



Southampton Voluntary Services

SAFEGUARDING

Children Policy

Amendment History

First Introduced July 2004	
Version 2006, Issue 1.1, Sept-06	Working together 2006
Version 2009, Issue 2.1, Apr-09	
Version 2011, Issue 3.1, Jan-11	Working together 2010
Version 2013, Issue 4.1, Sept-13	Working together 2013

Reviewer

Deputy Chief Executive

Owner and Authorised by

Chief Executive and Executive
Committee

CONTENTS

1. Policy on Safeguarding Children
2. Introduction
3. Aim of this policy
4. Good Practice
 - a. Recruitment
 - b. Management
 - c. Training
 - d. Record keeping
 - e. Information sharing
 - f. Planning
 - g. Mobile Phone and Camera Usage
 - h. Access to an independent person
5. Identification of abuse
6. Signs and Symptoms
7. What to do if a child makes a disclosure
8. Responsibilities – What to do next
9. Concerns about a colleagues
10. The role of Southampton Voluntary Services in working with statutory organisations
 - a. Child Protection conferences
 - b. Report writing
11. Conclusion

Appendix A: Indicators that a child is being, or is at risk of being abused

Appendix B: Useful contacts
Useful terms

Appendix C: Mobile and Camera Usage

Appendix D: SVS Projects:

- Young Carers
- Family Projects

1.0 Policy on Safeguarding Children

The welfare of the child and/ or vulnerable young adult is paramount. Within the context of this policy 'child' and 'children' can also be taken to cover vulnerable young adult

All children whatever their age, culture, disability, gender, language, racial origin, religious beliefs and / or sexual identity, have the right to be safeguarded, against maltreatment, impairing their health or development whilst ensuring they grow up in a safe and effective environment and achieve the best outcomes.

All suspicious and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

A child is defined as a person under the age of 18 years (The Children Act 1989)

2.0 Introduction

- 2.1 Southampton Voluntary Services (SVS) is an umbrella organisation providing voluntary groups working in our communities with independent support and an independent voice. This involves helping with their development, promoting inter-group co-operation, encouraging good practices and working with volunteers, representing their views to statutory bodies, and providing vital support services.
- 2.2 SVS always works with the principle that Safeguarding and Promoting the welfare of children is paramount – and in particular protecting them from harm significant or not, as set out within the Children Act 1989 & 2004, and in accordance with Working Together to Safeguard Children 2013 issued by HM Government, The Policy and Practice Requirements of Southampton's Safeguarding Children's Board. Many of the projects within SVS work directly with children and young people and it is therefore important that all workers and volunteers who come into contact with children and families, especially workers working directly with children and young people are aware of their responsibility regarding Safeguarding and promoting the welfare of Children.
- 2.3 Section 11 of the Children Act 2004, places duties on organisations and individuals to ensure that their functions are discharged with regard to the need safeguard and promote the welfare of children.
- 2.4 Working together 2013 stipulates, effective safeguarding of children can only be achieved by putting children at the centre of the system and by creating a child-centred and coordinated approach to safeguarding.

3.0 Aim of this Policy

- 3.1 To clearly outline the practice and procedures for all paid and voluntary staff throughout SVS, clearly identifying safeguarding is everyone's responsibility, whilst being child centred in order to effectively safeguard and promote the welfare of children and young people from conception through to 18 yrs or up to 25 if a vulnerable young adult. It is aimed at protecting the child and the worker or volunteer, recognising the risks involved in lone working with children and young people.

3.2 This policy covers everyone formally associated with SVS, within all areas of it work this includes all paid workers, volunteers and Executive committee members. Specific guidance for projects regularly in contact with children and young people is available as appendices

3.3 A child protection concern overrides issues of confidentiality as stated in the Children Act 1989

4.0 Good Practice

4.1 Recruitment

SVS is committed to embedding good practice around safer recruitment, all staff and volunteers working directly with children and/or young people will follow this recruitment process:

- completion of an SVS application form, or by providing appropriate paperwork, which clearly lays out past experience and or past employment
- Attend and satisfactorily pass an interview
- satisfactory checking of references, at least one of which is from a person who has experience of the applicant's paid work or volunteering with children
- To complete Disclosure & Barring Service (DBS) check if one is required for the role at the level appropriate
- successful completion of a probationary period

All staff and volunteers have a duty to declare any existing or subsequent convictions, adverse child protection or care proceedings. Failure to do so will be regarded as gross misconduct possibly resulting in dismissal.

