



GLOW CHILD PROTECTION & SAFEGUARDING POLICY

SEPTEMBER 2016 – SEPTEMBER 2018

Designated Person for Child Protection: **Gloria Lowe**

In this role Gloria Lowe is responsible for:

- Coordinating child protection action within Glow
- Ensuring that locally established procedures are followed including reporting and referral processes
- Acting as a point of contact and info gathering for other Glow staff
- Maintaining a confidential record system
- Ensuring all Glow staff have received appropriate and up to date child protection training
- Liaising with other professionals including the Local Authority Designated Officer

In the event the designated person is unavailable a deputy has been identified to cover this role. The deputy is: **Francis Lowe**

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1. Statement

Glow takes seriously our responsibility to promote the welfare of and safeguard all the children and young people entrusted to our care.

We believe that children and young people should have access to creative opportunities and be able to freely explore and express their thoughts and ideas. We want to create a safe, inclusive and nurturing environment in which all children and young people can avail of these opportunities, share and enjoy their talents. By working together to safeguard and protect children and young people, we can create a space where they can feel valued and capable.

2. Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act (1989 & 2004)
- United Convention of the Rights of the Child (1991)
- Data Protection Act (1998)
- Sexual Offences Act (2003)
- Children Act (2004)
- Protection of Freedoms Act (2012)
- Relevant procedures set out by the Coventry Safeguarding Children Board.
- Working Together to Safeguard Children (2013)

In accordance with guidance set out in 'Working Together to Safeguard Children' (2013), *Glow* will work in partnership with other organisations where appropriate to identify any concerns about child welfare and take action to address them.

3. Ethos

1. *Glow* aims to create and maintain a safe environment where all children and adults feel safe, secure and valued. *Glow* is committed to 'Every Child Matters' and implements policies, practices and procedures, which promote safeguarding, and the emotional and physical well being of children, young people and staff.
2. Children and young people at *Glow* are encouraged to express and discuss their ideas, thoughts and feelings through a wide variety of activities.
3. **This policy relates to all staff, including senior managers, paid staff, volunteers, sessional workers, students, visiting artists, partners, and anyone working on behalf of *Glow*.**

4. Policy aims and objectives

1. This policy has been developed to ensure that all adults working at or on behalf of *Glow* are working together to safeguard and promote the welfare of children and young people during *Glow* activities.
2. This policy describes the management systems and arrangements in place to create and maintain a safe environment for all children and young people attending *Glow* and its staff.
3. This policy allows staff and volunteers at *Glow* to make informed and confident responses, providing them 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 will be reviewed every 2 years.

We recognise that:

- The welfare of the child/young person is paramount.
- All children and young people regardless of age, ability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- Safeguarding and promoting the welfare of children and young people goes beyond implementing basic child protection procedures and is an integral part of all activities at *Glow*.
- By working in partnership with children, young people, their parents/carers and their agencies we help to promote children's welfare and develop best practice.

We will seek to safeguard children and young people by:

- Adhering to our policy and ensuring that it is supported by robust procedures.
- Practicing safe recruitment and selection of staff and volunteers, including carrying out DBS checks as appropriate.
- Providing effective management for staff through supervision, support and training.
- Ensuring general safety and risk management procedures are adhered to.
- Conducting risk assessments.
- Providing an environment in which children feel safe, secure, valued, respected, confident to talk openly and sure they will be listened to.
- Provide opportunities for increasing self-awareness, so that young children understand the importance of being safe and working safely.
- Sharing *Glow's* Child Protection Policy with the parents and carers of children attending *Glow* classes, as well as the schools and organisations *Glow* works with.
- Implementing clear procedures for raising awareness of and responding to abuse as well as for reporting concerns to statutory agencies that need to know.
- Ensuring all staff are able to recognise the signs and symptoms of abuse and are aware of *Glow's* procedures, lines of communication and the need to make referrals as needed.
- Promoting full participation and having clear procedures for dealing with concerns and complaints.
- Managing personal information, confidentiality and information sharing.
- Safeguarding children by implementing a Code of Practice for all involved with the organisation, including partner organisations.

