.3.6 At the conclusion of an investigation opportunities should be created for all those who have been involved in any supportive capacity to debrief and obtain any support they may need themselves.

8.4 Working with Alleged Perpetrators

8.4.1 The Group will continue to provide support to anyone who has disclosed abuse, is subject to allegations of abuse or is the subject of a child protection plan. We will maintain a multi-agency approach and engage with additional services if needed.

9. PROCEDURE FOR REPORTING CHILD PROTECTION CONCERNS





Any worker can bypass the procedures and share concerns with an outside agency – Children's Services or the NSPCC – if they feel that their line manager or management team are not dealing with their concern or are implicated in some way.

9.1 Discuss Concerns with a (DSCO):

- The worker and DSCO will discuss the case and it will be agreed whether or not to refer the case to the relevant Local Authority Children's Services and if it is to be referred, who is to do this;
- The worker and DSCO will also discuss whether there are any reasons why the parents of the child should not be told about the concerns or any referral that is to be made. Before a referral is made, the parents of the child or children involved should normally be told, unless this could put the child at risk of harm or of being removed by the parent or of interference in any subsequent investigation;
- In most cases the worker dealing with the client will make the referral to the Local Authority as they are able to explain the details first hand;
- If a DSCO is not available, the case should be discussed with the worker's line manager or another manager and a decision made whether to make a referral;
- Whether a referral is to be made or not, the worker will complete a Child Protection Record Form (Appendix 2) and send to the DSCO;
- The DSCO number the record form and logs the record against this case number and summarises on the central record form;
- Prioritise taking any agreed action – do the paperwork afterwards;
- If it is decided not to refer to the Local Authority, the reason for this should be recorded on the record form and any arrangements about monitoring the situation noted (bearing in mind that The Group should not be responsible for formal monitoring of residents).

9.2 Referring to the Local Authority:

- If it is decided to make a referral to the Local Authority this will be made in accordance with the procedures of the relevant authority;
- The Local Authority procedures and contact details can be obtained from their website or from the DSCO;
- The person making a referral is responsible for ensuring that the Local Authority, receive all the relevant information in the required format.

9.2.1 If possible have the following information available when reporting:

- Details of the child/children and family/families involved;
- Any relevant information relating to the person against whom the allegation is made;
- Dates and times of the incident as appropriate;
- Details of any others involved and/or any witnesses.

9.3 Receiving Feedback from Children's Services

9.3.1 The person making the referral must make sure that they receive feedback from the Local Authority on the outcome of their referral within 48 hours of making the referral, and notify the DSCO of this so that it can be centrally recorded.

9.4 Appropriate follow-up

9.4.1 As a result of a referral a child may become subject to a Protection Plan (see section 12 below). Staff must participate in this plan as appropriate but are not responsible for formal monitoring of children; this is the role of Children's Services.

9.4.2 If Children's Services decide that no further action should be taken this must be notified to the DSCO and recorded.

9.4.3 The Groups staff might not agree with a decision made by Children's Services to take no further action and the worker and DSCO should discuss this and decide whether to challenge this as a complaint to the team manager in the first instance, and also whether to notify the safeguarding board, especially if this happens frequently in an area.

9.4.4 As a result of a referral, relationships with families may be affected, staff must be supported through supervision to manage this.

9.4.5 Signposting to specialist services who support and provide counselling for children who disclose abuse and families where allegations of abuse have been made should be considered.

9.4.6 The experience of being involved in a child protection case may be distressing so staff should be appropriately supported.

10 EMERGENCIES

10.1 In an emergency:

- In an emergency, workers must make a referral direct to the Local Authority or contact the police if someone may be in immediate danger;
- The DSCO must be notified of this as soon as possible afterwards;
- The Child Protection Record Form (Appendix 2) must be completed and sent to the DSCO;
- DSCO numbers the report form and logs the report against this case number and summarises on the central record form.