4.2 Management

It is the organisations responsibility to identify and outline the roles and responsibilities regarding safeguarding to the workforce and it is the line's manager's responsibility to ensure its workforce understands its responsibility.

Regular supervision will monitor the work and offer staff and volunteers the opportunity to raise any issues. For those working directly with children, a like-minded professional currently practising with children and young people may be made available for regular or clinical supervision.

SVS is responsible under Section 11 of the Children's Act 2004, to ensure its staff is competent to carry out their safeguarding responsibilities.

4.3 Training

Everyone who is employed and has direct contact with children, should be able to recognise, and know how to act on, evidence that a child's health or development is, or may be impaired, and especially when they are suffering, or at risk of suffering, significant harm.

SVS's whole workforce will be given a mandatory induction, which includes familiarisation with child protection responsibilities and procedures, which is refreshed bi-annually or when policy changes dictates.

Project staff should also strive to better understand how to help keep children safe online by being adequately equipped to understand, identify and mitigate the risks.

It is the responsibility of SVS to ensure all staff undertake appropriate training to equip them to carry out their responsibilities effectively, and keep this up to date by refresher training at regular intervals; and that all staff, including bank staff and volunteers who work with children, are made aware of both SVS's arrangements and their responsibilities for safeguarding and promoting the welfare of children.

SVS will also undertake annually in-house training using scenarios to bring the safeguarding policies to life, and to demonstrate the importance of safeguarding.

4.4 Record Keeping

Records kept about children and young people should only include:

- contacts made
- referrals made, including date, time, reason and referral agency

Confidential information regarding a child or young person must be kept in a locked drawer by the appropriate person for an agreed period. (e.g. the lifetime of the project or piece of work)

If you have concerns about a child but feel you need to discuss informally, you could contact a member of the Health Visiting team or a member of Children Services that is appropriate.

4.5 Information Sharing

Effective information sharing underpins integrated working and is a vital element of early help and safeguarding, all information being shared should be done in line with Southampton Information Sharing Protocol. The protocol is available from <G:\New G-Drive\SVS Governance\SVS Policies & Procedures\Information Sharing Protocol - Sept 2010.doc>

The fear about sharing information should not stand in the way of promoting the welfare and protection of children. No member of the SVS workforce should assume that someone else will pass on information which they think may be critical to keeping a child safe.

4.6 Planning

Wherever possible, paid staff and volunteers should avoid lone working with a child. If possible, any one-to-one contact should take place in an environment where other staff, parents or volunteers are also present, or within sight. Other measures to reduce opportunities for abuse include:

- ensuring children can walk to an organisation's premises in good lighting, along safe paths
- not meeting with children away from the usual base or meeting place without a parent or other adult being present

Some projects cannot operate effectively without adults working with individual children or young people in an unsupervised setting, e.g. Young Carers support and befriending scheme. Paid or voluntary workers who have unsupervised contact with children must have additional questions around Child Protection during their interview and close supervision following their appointment.

4.7 Mobile Phone / Camera Usage

Camera mobile phones and multimedia devices are becoming increasingly popular. A built in digital camera enables users to take high quality pictures, which can then be sent instantly to other mobile phones or e-mail addresses. They can be posted on the internet or in chat rooms, further information can be found in **APPENDIX C**

4.8 Access to an independent person

Any child or young person who comes into contact with SVS staff or volunteers for more than just the odd occasion should be given information on their right to talk with an independent person, and their name and contact arrangements. This could form part of the normal registration process.

