



Liberata



Family Support and Safeguarding Children Policy

Important!

If you're worried about a child please use the flowchart on the back page to decide the correct course of action

Version	3 (to update existing Family Support and Safeguarding Children Policy)
Date	18.05.15
Author	Sarah Astin, Principal Policy Officer (ext. 1782)
Review	Agreed version to be reviewed in May 2016 by Designated Safeguarding Children Officer

Family Support and Safeguarding Children Policy

Contents

1) A Statement of our Responsibilities	4
2) Understanding abuse	5
3) How to Protect Children and Young People	6
4) Communications and Media	8
5) Recruitment, Selection and Supervision	9
6) Training	10
7) Code of Conduct for Staff, Councillors and Volunteers	11
8) Allegations against staff, Councillors or Volunteers	12
9) Working with Partners	14
10) Contacts and communications	17
11) Taking Action Flowchart	18

Our Commitment to Family Support and Safeguarding

Pendle Council, Liberata and Pendle Leisure Trust deliver a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children and young people - ensuring their welfare, safety and health - is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential. This includes:

- Having commitment from senior managers and councillors to safeguarding
- Having a safe recruitment and selection process
- Ensuring that all relevant staff are DBS checked at the appropriate level
- Providing training at the appropriate levels for staff, volunteers and councillors
- Designated Safeguarding Contacts
- Having information about our safeguarding processes easily accessible on our internet for children, young people and their families
- Having all the relevant information for staff available on our intranet and from their line manager
- Having an easily understandable reporting and monitoring system
- Working co-operatively with partner organisations/services, including using the Common Assessment Framework (CAF)

We want to make sure that all children and young people have a safe, healthy and happy life and get encouragement for them to do their best.

This policy and guidance will provide all staff, volunteers and councillors with a clear understanding of the issues around safeguarding including their responsibilities, the processes and procedures, and what to do in an emergency.

1) A Statement of our Responsibilities

All children and young people (defined as people under the age of 18) have the right to be safe from harm and to be able to live and grow with confidence in their communities.

As a district council (including Liberata and Pendle Leisure Trust services) we have a duty and responsibility to ensure the safeguarding and promote the welfare of children and young people (as per the Children Act 2004, Section 11). This has been further defined by statutory guidance ("*Working Together to Safeguard Children*" - 2010) to mean:

- Protecting children from maltreatment
- Preventing impairment of their health and development
- Ensuring they are growing up in circumstances consistent with the provision of safe and effective care, and undertaking that role, so as to enable those children to have optimum life chances and to enter adulthood successfully

There are certain services that will regularly deal directly with children, families and vulnerable people. Some of the work they do will be classed as 'regulated activity' by the government, such as unsupervised coaching of young people. Their staff and services must operate in a manner that ensures the safety of all service users, and staff must receive training as appropriate, especially if they undertake regulated activity.

Other services will have little or no direct contact with children or vulnerable people. However, safeguarding is everybody's business and everyone has a duty to ensure children are safe and that abuse and neglect is reported. All staff must receive the basic training on safeguarding to ensure they know what is meant by abuse and neglect and what to do if they have concerns. This includes knowing what to do outside of work as responsible citizens if they are concerned about the welfare of a child or young person.

As a council we have appointed a Designated Safeguarding Children Officer and Deputy, as well as a Designated Strategic Lead, to lead strategic and operational matters related to safeguarding children and young people within the authority. In addition, there is a designated contact from Liberata HR Services and Pendle Leisure Trust. Names and contact details for these officers can be found on Page 13. Our processes and procedures are also subject to overview & scrutiny by elected members, and we actively encourage input from partners in order to improve the way we safeguard children.

As a council we also need to ensure that robust safeguarding procedures are applied when entering into contracts and service-level agreements. It is the responsibility of the officer managing the agreement to make sure that the organisation concerned has appropriate policies and procedures relating to safeguarding, and that their staff have relevant training and are DBS checked where necessary.