5. Code of Practice

1. Treat all children and young people with respect, equality and dignity, recognising any unique personal needs.
2. Always work in an open environment; avoid private or unobserved situations.
3. Be a good role model.
4. Maintain a safe environment and appropriate distance from participants and only engage in physical contact when necessary, in line with *Glow's* safe-touch guidelines (see Section 6a).
5. Where necessary, ensure that someone in authority from the school/educational establishment or organisation is present at workshops or at other events; plan to have more than one adult present when planning outdoor activities and trips with children and young people.
6. Keep a written record of any injury that occurs, along with details of any treatment given.
7. Risk-assess all situations, activities, buildings and trips to ensure all potential dangers have been identified and the risk minimised.
8. Take seriously allegations, suspicions or concerns about abuse that a young person makes (including those made against staff) and report them following appropriate procedures.
9. Provide an environment that encourages children and adults to feel comfortable and confident in challenging bullying and any attitudes or behaviours that may be discriminatory in any way (e.g. racial, sexual or homophobic, or in relation to disability or refugee or asylum status, etc.)
10. Keeping up to date with technical skills, qualifications and insurance.
11. Ensure each young person has been fully registered for the class/project by a parent/carer.

12. Ensure all young people are signed both in and out of classes by designated parent/carer.

6. Practices never to be sanctioned

All *Glow* staff, including volunteers and work experience students should never:

- **Allow allegations made by a participant to go, unrecorded or not acted upon.**
- Exchange mobile phone numbers or personal email addresses with a young person in *Glow's* care.
- Give personal money.
- Use alcohol, drugs or other substances when working.
- Undermine or criticise others.
- Deliberately put yourself or others in compromising or potentially dangerous situations.
- Make sexually suggestive comments to a child or young person, even in fun.
- Reduce a child or young person to tears as a form of control.
- Invite or allow any child or young person to stay with you at your homes/accommodation.
- Make 'friends' or accept 'friend requests' with any young person in *Glow's* care on social networking sites through personal profiles.
- Promote your religious or political ideas or beliefs.
- Permit or accept abusive and discriminatory behaviour or peer-led activities (e.g. initiation ceremonies, bullying, taunting).
- Engage in rough, physical or sexually provocative games including horseplay.
- Engage in inappropriate behaviour or contact.
- Allow or encourage others to engage in inappropriate behaviour and contact.
- Engage in sexual relationships with any young person in *Glow's* care.
- Physically restrain a child or young person except in response to an immediate, serious threat.
- Use inappropriate or demeaning language.
- Allow or engage in any form of inappropriate touching.

6a. *Appropriate touching is physical contact, which is either:*

- Essential for the purposes of teaching. When this is necessary it should be explained to ensure that participants are comfortable with this contact.
- Essential to keep the participant safe and or prevent injury.

This should always be the minimal contact necessary.

Inappropriate touching involves all forms of unnecessary physical contact.

In the event of staff breaching these guidelines the incident must be reported to the Managing Director and Designated Child Protection Officer (DCPO), **Gloria Lowe**. The staff member concerned will be interviewed to establish the seriousness of the incident and what appropriate course of action should be taken. This could range from an official warning to being suspended from the team.

7. What is child abuse?

The Department of Health defines four categories of child abuse, which are assumed to be forms of 'Significant Harm': emotional, physical, sexual or neglect. Harm means ill treatment or the impairment of health or development.

- **Development** means physical, intellectual, emotional, social or behavioural development.
- **Ill treatment** includes sexual abuse and forms of ill-treatment, which are not physical.
- **Health** includes physical or mental health.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.
- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.
- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.
- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Children may be subjected to more than one form of abuse at any time.

Staff and volunteers are not responsible for determining *whether* abuse has taken place, but for reporting concerns.

8. Recognising abuse

Abuse or neglect is not always easily identified. The first indications that a child is being abused may not necessarily be the presence of severe injury.