The independent person for SVS is:

Jo Ash (Chief Executive)
Southampton Voluntary Services
Kingsland Square
St Mary Street
Southampton, SO14 1NW
(023) 8022 8291 or j.ash@southamptonvs.org.uk

Staff and volunteers will be given this information as part of their induction training. This should include guidance on how and with whom they should share their concern if they observe a superior acting suspiciously.

5. Identification of abuse

There are different types of abuse, which may include:

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

Neglect - The persistent failure to meet a child's basic physical and / or psychological needs, likely to result in the significant impairment of the child's health or development.

Sexual - Activities involving physical contact, including penetrative or non penetrative acts. They may include non contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional - The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development.

6. Signs and Symptoms

There is no clear dividing line between one type of abuse and another. The following section is divided into four areas to help categorise what may be seen or heard. Children may show symptoms from one or all of the categories.

PHYSICAL ABUSE	Bruises in places that are not usually harmed in normal play Bruise or marks consistent with either straps or slaps Undue fear of adults Aggression towards others Unexplained injuries or burns – particularly if they are recurrent
PHYSICAL NEGLECT	Exposure to danger/lack of supervision Inadequate/inappropriate clothing Constant hunger Poor standard of hygiene, or untreated illnesses
EMOTIONAL ABUSE	Overly withdrawn, or an overly aggressive child Constant wetting or soiling Frequent vomiting Persistent rocking movement Poor language development, Inability to relate to peers or adults
SEXUAL ABUSE	Language and drawing inappropriate for their age Sexual knowledge inappropriate for their age Wariness on being approached Soreness or unexplained rashes or marks in the genital area Pain on urination, or difficulty in walking or sitting Stained or bloody underclothes Recurrent tummy pain, headaches or bruises on inner thigh or buttocks

REMEMBER - Signs and symptoms often appear in a cluster, but also many of the indicators above may be caused by other factors

See **Appendix A** for a diagram summarising the main physical signs of abuse

7. What to do if a child makes a disclosure

- DO NOT PANIC!
- Find a quiet place to talk to the child (if possible)
- Stay calm and reassuring
- Do not appear shocked at anything you might see or hear
- Listen and believe what the child is saying to you
- Do NOT press the child for details or ask leading questions
- Tell the child you will need to share the information and not keep it a secret
- Reassure the child that they are not to blame for what has happened
- Do not make any promises to the child
- Say you are glad the child has told you. Let the child know you are aware that it is difficult to talk about these things
- Seek advice as soon as possible, following the guidance given in Section 8.

8. Responsibilities – what to do next

- 8.1 Paid workers - For guidance on the procedure related to specific projects, see **Appendix D**. Other staff to follow the steps below
- 8.2 Workers who received a disclosure have a responsibility to that child to raise it with the statutory authority that can take action to safeguard them. Child First, which can be contacted using the numbers listed in **Appendix B**. Any concerns can be discussed in confidence with Children Services, who will advise on the subsequent action to be taken. The worker's line manager must be advised **immediately** of any action taken
- 8.3 Make a note of the discussion with the child, taking care to record when and where it happened and who was present, as well as what the child said (in their words) and what you said, observations of their behaviour and any actions taken. This must be dated and kept confidentially in a safe place by the line manager. Within 48 hours a follow up email/letter must be sent to Children Services confirming the disclosure and all the relevant information.
- 8.4 Workers and volunteers with a concern for a child should discuss their concerns with their manager or the designated member of staff. Within that discussion the decision will be taken to whom a referral should be made to, to safeguard the individual.
- 8.5 If somebody believes a child may be suffering, or may be at risk of suffering significant harm then they has a duty to refer their concerns to the local authority's children assessment team which can take action to safeguard them.