For more information please see:

- A full summary of child protection legislation from the NSPCC:
http://www.nspcc.org.uk/inform/research/questions/child_protection_legislation_in_the_uk_pdf_wdf48953.pdf

2) Understanding Abuse

The council has a duty to ensure children and young people are protected from abuse whilst in our care, and staff members are also encouraged to report abuse should they suspect it is occurring outside of the council's area of responsibility. There are four types of child abuse that we wish to safeguard against. They are defined in the UK Government guidance *Working Together to Safeguard Children 2010* (1.33 – 1.36) as follows:

1. Physical abuse: 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.

2. 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 include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. 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 (including cyberbullying), 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.

3. Sexual abuse, including Child Sexual Exploitation (CSE): Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

4. 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-givers); or
- ensure access to appropriate medical care or treatment.

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

For more information please see:

- The full 'Working Together to Safeguard Children' document at: <https://www.gov.uk/government/publications/working-together-to-safeguard-children>
- The NSPCC website, for some helpful information on signs and symptoms of abuse: <http://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/>

3) How to protect children and young people

Additional Services for Family Support

You may find it helpful to direct the family to Help Direct if they have a straightforward request: 0303 333 11 11 / <http://www.helpdirect.org.uk/east-lancashire/>. Or if there are a range of things they need support with they may prefer a follow up visit from yourself or another appropriate professional, in office hours.

If you feel there *are* additional needs for support for a child, young person or family, you need to seek their consent to complete a common assessment form (or CAF form). In these circumstances, this could simply be a question of you saying that Pendle Council works closely with other services which may be able to offer them some additional support if they want that, and ask if they want you to take this request forward.

You may also identify young people who are affected by domestic abuse being present in the home. Support is available from Pendle Domestic Violence Initiative (**see Appendix 4**).

In cases where the person cannot consent because of not having mental capacity then consent should be given by their family member or their representative.

If the child, young person or family agrees to your seeking additional support, then **follow the CAF Pathway attached at Appendix 1**. Examples of situations where a CAF form could be used are attached at **Appendix 2**.

What to do if you're worried about a child

Staff members should follow the procedure on the back of this document, dependent on the situation.

- **Where there is a serious and immediate threat to a child:** call 999
- **During office hours:** If an incident occurs or you have concerns you should contact your line manager. If they aren't available contact the council's Designated Safeguarding Children Officer, Sarah Astin, on ext. 1782 or Wayne Forrest, Deputy Designated Safeguarding Children Officer on ext. 1044.
- **Outside office hours:** If an incident occurs or you have concerns you should contact the council's emergency console on **(01282) 661999** (*For out-of-hours use only*)
- **Outside of work:** if someone has concerns about a child in the district they can contact Lancashire County Council Social Care Services directly
 - 8am – 8pm Monday to Friday: 0300 123 6720
 - 8pm – 8am Monday to Friday and anytime weekends and bank holidays: 0300 123 6722
- **You wish to remain anonymous:** anyone can contact the NSPCC helpline, 24 hours a day, on 0808 800 5000

What to do if a child or young person discloses abuse

Children and young people often don't disclose abuse, and when they do it's rarely directly to professionals. Partly this is due to lack of awareness of services, and partly to do with trust and a fear of losing control of a situation. Therefore it is very important that if a child or young person discloses abuse to a staff member they should:

- Listen carefully
- Respond sensitively and take the matter seriously
- Make the child fully aware that the staff member cannot 'keep a secret' and must disclose any evidence of abuse to the appropriate agency
- Make a note of everything that was discussed as soon as possible after the disclosure (see 'how to record your concerns' below).

Alternative confidential support is available from the NSPCC and council employees should be aware of their Helpline Number – 0808 800 5000.