Indicators can present in numerous ways:

- By remarks made by the Child or his/her parents or friends.
- By changes in a child's behaviour or demeanour which may indicate abuse.
- By indications that the family is under extreme stress.
- By a series of events, which whilst not necessarily of concern in themselves, are significant if viewed in their entirety.

Possible signs of abuse can include:

- Being constantly dirty, or in an unkempt or unwashed state.
- Mentioning being left alone or unsupervised.
- Injuries on any part of the body, which cannot be explained.
- Bruises, which reflect hand marks or fingertips from slapping or pinching.
- Depression, withdrawn behaviour.
- Sudden speech disorders.
- Reluctance to have their parents or carers contacted or approached regarding their behaviour.
- Sexual knowledge, drawings or language that are beyond the child or young person's age or developmental level.
- Substance abuse (alcohol and drugs).

This list is not definitive. If you suspect abuse with no allegations being made, or see evidence of abuse without their being any satisfactory explanation inform the DCPO: **Gloria Lowe**, as soon as possible.

9. Disclosure of abuse

If a child confides in you that abuse has taken place:

- Stay calm and in control.
- Listen carefully to what has been said. Allow the child to tell you at their own pace.
- Ask questions only for clarification. Do not ask questions that suggest a particular answer.

- Do not promise to keep it a secret. Explain that information being given by the child or young person will need to be passed onto others. Make it clear that you will only tell the people who need to know and who will be able to help.
- Make it clear that you take the child or young person seriously and allow them time to speak.
- Reassure the child or young person that they have done the right thing by telling someone.
- Do not ask questions that suggest particular answers. It is not your job to ask for details.
- Let the child or young person know what you are going to do next.
- Speak immediately to the person with responsibility for child protection. It is that person's responsibility to liaise with the relevant authorities.
- Record all the details of what was said as soon as possible (see **11. Logging a concern/ incident** below).
- Make sure you sign and date your record.

If a member of staff witnesses or suspects abuse, they will record the incident straightaway. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that *Glow* is obliged to and the incident will be logged accordingly.

10. Incidents that must be reported and recorded

If any of the following occur all *Glow* staff, including volunteers and work experience students must report this immediately to another colleague and record the incident (see **11. Logging a concern/incident** below). They will also ensure the parents of the child are informed:

- If you or a member of staff accidentally hurt a participant.
- If a young person seems distressed in any manner.
- If a young person appears to be sexually aroused by you or a member of staff's actions.
- If a participant misunderstands or misinterprets something you or a member of staff has said or done.

11. Logging a concern/incident

All information about suspected abuse or relating to a disclosure will be recorded on the **Concern Report Form** as soon as possible after the event. All forms are kept in a folder in the care of the DCPO. The record should include:

- Date of the disclosure or of the incident causing concern.
- Date and time at which the record was made.
- Name and date of birth of the child involved.
- A factual report of what happened. If recording a disclosure, you must use the child's own words.
- Name, signature and job title of the person making the record.
- The record must be given to the Club's DCPO (Gloria Lowe) who will decide whether they need to contact Social Care or make a referral. All referrals to Social Care will be followed up in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly.

12. Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident Record Form**. Any witnesses to the incident should sign and date the entry to confirm it.
- The allegation must be reported to the Local Authority Designated Officer (LADO). The LADO will advise if other agencies (e.g. police) should be informed, and *Glow* will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.

- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.
- The disciplinary process will be dealt with in confidence in accordance with the Data Protection Act 1998.
- If the allegation is unsubstantiated, the staff member/volunteer will be given support to integrate back into the organisation and resume their post/role.
- If appropriate *Glow* will make a referral to the Disclosure and Barring Service.
- If the alleged abuse took place at a project based in a school, community or youth group *Glow* would expect the head teacher or director to follow standard procedures and notify social services who can investigate the matter further. If the client/venue do not have procedures in place to deal with allegations of abuse, it would be the responsibility of *Glow* to inform the LADO.
- *Glow* will independently assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases, the *Glow* Managing Director and DCPO must reach a decision based upon the available information, which could suggest that on a balance of probability; it is more likely than not that the allegation is true. The welfare of the child will remain of paramount importance throughout.