11 THINGS STAFF SHOULD NOT DO

11.1 Under no circumstances should staff and volunteers of The Group who are concerned a child may be being or have been abused:

- Attempt to investigate any allegations themselves;
- Deal with their concerns alone;
- Speak to parent without first consulting the DSCO to check whether this is appropriate;
- Speak to or contact the person against whom an allegation is made.

12 WORKING WITH CHILDREN WHO ARE SUBJECT TO A CHILD PROTECTION PLAN

12.1 Some children in contact with staff may be 'subject to a child protection plan' formerly known as being on the Child Protection Register.

12.2 These are children who are considered to be in need of protection, who meet one of the categories as listed in Appendix 4.

12.3 Parents need to be aware that if a member of staff has any concerns about child protection, they have a legal obligation to forward these concerns to the relevant authority.

- 12.4 If The Group receive a referral from Children’s Services where there are child protection concerns, it will be made clear to the family from the outset that The Group may be asked to attend any future Child Protection Conferences, or ‘Looked After’ Reviews, and that they may be required to report on the specific work that they have undertaken with the family. As a result of this, The Group may also become part of any future protection plan in respect of children within that family and therefore, an individual worker may become a member of the core team. Should The Group become involved with a Protection Plan then it will be the responsibility of the named worker to attend the meeting.
- 12.5 Staff should notify a DSCO if a child comes into their service that is subject to a protection plan.
- 12.6 **Under no circumstances are staff responsible for leading on an assessment or for the formal monitoring of residents. That is the clear responsibility of the social worker. Staff may however, be asked to contribute to multi-agency assessments and should do so.**

13 MONITORING AND REVIEW

- 13.1 The DSCO’s will log each child protection report to ensure that it is followed through. Each quarter the DSCO’s will meet, and a report will be written to enable the responsible officers to identify whether the policy and procedures are effective, being followed correctly, and whether they are sufficient to facilitate the identification, reporting and follow-up of cases.
- 13.2 There will be an annual review of all reported child protection cases. The DSCO’s will consider whether the cases referred were appropriate, referred to social services, how effective the process was and what action was taken, were there any patterns emerging e.g. numbers and types of reports, what the demographic profile of complaints is. The DSCO’s will then be able to identify any under reporting, and develop an action plan to ensure that all staff have had the appropriate training necessary for their role.

14 GETTING ADVICE

- 14.1 Staff and volunteers can contact Children’s Services for advice if a DSCO is not available.
- 14.2 If the child or young person is in immediate danger the police should be contacted.
- 14.3 The Contact Social Care Direct 0845 5010 ask to speak to the duty officer.
- 14.4 The NSPCC can be contacted for advice – the helpline is open 24 hours a day, the number is 0808 800 5000.

14.5 NSPCC Asian Child Protection helpline also provides advice in Punjabi, Hindi, Urdu, Gujarati, and Bengali.

14.6 Staff can also access interpreting services through Everyday Language Solutions on 0871 4240090.

Any worker can bypass the procedures and share concerns with an outside agency – Children’s Services or the NSPCC – if they feel that their line manager or management team/committee are not dealing with their concern or are implicated in some way.

Appendix 1

Guidelines for Staff Working with Children/Young People

In line with the Lone Working Policy, when working with Children/Young people you must always let your Line Manager know the time and place of meeting with a child/young person.

It is essential that you establish and maintain professional working boundaries between yourself and the child/young person and any other parties involved. Staff should always remain mindful of the guidance provided in appendix 4, the code of practice/behaviours.

Once you have finished the meeting write up a detailed record of the appointment, remembering to stick to the facts.

Ensure good line management supervision.