How to record your concerns

If you are made aware of any instance of abuse, or have any concerns about it, it is important to note down the details in writing as soon as possible (**see Appendix 3**). This ensures the Council and Leisure Trust can maintain a full corporate record of all safeguarding issues encountered by staff, which will allow us to take action to reduce them in future.

Please then forward this form to Sarah Astin – sarah.astin@pendle.gov.uk
Records will be kept for an appropriate amount of time to comply with legislation.

4) Communications and Media

Photography and Video Footage

In order to protect children and young people consent may be required from a parent or guardian before photographs or video can be taken by council staff (for example, at events) or on council property.

e-Safeguarding

e-Safeguarding refers to all safeguarding issues which relate to the use of Information and Communications Technology (ICT). There are two main elements to these issues:

- **e-Security:** Procedures to protect the physical network infrastructure to ensure all confidential information and electronic data that the council holds relating to children and young people is securely maintained. These procedures form part of our overall approach to electronic data sharing, which restricts the use of removable media (such as USB drives) and also governs secure external data transfer by SFTP (secure file transfer protocol) and secure GCSX (Government Connect Secure Extranet) e-mails.

For more information please see:

Pendle Council and Liberata staff:

- The Council's ICT Policies:
http://pendle-intranet/site/scripts/download_info.php?downloadID=140
- Employee Social Media Policy:
http://pendle-intranet/site/scripts/download_info.php?downloadID=472

Pendle Leisure Trust staff:

- See the Employee Handbook And Policy And Procedures

5) Recruitment, Selection and Performance

We must ensure that the people who work with children, whether they are paid employees or volunteers, are safe to do so. As a council we need to make sure that our practices and standards are consistent across all services in recruitment and selection of staff/volunteers that will be working with/having access to children.

The following points express the actions we will take during the recruitment and selection process to ensure this. They take into account the latest (September 2012) changes to the national vetting and barring scheme as per the 2012 Protection of Freedoms Act

- All posts will be assessed by HR team and service representative(s) as appropriate to identify which posts will undertake regulated activity. Managers/service heads will be notified as appropriate.
- All advertising of regulated posts will be explicit in the need for Disclosure and Barring Service (DBS) clearance
- Successful candidates will produce confirmation of identity by producing two from the following – passport, birth certificate, driving licence (photographic identity, confirming date of birth, proving current address)
- Two written references will be taken up. Where possible at least one should be associated with former work with children/young people.
- Induction will include explanation of this policy and relevant service-specific procedures.
- The new employee/volunteer will sign that they understand and will comply with the Council's / Pendle Leisure Trust's policies
- Training needs will be identified and places booked on the appropriate level of child protection, Common Assessment Framework (CAF) and other training sessions as relevant
- DBS checks will be refreshed as appropriate

Performance

Regular performance management reviews are carried out as part of the ongoing process for all staff.

Work Experience for Young People

Individual services may offer work experience positions to young people as part of their ongoing education. The code of conduct and recruitment and selection procedures outlined above will apply. Human Resources are available to offer tailored advice, including advising whether any member of staff supervising young people needs to undertake a DBS check.

For more information please see:

- Pendle Council Recruitment and Selection information:
http://pendle-intranet/downloads/2011-12_RandS_Guidelines_-_Website_version.pdf
- Pendle Leisure Trust staff: See Employee Handbook And Policy And Procedures
- The Disclosure and Barring Service (<http://www.homeoffice.gov.uk/dbs>)
- LSCB Safer Working Practices Guidance
<http://www.lancashire.gov.uk/corporate/web/view.asp?siteid=3829&pageid=20745&e=e>

6) Training

It is the responsibility of each service, in liaison with Human Resources, to make sure that all staff have received the appropriate level of training for them to be confident and competent when working with children and being able to recognise and respond to safeguarding concerns. Training has to be updated regularly, to keep up with new developments and initiatives.