9. Concerns about colleagues

- 9.1 Paid staff and volunteers having concerns that a colleague's behaviour may be putting children at risk must pass these concerns on to their line manager immediately. Where the concern is about a Project Worker or more senior member of staff, the Chief Executive must be contacted directly. Any allegations made against a member of staff (paid or unpaid) must be reported to the Local Authority Designated Officer (LADO) in accordance with local policy. The name and contact details for Southampton's LADO is available on **Appendix B**
- 9.2 Similarly any suspicion or evidence of child pornography should be reported to the Chief Executive or their deputy. If it is decided to contact the police, this must be done before the computer is used again

10. The role of Southampton Voluntary Service in working with statutory organisations

- 10.1 In the event of suspected or actual abuse, the matter should be immediately reported to the most senior member of SVS staff on duty

The staff member should note the name, date of birth and address of the child, details of the suspected or actual abuser, whereabouts of parents (if

known) and name of GP (if known) and pass that information on the Line Manager or Team Leader

Having collated the appropriate information, the Line Manager or Team Leader should contact Children Services assessment team immediately by telephone

Telephone referrals must be followed up in writing within 24 hours confirming the disclosure and all the relevant information.

10.2 **Child Protection Conferences** - A worker may be invited to a Child Protection conference (Police, Health, Children Services assessment team are usually core members), where a decision will be made whether to place a child on the Child Protection register. Children are encouraged to attend with their parents. SVS staff should request to attend if they hold relevant information or at least produce a written report. See next section

10.3 **Report Writing** - Any written documentation or correspondence must be discussed with and approved by the worker's line manager before sending out. Each individual project or member of staff should consult with their line manager to decide whether a report is necessary and, if so, what it should contain

11. Conclusion

11.1 Remember:

- The worker's primary responsibility is to protect the child from significant harm
- Every worker/volunteer who is responsible for children has a duty to take action to safeguard children and promote their welfare whilst under their supervision.
- Workers or volunteers will not have to cope alone

APPENDIX A DIAGRAMS OF PHYSICAL SIGNS OF ABUSE

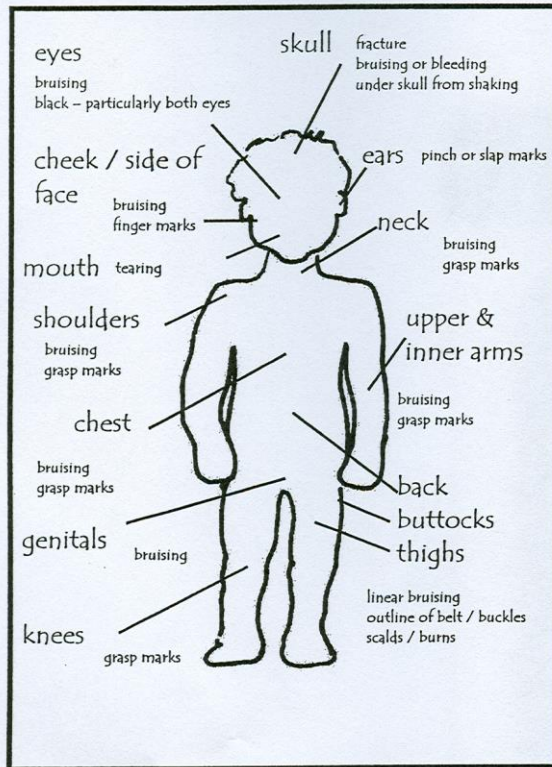
APPENDIX B USEFUL CONTACT DETAILS

APPENDIX C MOBILE PHONE / CAMERA USAGE

APPENDIX D YOUNG CARERS & FAMILY PROJECTS

This diagram summarises the main physical signs of abuse

Common sites for non-accidental injury



Non accidental injuries

Bruises likely to be:

Frequent
 Patterned e.g. finger & thumb marks
 Old & new in same place (note colour)
 In unusual positions (see chart)
 Consider
 Developmental level of the child & their activities
 May be more difficult to see on darker skins

Burns and scalds likely to have:

Clear outline
 Splash marks around burn areas
 Unusual position e.g. back of hand
 Indicative shapes e.g. cigarette, bar of electric fire

Injuries are suspicious if:

Bite marks or fingernail marks
 Large and deep scratches
 Incisions e.g. from razor blade

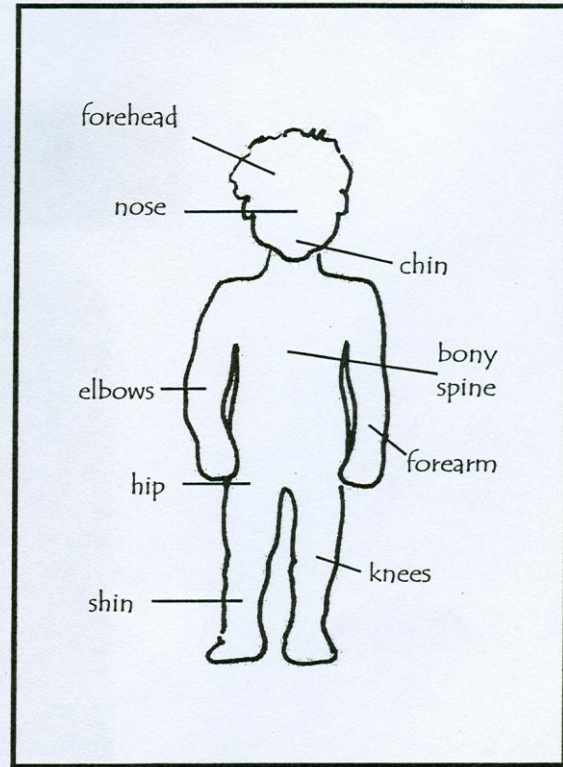
Fractures are likely to be:

Numerous – healed at different times
 Consider
 Age of child – always suspicious in babies under two years of age
 Delay in seeking treatment

Sexual abuse may result in:

Unexplained soreness, bleeding or injury in genital or anal area
 Sexually transmitted diseases e.g. warts, gonorrhoea

Common sites for accidental injury



Accidental injuries

Bruises likely to be:

Few – but scattered
 No pattern
 Same colour and age
 Consider
 Age and activity of the child e.g. learning to walk
 May be confused with birth marks & other skin conditions

Burns and scalds likely to be:

Treated
 Easily explained
 May be confused with other conditions e.g. impetigo, nappy rash

Injuries are likely to be:

Minor and superficial
 Treated

Fractures are likely to be:

Of arms and legs
 Seldom on ribs except for road traffic accidents
 Rare in very young children
 May rarely be due to brittle bone disease

Genital area:

Injury may be accidental – seek expert medical opinion
 Soreness may be nappy rash or irritation from bubble bath

Parental attitude is important in assessing all of the above
 When a child is suffering a severe and painful injury most would seek medical help

Useful terms

Child Protection Conference

A multi-disciplinary meeting to assess risk of harm to a child and decide whether the name of the child should be placed on the Child Protection Register. This inter-agency group is involved in the assessment, treatment and management of Safeguarding arrangements and will include representatives from Health, Social Services, Police, Education, Probation, etc who are called core members. Other professionals may be invited to attend. Attendance by children will be at the discretion of the Chair. Parents and carers will be invited to attend for the full meeting unless there is clear reason not to.

All members at the meeting are asked whether or not they feel the child should be added to the 'at risk' register, and under what category the risk is registered (physical, emotional, sexual). The core members attending the meeting must give an opinion. As an invited member to the conference, there is the right not to give an opinion on registration/de-registration.

Family Group Conference (FGC)

A Family Group Conference is a decision-making meeting arranged and facilitated by an independent co-ordinator. Family is defined broadly to include the child, parent and extended family and 'significant others'.

The family will produce a plan for the care and protection of the child. The role of the professional is to provide assessment information and to help facilitate and review the plan.

APPENDIX C

Mobile Phone and Camera Usage

Aim

To ensure the premises and services are safe, environments controlled, and that no staff or volunteers use mobile phones or cameras inappropriately, either within the setting or in the community. Casual or inappropriate use of mobile phones may pose a risk if staff are distracted from caring for the children/young people.