Appendix 2

CHILD PROTECTION REPORT FORM CONFIDENTIAL

| | | |
|--|-------------|--|
| Name of child | | |
| Gender (M/F) | DOB | Ethnicity Language Interpreter needed? |
| Address | | |
| Post code | | |
| Phone number | | |
| Service/organisation | | |
| Date started at service/organisation | | |
| List known brothers and sisters of the child and where they live (if known) (Social services are likely to ask about this if you make a referral) | | |
| Main carer/s (specify relationship) | Name DOB | Address and phone number |
| | | |
| | | |
| Is the main carer aware of the report yes/no (state reason) | | |
| Does the child know a report is being made? Yes/no (state reason) | | |
| Other relevant information (GP, Health Visitor Name) | | |

Reason for concern:
(State briefly what child said or what you observed that caused concern. Include date, time, event) use separate sheet if needed

Category of concern: physical neglect emotional sexual etc

Who have you spoken to and what was said?

State what action taken, and when. If case is not to be referred to social services give the reasons why?

Signed

Print name

Date

Position

Forward to a Designated Safeguarding Children Officer

Appendix 3: Definitions and signs and indicators of abuse

Definitions of Child Abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. 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.

There are five types of child abuse. They are defined in the Government guidance Working Together to Safeguard Children, 2006 as:

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child or failing to protect a child from that harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts such as kissing, touching or fondling the child's genitals or breasts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter including exclusion from home or abandonment
- protect a child from physical and emotional harm or danger
- ensure adequate supervision including the use of inadequate care-takers
- ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Bullying

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group).

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm). All settings in which children are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies.

Signs and indicators of abuse

Recognising child abuse is not easy, and 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 under The Groups 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, and 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 seen on the front of the

body. Some children, however, will have bruising which can almost only have been caused non-accidentally.

An important indicator of physical abuse is where bruises or injuries are unexplained or the explanation does not fit the injury or when it appears on 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 they are often delayed in presentation due to blistering taking place some time later.

The physical signs of abuse may include:

- ◆ 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 which 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, and often children who appear well cared for may 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/play with other children.

The physical signs of emotional abuse may include:

- ◆ a failure to thrive or grow, particularly if the child puts on weight in other circumstances e.g. in hospital or away from their parents care
- ◆ sudden speech disorders
- ◆ developmental delay, either in terms of physical or emotional progress

Changes in behaviour which can also 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

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 which 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.

The physical signs of sexual abuse may include:

- ◆ pain or itching in the genital area
- ◆ bruising or bleeding near genital area
- ◆ sexually transmitted infections
- ◆ 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 dress 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 their being left alone or unsupervised

Bullying:

Bullying is not always easy to recognise as it can take a number of forms. For example, 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 rumors, persistent teasing
- ◆ Emotional - excluding (sending to Coventry), tormenting, ridicule, humiliation.

Persistent bullying can result in:

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

Some 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
- ◆ Self harming

These definitions and indicators are not meant to be definitive but only to 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 their family, relationship problems between their parents/carers etc. 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.

Appendix 4: Staff Code of Practice/Behaviours

This Code is based on that developed on behalf of the Department for Education (DFE) by the Allegation Management Advisors in November 2007. It has been developed and attached to this policy to provide you with advice which not only will help to protect children, but will also help staff identify any practices which could be mistakenly interpreted and perhaps lead to false allegations of abuse.

Good practice will also protect The Group through reducing the possibility of anyone using their role within the organisation to gain access to children, in order to abuse them. We hope staff will see The Group as a work place in which all are enabled and empowered to develop a sense of shared responsibility for safeguarding and promoting the welfare of children, and feel both able and willing to report to their manager any breaches of this code by a colleague.

While it is not intended that this code should restrict staff from their normal ways of working, there is much they can do to avoid situations which may give rise to misinterpretation, which will also work to protect children. If in doubt, consider how an action or activity may be perceived as opposed to how it is intended.

The code of behaviours should guide all actions taken by staff and anyone else working on behalf of The Group in relation to all contact with children and young people through their work. If it is necessary to act contrary to it (for example being in a position of one to one contact with a child or giving them a lift in your car) you should only do so after discussion, and with the approval of, your line manager. Staff who breach this code of behaviours outside of these specific circumstances may be subject to disciplinary procedures.