New Starters

All new starters will have an introduction to the safeguarding policy and procedures through their local/service induction process. Induction is more than reading a document and ticking a box, the trainer has to check out that employees have an understanding of the policy and processes. New starters who have had child protection/safeguarding training through a previous employer will still have to undertake Lancashire's Level 1 safeguarding training (on the e-Learning system online). In this way we make sure that all staff members have a workable understanding of council policy and have the knowledge and skill to make sure that children are safe.

For those frontline roles where members of staff are more likely to come into contact with children, a higher level of training will be required, that is Lancashire's Level 2 safeguarding training (on the e-Learning system online), as soon as possible after the new employee starts.

All staff

All staff are required to undertake Lancashire's Level 1 safeguarding training (on the e-Learning system online), which gives a basic awareness of issues related to the safeguarding of children, young people and vulnerable adults. It is the responsibility of the line manager to arrange for this training to take place.

Any other training needs relating to safeguarding issues will be identified through an employee's annual appraisal process. Staff with regular contact with children will undertake Lancashire's Level 2 safeguarding training (on the e-Learning system online). Again, it is the responsibility of the line manager to arrange for this training to take place.

Elected Members

Basic Safeguarding Training will be offered on the 'Member Training Programme' for all councillors.

For more information please see:

- E-learning Safeguarding training online at the LSCB Training Unit:
<http://www.lancashire.gov.uk/corporate/web/view.asp?siteid=3829&pageid=20832&e=e>
- Common Assessment Framework (CAF) training online at the Lancashire County Council website
<http://www.lancashirechildrenstrust.org.uk/resources/?siteid=6274&pageid=45056>

7) Code of Conduct for staff, volunteers and councillors

It is important for all staff, paid or unpaid, and councillors to behave correctly and to be positive role models for the children who they come into contact with. In particular, any staff in regular, unsupervised contact with children and young people, or any other 'regulated activity' (as defined by the Protection of Freedoms Act 2012) must adhere to appropriate guidelines.

As per Section 6 above, full training will be provided to any staff member having regular contact with children and young people. Managers must also develop local policies and systems to maximise staff safety including the need to carry out risk assessments as appropriate – if you feel that you have a training need or want to know more please speak to your line manager. However, the following are common sense points for anyone to take into account which will help to create a positive culture and also safeguard staff against false allegations:

- Treat all children and young people fairly and with respect. Maintain professional boundaries and don't have favourites
- Respect a child/young person's right to privacy
- Always work in an open environment, avoiding private or unobserved situations. Where appropriate encourage the young person to bring in a friend, leave a door open, inform colleagues where you are and how long you'll be
- Don't give lifts to children/young people outside agreed activities. Where it is necessary to take a young person in your car ensure that there is another staff member with you, that your manager is aware of this and how long you will be. Take a mobile phone to communicate reasons for any delays
- Don't take children/young people to your home
- If you have to visit a child/young person in their home always make sure that your manager is aware of this and you record the home visit
- Don't develop social relationships with young people who are service users (including via social media)
- Don't accept money or gifts from service users – don't give money or gifts to service users
- Be aware of physical contact with a child/young person – any support or assistance should be provided openly and appropriately – see the guidelines of the sport's/activity's National Governing Body
- If working with mixed gender groups of young people off site (on trips, at different venues) ensure there are always male and female staff with them unless previously agreed with the Designated Safeguarding Children Officer
- Don't smoke or drink alcohol in the presence of young people in any work related environment.
- Don't do things of a personal nature for children/ young people that they can do for themselves.
- Don't use, or allow children/young people to use inappropriate language unchallenged.
- Don't allow allegations made by a child/ young people to go unchallenged, unrecorded or not acted upon.

For more information please see: NSPCC Advice and Guidance for organisations, schools, clubs and the community: http://www.nspcc.org.uk/help-and-advice/help_and_advice_hub_wdh71748.html

8) Allegations against Staff, Councillors or Volunteers

Staff who work with children can be vulnerable to malicious or misplaced allegations against them. Unfortunately there are also occasions where some adults/professionals have been found to be perpetrators of child abuse or displaying unsuitable behaviours which would harm the children they work with.