- To provide guidance on the use of mobile phones and personal multimedia imaging equipment by members of staff and volunteers, including the potential consequences of misuse.
- Camera mobile phones and multimedia devices are becoming increasingly popular. A built in digital camera in these devices enables users to take high quality pictures. These can then be sent instantly to other mobile phones or e-mail addresses. They can be posted on the internet or in chat rooms. The new generation of mobile phones and multimedia devices are equipped with still and video technology.
- There is the potential for camera mobile phones and other multimedia devices to be misused, they can become an instrument of abuse.

Key points

- Staff/volunteer use of mobile phones during session times with service users is **NOT** permitted. Phones should be switched off or onto silent mode – all other calls or messages must be left until the end of the session before being responded to by the staff member.
- Staff/volunteers should only check their phones during their breaks and not in the presence of children or young people.
- During off-site business in work time personal mobile phones may be used to maintain contact with personnel for emergencies only.

Camera mobile phones and multi-media devices

- A personal camera, mobile phone or any other multimedia device must **NOT** be used to photograph children/young people; staff and volunteers must not allow their phone or device to be used to take photographs of the children/young people.
- Staff organising information events, conferences and other activities for children and families must gain written permission expressly from families for taking photos for use on social media or in promotional literature.
- Printing off any photos for the child/young person or their family should be carried out at the Voluntary Action Centre.
- All emails with photo attachments being sent to a young person or their family must be sent from an SVS's email address and not on an account from any personal email account.

APPENDIX D

SVS – YOUNG CARERS

1.0 Identification and referral

- 1.1 Indicators that suggest that a child is being, or is at risk of being abused are listed in the main body of the document.

2.0 Volunteers/Project ~Workers / Schools Outreach Worker

- 2.1 Volunteers/ Project Workers with concerns about a child should discuss these discreetly with the Team Leader as soon as possible. This should be during the session that injury or behaviour is observed.
- 2.2 All concerns about a child, even though they may seem minor, should be discussed with the Team Leader.
- 2.3 If somebody believes that a child may be suffering or may be at risk of suffering significant harm then he/she should always, refer his or their concerns to the local authority children services dept.

3.0 Child Protection Incident Form

- 3.1 An incident E-form should be completed, recording any concerns, any comments made by the parents/carers should also be recorded. This confidential information will be kept on the database within the shared organisational drive.

4.0 Concerns about colleagues

- 4.1 Paid staff and volunteers having concerns that a colleague's behaviour may be putting children at risk must pass these concerns on to their line manager immediately. Where the concern is about a Team Leader or a more senior member of staff, the Chief Executive must be contacted directly. Similarly any suspicion or evidence of child pornography should be reported to the Chief Executive or their deputy. If it is decided to contact the police, this must be done before the computer is used again.

5.0 Team Leader

- 5.1 An Incident form should be completed recording any concerns. Any comments made by the parents/carers should also be recorded. This confidential information will be kept in a locked drawer by the appropriate person, and will be kept for the duration of the project. All incidents to be discussed in supervision with the line manager.

- 5.2 Workers concerns should be discussed with their line manager and Chief Exec as soon as practically possible and in any case the same day. If the line manager or deputy is not available, contact Children's Services using the number listed in Appendix B any concerns can be discussed in confidence with Children's Services, who will advise the subsequent action to be taken.

- 5.3 The workers line manager must be advised immediately of any action taken.

Any further action will follow the procedures set out in the main body of this policy.

APPENDIX D (cont'd) - SVS – FAMILY PROJECTS

1.0 Identification and referral

- 1.1 Indicators that suggest a child is being, or at risk of being, abused are listed in the main body of the document.

2.0 Volunteers

- 2.1 Volunteers with concerns about a child should discuss these discreetly with the Project Worker as soon as possible. **This should be during the session the injury or behaviour is observed.**
- 2.2 All concerns about a child, even though they may seem minor, should be discussed with the Project Worker.
- 2.3 If the Project Worker is unavailable then any concerns should be discussed with the crèche supervisor during the session. The crèche supervisor will then take on the responsibility for contacting a Project Worker as appropriate. (See section 4 below)

3.0 Child Protection Incident Form

- 3.1 An incident form should be completed, recording any concerns, any comments made by the parents/carers should also be recorded. This confidential information will be kept in a locked drawer by the appropriate person, and will be kept until the child is 21 years of age, all incidents should be discussed in supervision with line manager.

4.0 Parents

- 4.1 Parents need to fill in an existing injury form if they bring a child to the group with an existing injury.

5.0 Playworkers

- 5.1 Playworkers noting an **obvious** injury when a child enters the playroom without an existing injury form should ask about its cause in a non-threatening, non-judgemental way and any explanation given should be recorded and signed by both worker and parent.
- 5.2 Any concerns about an injury, about the explanation given for an injury or a child's behaviour should be reported to the Project Worker as soon as possible and in any case **before the end of the session.**
- 5.3 Playworkers/volunteers are not permitted to look for bruises or injuries on areas of the body that are normally covered by clothing.
- 5.4 If injuries are revealed during play, e.g. water play, or behaviour indicated their possible existence, this information should be passed **immediately to the Project Worker.**

- 5.5 In the absence of the Project Worker, the playworker must refer to another member of the Family Project Worker team. All workers will be provided with a list of contact numbers for this purpose.
- 5.6 If there are major concerns about a child's safety then referral to another Project Worker **must be made as soon as possible and in any case before the end of the session.**
- 5.7 When leaving a message for the Project Worker about a Safeguarding issue, state it is urgent and a response is needed the same day.
- 5.8 **In an emergency** or if none of the Project Workers, Team Leader or Chief Exec isn't available refer to Children's Services (see Appendix B).

If this happens, then a member of the Project Worker team and Chief Exec must be informed as soon as possible the same day.

- 5.9 The family should be informed, where appropriate, if a formal referral is made to another agency, however this should only be done where such a course of action will not place a child at increased risk of harm.

6.0 Project Workers

- 6.1 If, after the assessment, the level of the risk to the child is unclear, then the concerns can be discussed with:
 - a) Team Leader or Chief Executive (see 4.8)
 - b) Health Visitor attached to the project
 - c) Family's own Health Visitor
 - d) Duty Officer, Children's Services
 - e) Child Protection Specialist post holders

Contact numbers can be found in Appendix B

- 6.2 If a decision is made not to refer then support should be sought for the family in coping with their stress or problems. This could be achieved through input from the project or referral to another agency.
- 6.3 It is the Project Worker's responsibility to ensure that the Team Leader is made aware of any actual, or potential, child protection issues and fill in a safeguarding monitoring form, which is stored on the organisational shared drive – print + sign when needed
- 6.4 The Team Leader will inform the Chief Executive of any particularly difficult or sensitive cases.
- 6.5 Any referral made should include the family in the process if possible.

7.0 Record Keeping

- 7.1 Records to be kept by Project Workers about families are:
 - * basic registration details
 - * Contacts made by maintaining a register of adults attending the group
 - * Referrals made to other professionals, to include date, reason and who the referral is made to

- * Existing injury form
 - * Accident Forms
 - * Family monitoring information - to include, assessment forms, star charts, children's observation forms and safety net
- The entire above are kept under lock and key or on password protected computer.

- * Recording out of group contacts in a diary to include date, time and venue

7.2 Any written documentation/correspondence for Child Protection Conferences should preferably be done/discussed with the family. All must be discussed with the Team Leader before being sent.