- Develop a culture in which staff, children and young people feel comfortable enough to point out inappropriate attitudes and behaviours to each other.
- Always work with children in an open and transparent way. Your actions should be warranted, safe and applied equitably.
- Listen to and respect children at all times. Do this regardless of their age, gender, ethnicity, disability or sexual orientation. Don't discriminate or show signs of approval or prejudice.
- Always avoid favoritism, singling out 'troublemakers' and gossiping about children and young people.
- Actively involve children and young people in planning activities wherever possible.
- Never let allegations by a child go unreported, including any made against you, or trivialise child abuse or its effects.
- The focus of your relationship with a child you have met through work should always remain on the work. The aim should never be, or become, to develop the relationship into a long term friendship.
- Be aware that children can and do develop both heterosexual and homosexual infatuations towards adults working with them. If you become aware of this

happening towards yourself, you should inform your manager and then respond to the situation in a way which maintains the dignity of all concerned.

- Consider your physical appearance at work. Adults working with children should dress decently and appropriately for the task undertaken and the age group involved. If you are unsure what would count as 'decent and appropriate', please consult with your line manager.
- Do not drink alcohol whilst at work or be under the influence of alcohol. Do not smoke with or in front of children and young people.
- Never steal, or condone someone else's stealing, regardless of the value of an item stolen.
- Never invite, or allow, a child you have met through work into your home. Also, do not give your personal contact details (including mobile number and e-mail address) to a child you have met through work. Never offer to transport a child alone in your car.
- Avoid unobserved situations of one to one contact with a child. If it is unavoidable, always ensure another adult knows where you are, with whom and why.
- If you need to comfort a child who has become distressed, it is important that you do so in a way which is both age appropriate and respectful of their personal space. Never act in a way which may be perceived as threatening or intrusive. Check with them before you act.
- Never agree to keep any information relating to the harm of a child confidential. Always follow the procedures for reporting concerns.
- Never enter a child's private home unless there is a responsible adult present. Do not go in to wait for their return.
- Never make sexually suggestive remarks or discriminatory comments to or in front of a child.
- Don't engage in or allow any sexually provocative games involving or observed by children, whether based on talking or touching.
- Don't engage in or tolerate any inappropriate physical activity involving children, or any bullying of a child by an adult or another child.
- While the use of humour can help to diffuse a situation, the use of sarcasm, demeaning or insensitive comments to a child is never acceptable.

Appendix 5: Schedule of Posts requiring a CRB

| | | |
|-------------------|------------------------------|--|
| Housing | Home Ownership | Cleaner |
| Housing | Housing Services (TV) | Cleaner |
| Asset Management | Maintenance Services | Assistant Void Technician |
| Asset Management | Maintenance Services | Void Team Technician |
| Supported Housing | | Head of Supported Housing |
| Supported Housing | | Supported Housing Administrator |
| Supported Housing | Extra Care | Caretaker (Tia Hua Court) |
| Supported Housing | Extra Care | Caretaker / Handyperson (Barnaby Hse and Pennyman House) |
| Supported Housing | Extra Care | H/Dresser Barnaby House |
| Supported Housing | Extra Care | Cleaner (Barnaby House Cedar house, Gresley Ct) |
| Supported Housing | Extra Care | House Manager (Mascot house) |
| Supported Housing | Extra Care | Scheme Leader (Barnaby Hse and Pennyman House) |
| Supported Housing | Extra Care | Scheme Worker (Barnaby House and Pennyman House) |
| Supported Housing | Extra Care | Supported Housing Coordinator Older Persons |
| Supported Housing | Extra Care | Warden (Cedar House and Gresley Ct) |
| Supported Housing | Floating Support | Floating Support Leader LD and Co Durham |
| Supported Housing | Floating Support | Floating Support Worker all schemes |
| Supported Housing | Floating Support | Assistant Floating Support workers all schemes |
| Supported Housing | Supported Housing FIP | Cleaner all schemes |
| Supported Housing | Supported Housing FIP | Family Intervention Project Manager |
| Supported Housing | Supported Housing FIP | Project Administrator all FIP schemes |
| Supported Housing | Supported Housing FIP | Project Leader all FIP schemes |
| Supported Housing | Supported Housing FIP | Project Worker (all FIP schemes) |
| Supported Housing | Supported Housing FIP | Senior Project Worker (all FIP schemes) |
| Supported Housing | Supported Housing FIP | Supported Housing Project Co-ordinator all (FIP Schemes) |
| Supported Housing | Supported Housing Operations | Cleaner all FIP schemes |
| Supported Housing | Supported Housing Operations | Project Coordinator (St Pauls and Anna Ct) |
| Supported Housing | Supported Housing Operations | Project Coordinator (Fairway and Grace Ct) |
| Supported Housing | Supported Housing Operations | Project Coordinator (Coney Ave and Lewis Cr) |
| Supported Housing | Supported Housing Operations | Project Coordinator Penrith Rd and Redcar) |
| Supported Housing | Supported Housing Operations | Project Worker all projects |
| Supported Housing | Supported housing Operations | Project Support Worker all projects |
| Supported Housing | Supported Housing Operations | Relief Project Worker all schemes |
| Supported Housing | Supported Housing Operations | Supported Housing Manager (Operations) |
| Supported Housing | Supported Housing Operations | Supported Housing Manager (Operations and Extra Care) |
| Supported Housing | Supported Housing Q&MR | Supported Housing Co-ordinator (Q&MR) |
| Supported Housing | Supported Housing Q&MR | Supported Housing Contracts Assistant |
| Supported Housing | Supported Housing FIP | Project Administrator all FIP schemes |
| Erimus | Building Services | Electrician |
| Erimus | Housing | Estates Officer |
| Erimus | Housing | Home visitor |
| Erimus | Housing | Housing and Relocation Officer |
| Erimus | Rents | Rents deposit scheme officer |
| Fabrick | Resident involvement | Resident involvement assistant |
| Fabrick | Resident involvement | Resident involvement officer |
| Fabrick | Resident involvement | Special initiatives officer |
| Erimus | Development | Stock condition surveyor |
| Erimus | Development | Assessment Liaison Officer |
| Erimus | Maintenance | Bricklayer |
| Erimus | Maintenance | Electrician |
| Erimus | Maintenance | Tiler |
| Erimus | Maintenance | Joiner |
| Erimus | Maintenance | Painter |
| Erimus | Maintenance | Plumber inc gas |
| Erimus | Maintenance | Plasterer |

| | | |
|---------|-------------|---|
| Erimus | Housing | Concierge |
| Erimus | Maintenance | Head of Property maintenance |
| Erimus | | Health and Safety Technical Officer |
| Erimus | Homeless | Homeless prevention officer |
| Erimus | Homeless | Homeless intervention officer |
| Erimus | Homeless | Senior Homeless officer |
| Erimus | Housing | Housing Options Manager |
| Erimus | Housing | Housing support office |
| Erimus | | Operations manager |
| Erimus | | POAL development officer |
| Erimus | | POD |
| Erimus | Housing | Scheme manager |
| Erimus | Housing | Warden Service supervisor |
| Fabrick | Housing | Erimus futures officer |
| Fabrick | Finance | Finance officers |
| Fabrick | Finance | Financial inclusion manager |
| Fabrick | | Group Director of operations |
| Fabrick | | Management accountant |
| Fabrick | | Tandem Financial inclusion adviser |
| Fabrick | | Tandem money advisor |
| Fabrick | | Treasurer and tax man |
| Fabrick | | Volunteers/Students/work experience (where appropriate) |