Allegations of harm or inappropriate behaviour made against staff, either paid or unpaid, are serious and must be dealt with by the **Local Authority Designated Officer (LADO)**, a professional independent of Pendle Council who has been appointed by the Lancashire Safeguarding Children Board.

The LADO is **Tim Booth** (01772 536694, tim.booth@lancashire.gov.uk). His role includes:

- The management and oversight of individual cases
- Providing advice and guidance to employers and voluntary organisations
- Liaising with the police and other agencies
- Monitoring the progress of cases to ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process

Guidance for staff on dealing with allegations of harm or inappropriate behaviour

If someone (a child, parent, service user, fellow colleague, etc) makes an allegation to you about another member of staff:

- Do NOT investigate yourself but speak to your line manager
 - Your line manager will contact the Human Resources Manager
 - The Human Resources Manager will contact the LADO directly at the earliest available opportunity
- If you have concerns about your line manager, the DSCO, or anyone else that may make the above process inappropriate, please refer to the council's Whistleblowing policy (see link below).

The Welfare of Staff

Pendle Council is committed to following the correct process for dealing with any allegation against a member of staff, but it is also mindful of the welfare of that staff member and will provide appropriate help and support to them. Line managers, in liaison with Human Resources, will offer their staff members appropriate advice and support.

For more information please see:

- Pendle Council's Whistleblowing Policy:
http://www.pendle.gov.uk/downloads/file/8426/whistleblowing_policy
- Pendle Leisure Trust staff: See Employee Handbook And Policy And Procedures
- LADO Webpage on LSCB Website:
<http://www.lancashire.gov.uk/corporate/web/view.asp?siteid=3829&pageid=34086&e=e>
- NSPCC Factsheet on allegations against staff
<http://www.nspcc.org.uk/globalassets/documents/information-service/factsheet-managing->

[allegations-abuse.pdf? t_id=1B2M2Y8AsgTpgAmY7PhCfq%3d%3d& t_q=fact+sheet+on+allegations+agai
nst+staff& t_tags=language%3aen%2csiteid%3a7f1b9313-bf5e-4415-abf6-
aaf87298c667& t_ip=213.106.147.233& t_hit.id=Nspcc Web Models Media GenericMedia/
5e70284b-7d46-458e-8d37-0c11951e1314& t_hit.pos=1](#)

9) Working with Partners

There is a need for organisations to work together when it comes to safeguarding. Joined up services, common processes and procedures reduce the risk of vulnerable children 'falling through the net'. The following are key elements of partnership working around safeguarding:

The Lancashire Safeguarding Children Board (LSCB) ensures countywide priorities are achieved whilst at the same time taking account of local issues and priorities. The Children Act 2004 puts this Board on a statutory footing, giving it legal responsibilities. It must ensure that all statutory agencies are working together to effectively safeguard children, providing procedures, guidance and advice and holding agencies to account if they are not meeting their safeguarding responsibilities effectively.

A range of themed sub-groups and Children's Partnership Boards assist the LSCB in carrying out its work programme and scrutinising the work of agencies across Lancashire.

http://www3.lancashire.gov.uk/corporate/web/?Lancashire_Safeguarding_Children_Board_/20739

The Lancashire Safeguarding Children Procedures provide multi-agency guidance for all organisations. This policy has been aligned with the key requirements of these procedures which are an excellent source of additional information, and should be accessed at the link below for further guidance about any safeguarding issue.

http://www3.lancashire.gov.uk/corporate/atoz/a_to_z/service.asp?u_id=1921&tab=1

Lancashire Children and Young People's Trust and the **Children's Partnership Board** at locality level (Burnley & Pendle) formalise the need for organisations to work together. Joined up services, common processes and procedures should reduce the risk of vulnerable children 'falling through the net'. <http://www.lancashirechildrenstrust.org.uk/>

The Lancashire Continuum of Need

The following diagram shows the 'continuum of need' that is used by partners to describe the level of need of intervention by statutory services that a child or a young person may have. Most will fall on the left of the diagram, with minor needs that can be met by standard services in health, education and so on. Should their situation worsen then they may need additional support (level 2) or perhaps assessment (level 3) by a statutory agency. Should they be in danger then they would immediately move to level 4 and require protection from the police or social care.