13. Recruitment of staff and volunteers

- All *Glow* staff, including volunteers and work experience students, working either with, or in contact with the children and young people at *Glow*, will attend induction training to make them aware of *Glow's* policies, procedures, and guidelines, as well as the boundaries or limits within which they must operate.
- All new members will be interviewed to establish suitability and clarify their understanding of the role.
- *Glow* requires one reference for new team members relating to previous work with children. This reference will be taken up and confirmed through telephone contact.
- *Glow* requires evidence of any job applicant's identity (passport or driving licence with photo).
- *Glow* obtains a DBS check for anyone in the organisation working directly and regularly with its children and young people. *Glow* will inform the individual of the necessary procedures and the level of disclosure required. A Standard disclosure will apply for anyone with supervised access to children. An Enhanced disclosure will be required for anyone with unsupervised access.
- All information relating to recruitment and selection will be securely and confidentially stored.

14. Training of staff and volunteers

The safeguarding process includes training after recruitment to help staff and volunteers to:

- Analyse their own practice against established good practice, and ensure their practice is not likely to result in allegations being made.
- Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse.
- Respond to concerns expressed by a child or young person.
- Work safely and effectively with children.

Glow promotes awareness of child abuse issues through its staff training. *Glow* ensures that:

- Its designated DCPO has relevant experience and receives appropriate training.
- All staff have a copy or have received a link to the *Glow* Child Protection and Safeguarding Policy, understand its contents, the information outlining good practice and are vigilant to signs of abuse or neglect.
- All staff are aware of their statutory requirements with regard to the disclosure or discovery of child abuse.

- Its procedures are in line with the guidance in 'Working Together to Safeguard Children (2013)' and that staff are familiar with the 'What To Do If You're Worried A Child Is Being Abused' flowchart.
- All staff are regularly kept up to date with national changes to child protection and safeguarding policy.
- All relevant personnel gain national first aid training.
- Where relevant, partner organisations have the opportunity to complete evaluation forms so *Glow* can gather feedback on the performance of our organisation and staff including space for complaints and suggestions. Any information relating to complaints will be kept confidential and stored in a secure location.

15. Accidents and injuries

- If a child or young person is injured during any *Glow* activity you must record the incident in our **Accident Record Log** kept with the DCPO, as soon as possible. You should also make sure the event is recorded at the site in the school, venue or community centre accident book.
- If a child or young person arrives at a *Glow* workshop with an obvious injury you should make the person with legal responsibility for that child or young person at the site aware of the problem. You should record the injury in the **Accident Record Log** and note the injury was not sustained during the class/project.
- In addition to reporting accidents and injuries, staff should also report and record incidents and near misses to the DCPO as soon as possible.

16. Use of mobile phones and photographic/filming equipment

Photographs/films will only be taken of children with their parents' permission.

Children may use their mobile phones to take photographs/films at *Glow*.

17. Contact numbers

LSCB (Local Safeguarding Children Board): **024 76833443**

Police: **0345 113 5000** or, call **999** in an emergency.

Police Child Abuse Investigation Team (CAIU): **024 7653 9044**

Emergency duty team- out of hours contact: **024 7683 2222**

Non- emergency (for advice/information) call Referral and Assessment Service on: **024 7678 8555**

LADO (Local Authority Designated Officer): **Liz Egginton, 024 7683 4831**


elizabeth.egginton@coventry.gov.uk

For guidance and support, contact the Safeguarding Children Service – Tel: **024 7683 3443**

South-West Children's Locality Service COUNDON: **024 7678 5570**

Ofsted: **0300 123 1231**

NSPCC: 0808 800 500 (local number: **024 7622 2456**)

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| This policy was adopted by: Glow | Date: 26/09/2016 |
| To be reviewed: September 2018 | Signed:  |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding and Welfare requirements: Child Protection [3.4-3.8]* and *Suitable People [3.9-3.13]*.