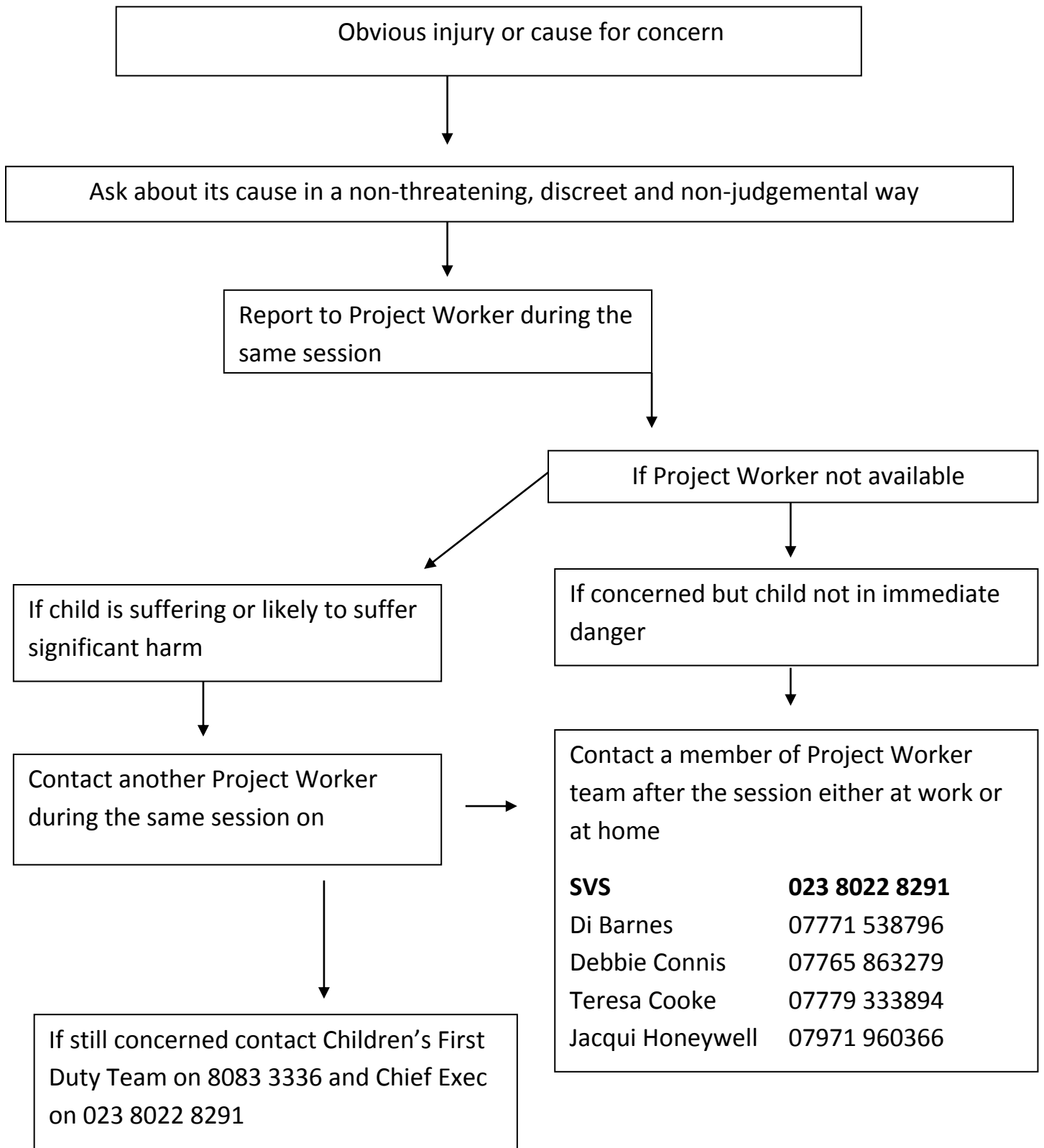
7.3 Any confidential information regarding a family, for example the minutes of a child protection conference must be kept in a locked drawer in the office.

7.4 **Withdrawal**

7.5 Once other agencies are involved and support is arranged then the focus of work with the family needs to be group work contact

7.6 Concerns and problems should then immediately be referred back to the keyworker. It is not a Project Worker's role to make home visits to monitor the situation.

Playworkers



Project Worker Referral Procedure