Children and young people can move back and forth along the continuum and council staff, volunteers of councillors may be involved at different levels. Whilst we have no duty to provide child protection (level 4) we may need to report an issue at this level to the appropriate place. More commonly our staff may be involved in multi-agency teams (see next page) to support children and young people at stages 2 and 3.



The Common Assessment Framework (CAF) and Lead Professionals

CAF and Lead Professionals (LP) are contributing elements for improved outcomes for children and young people and support the delivery of services that are integrated and focused around the needs of children and young people.

CAF is a shared assessment tool for use across all children's services in England. It helps in the early identification of needs of children and young people and promotes a coordinated approach on how those needs should be met. Staff from any organisation in Lancashire can use the CAF process to decide whether action needs to be taken to support a child.

The **Lead Professional (LP)** is someone who takes the lead to coordinate provision and be a single point of contact for a child/young person and their family, when a range of services are involved and an integrated response is required. They would be responsible for calling a **'team around the child (TAC)** or **team around the family (TAF)** meeting that would bring together all the relevant agencies working with a child or a family to reduce duplication and agree how best to provide the support required.

For more information please see:

- The Procedures Manual for the Pan-Lancashire Safeguarding Consortium:
<http://panlancashirescb.proceduresonline.com>
- Lancashire Children and Young People's Trust: CAF information:
<http://www.lancashirechildrenstrust.org.uk/resources/?siteid=6274&pageid=45056>

- The 'Safe Network' covers activities and good practice in the VCFS:
<http://www.safenetwork.org.uk>

10) Contacts and Communications

Internal

Designated Safeguarding Children Officer

Sarah Astin, Principal Policy Officer
(Sarah.Astin@pendle.gov.uk / ext.1782)

Senior Manager with responsibility for Safeguarding

Philip Mousdale, Corporate Director
(Philip.mousdale@pendle.gov.uk / ext. 1634)

Deputy Designated Safeguarding Children Officer

Wayne Forrest, Housing Needs Manager
(Wayne.Forrest@pendle.gov.uk / ext.1044)

Liberata Lead / Human Resources and Staff Issues

Lesley Ritchie – Human Resources Manager
(LesleyRitchie@liberata.com / tel. 298800)

Safeguarding Training within the Council

Simon Tisdale - Learning & Organisational Development Officer
(simontisdale@liberata.com / tel. 298805)

Pendle Leisure Trust Lead

Vanessa Kelly – Human Resources Executive Manager
(Vanessa.Kelly@pendleleisuretrust.co.uk / ext. 1286)

External

Lancashire County Council Social Care Services

For any child protection queries, the appropriate team can be accessed via the Lancashire Contact Centre:

- 8am – 8pm Monday to Friday: local number 0300 123 6720
- 8pm – 8am Monday to Friday and anytime weekends and bank holidays: 0300 123 6722

Local Authority Designated Officer (LADO): for allegations against adults working with children

- Tim Booth (tim.booth@lancashire.gov.uk / 01772 536694)

Lancashire Safeguarding Children Board: for info on the countywide approach & resources available

- Richard Matthews (richard.matthews@lancashire.gov.uk / 01772 530 283 / 01772 530 329)

NSPCC: For anonymous nationwide advice and support, 24 hours a day

- Helpline: (help@nspcc.org.uk / 0808 800 5000)

Taking Action

If an incident occurs or you have concerns please follow the flowchart below to understand what to do:

