

Safeguarding Children Policy & Procedure

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Safeguarding Children Policy

Approved: July 2020

Approved by: Board of Trustees

Reviewed: September 2021

Reviewed by: Head of Children and Young People

Review due: September 2022

1. Purpose of policy

YMCA East Surrey is fully committed to safeguarding the welfare of all children and young people. We recognise our responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation. YMCA East Surrey acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. Members of staff will endeavour to work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of children, young people and adults.

This policy applies to all staff, including senior managers and the Board of Trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of YMCA East Surrey. Please note, all references to “members of staff” should be interpreted as meaning all staff, whether they are in a paid or unpaid capacity.

This policy is focussed on children up to 18 years old, however YMCA East Surrey also takes its responsibility for safeguarding adults over 18 years old, who have care needs extremely seriously and where relevant and appropriate the guidance included in this policy covers our work with over 18’s. YMCA East Surrey also has a separate Safeguarding Adults policy that specifically covers safeguarding of adults.

YMCA East Surrey believes that:

- ▶ The welfare of the child is paramount
- ▶ All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from all types of harm and abuse
- ▶ All suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately

- ▶ Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- ▶ Working in partnership with children, young people, their parent/carers and other agencies is essential in promoting young people's welfare.

YMCA East Surrey will ensure that:

- ▶ All children will be treated equally and with respect and dignity
- ▶ The welfare of each child will always be put first
- ▶ A balanced relationship based on mutual trust will be built which empowers the children to share in the decision-making process
- ▶ Enthusiastic and constructive feedback will be given rather than negative criticism
- ▶ Bullying will not be accepted or condoned
- ▶ All staff and trustees provide a positive role model for dealing with other people
- ▶ Action will be taken to stop any inappropriate verbal or physical behaviour
- ▶ We will keep up-to-date with health & safety legislation
- ▶ We will keep informed of changes in legislation and policies for the protection of children (CEO, Designated Safeguarding Leads and Trustee Safeguarding Lead to take responsibility for this)
- ▶ All staff and trustees should be clear on how to respond appropriately
- ▶ Staff and trustees undertake relevant development and training
- ▶ We will hold a register of every child involved with YMCA East Surrey and will retain a contact name and number close at hand in case of emergencies.

2. Legal procedural framework

YMCA East Surrey will ensure it recognises its duty of care and meets its legal responsibilities as outlined in the following legislation relating to safeguarding children and young people:

- ▶ Adoption and Children Act 2002
- ▶ Children and Families Act 2014
- ▶ Children and Social Work Act 2017
- ▶ Children and Young Persons Act 1963
- ▶ Children and Young Persons Act 2008
- ▶ Counter-Terrorism and Security Act 2015
- ▶ Education Act 2002
- ▶ Female Genital Mutilation Act 2003
- ▶ Protection of Freedoms Act 2012
- ▶ Safeguarding Vulnerable Groups Act 2006
- ▶ Serious Crime Act 2015
- ▶ Sexual Offences Act 2003
- ▶ The Children Act 1989 and 2004
- ▶ The Criminal Justice and Court Services Act 2000
- ▶ Working Together to Safeguard Children 2015

YMCA East Surrey will also work closely with, and adhere to the guidelines issued by, the relevant Local Safeguarding Children Partnerships in areas where YMCA East Surrey delivers services (currently Surrey and West Sussex) details of which can be found here: <https://www.surreyscp.org.uk/> and <https://www.westsussexscp.org.uk/>

4.1. Department of Health: Special Educational Needs and Disability Code of Practice 2015: 0 to 25 years

YMCA East Surrey delivers a range of services and activities for children and young people with special educational needs and disabilities and recognises its responsibilities to deliver these services in accordance with the Department of Health’s Special Educational Needs and Disability Code of Practice 2015: 0 to 25 years. As a voluntary sector provider of Early Years funded by the local authority we have a statutory duty to follow this code.

Details of the code can be found here:

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

3 Relevant YMCA East Surrey policies and procedures

All staff involved with safeguarding children work, need to bear in mind the other organisational policies which support their work and provide guidance:

- ▶ [Behaviour management](#)
- ▶ [Bullying and Harassment](#)
- ▶ [Code of conduct](#)
- ▶ [Complaints](#)
- ▶ [Confidentiality](#)
- ▶ [Equality and diversity](#)
- ▶ [Health and safety](#)
- ▶ [Inclusion](#)
- ▶ [Lost or missing child](#)
- ▶ [No smoking, drugs and alcohol](#)
- ▶ [Non-collection of a child](#)
- ▶ [Personal and intimate care](#)
- ▶ [Recruitment and selection](#)
- ▶ [Safeguarding Adults](#)
- ▶ [Tactile contact](#)
- ▶ [Use of mobile phones and wearable technology](#)
- ▶ [Visitors and non-vetted persons](#)
- ▶ [Whistleblowing](#)

4. Safeguarding accountability within YMCA East Surrey

Safeguarding is the responsibility of us all. When dealing with the concerns discussed in this policy, the lines of accountability for responding appropriately apply to all members of staff. Appendix 1A of this policy provides an accountabilities framework for staff.

Members of staff are expected to consult their Line Manager when they have any concerns for the welfare of a child and to discuss any issue openly within supervision. These managers will consult, if needed, with their Heads of Services.

If a staff member has concerns about the attitudes and/or behaviours of a YMCA East Surrey colleague/volunteer, they have a duty to comply with [YMCA East Surrey’s Whistle Blowing policy and Code of Conduct](#).

Should any member of staff have concerns about the behaviour of a member of staff or volunteer towards a child, including staff from other organisations, then please refer to

section 13 of the Safeguarding Children procedure and follow the guidelines for reporting internally and to the Local Authority Designated Officer (LADO).

4.1. Safeguarding accountability framework within YMCA East Surrey

Trustees

- ▶ Accountable for YMCA East Surrey and therefore all safeguarding within the organisation
- ▶ Receive regular reports on safeguarding
- ▶ Receive annual safeguarding training and updates.

Safeguarding Designated Trustee

- ▶ Accountable to the Board of Trustees for the development of safeguarding within the organisation
- ▶ Meets quarterly with the Chief Executive (Head of Safeguarding)
- ▶ Provide reports to the Trustees and attends the Board of Trustees meeting
- ▶ Act as the designated person for the organisation
- ▶ Regularly receive and collate information in respect of safeguarding activity to inform a corporate assessment of risk
- ▶ Reviews the Safeguarding Children's policy and procedure, with the support of Heads of Services
- ▶ Receives safeguarding reports from various Advisory Boards.

Chief Executive – Head of Safeguarding

- ▶ Accountable to the Trustees for safeguarding within the organisation
- ▶ Meets quarterly with the Safeguarding Designated Trustee
- ▶ Ensures a clear framework for the management accountability for safeguarding.

Heads of Services – Senior DSLs

- ▶ Accountable to the Chief Executive for safeguarding in all projects and services within the various service lines
- ▶ Line management responsibility for the safe delivery, quality and effectiveness of services
- ▶ Commissions specific time limited work to address safeguarding issues
- ▶ Together with HR ensure that safe recruitment practices are fully employed & that staff appointed have the necessary skills and experience in safeguarding appropriate to their role
- ▶ Ensures that effective supervision supports safeguarding at all levels within their services
- ▶ Ensures that a range of appropriate safeguarding training and budgets are available to meet the needs of the workforce
- ▶ Commissions the auditing of specific areas of work

- ▶ Review the quality and content of YMCA East Surrey's Safeguarding training to meet the needs of the organisation and to ensure any new learning can be fully integrated into working practices.

Project Managers

- ▶ Accountable to the Heads of Services for safeguarding in their projects and services

- ▶ Together with the HR Department ensure safe recruitment practices are fully employed in the recruitment of both staff and volunteers and that they have the necessary skills and experience in safeguarding, appropriate to the role
- ▶ Line management responsibility for the safe delivery, quality and effectiveness of the services
- ▶ Ensure that safeguarding practice is regularly discussed in supervision to identify any training needs and is included within the staff appraisal process
- ▶ Ensure all members of staff receive the level of safeguarding training appropriate to their role and responsibilities
- ▶ Ensure effective supervision supports safeguarding
- ▶ Reports on the practice and management of safeguarding and responds to safeguarding audits, as required
- ▶ Offer advice and support to staff on safeguarding issues
- ▶ Ensure the development of a safeguarding culture within the context of their services
- ▶ Undertake management reviews when there are concerns about quality and effectiveness in relation to safeguarding and take corrective action where necessary
- ▶ Responsibility to establish and maintain effective relationships with other agencies locally in relation to safeguarding and to challenge when appropriate
- ▶ Ensure that safeguarding is integral to all YMCA East Surrey processes for the assessment, analysis, planning and reviewing of outcomes, in our work with service users
- ▶ Make child protection referrals to Children's Social Care, as necessary.

Designated Safeguarding Leads

- ▶ To offer consultation and advice locally, to staff together with appropriate managers, on safeguarding issues

Front line members of staff

- ▶ Accountable to their project or service manager for safeguarding within their work
- ▶ Responsibility for the safe delivery, quality and effectiveness of the services they provide
- ▶ Are alert to safeguarding issues in all aspects of their work
- ▶ Keep accurate and timely records which are signed and dated and comply with YMCA East Surrey's procedures
- ▶ Remember that the welfare of the child is paramount and draw to the attention of line management any concerns they may have for the welfare of a child
- ▶ Undertake safeguarding training as required.

4.2 Designated Safeguarding Leads Profile

YMCA East Surrey will identify individuals with the requisite experience to act as the named Designated Safeguarding Lead (DSL).

The named person will be required to offer consultation and advice on safeguarding matters to other staff members.

The DSLs must have:

- ▶ Significant experience of working with child protection issues
- ▶ A thorough and current knowledge of safeguarding guidance and legislation
- ▶ Undertaken safeguarding training which has been appropriately updated
- ▶ A sound understanding of their Local Safeguarding Children Partnership's Procedures
- ▶ A comprehensive knowledge of local networks
- ▶ The confidence and ability to use sound professional judgement.

It is for the DSL to work together with the project manager to make any decisions in respect of the case and to ensure that both the consultation and any decisions have been properly recorded.

YMCA East Surrey's Senior DSLs are:

Ian Burks | CEO
T: 01737 779979 (Reception)
M: 07764 819182
E: ian.burks@ymcaeast Surrey.org.uk

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T: 01737 784974
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Lee Fabry | Head of Housing (Hillbrook House)
T: 01737 773089
E: lee.fabry@ymcaeast Surrey.org.uk

Stuart Kingsley | Deputy Head of Children and Young People
01737 222859
07442 011483
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Safeguarding Children Procedure

Approved: September 2020
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 Approve: Board of Management

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1. Purpose of procedure

The purpose of this procedure is to ensure a speedy and effective response for dealing with concerns about the physical, sexual and emotional abuse of children or their neglect. Adherence to these procedures is mandatory for all YMCA East Surrey members of staff and volunteers. All staff new to YMCA East Surrey will be made aware of this policy and procedures through the induction process.

This procedure applies to all staff, including senior managers and the Board of Trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of YMCA East Surrey. Please note, all references to “members of staff” should be interpreted as meaning all staff, whether they are in a paid or unpaid capacity.

This procedure is focussed on children up to 18 years old, however YMCA East Surrey also takes its responsibility for safeguarding adults over 18 years old with care needs extremely seriously and where relevant and appropriate the guidance included in this

policy covers our work with over 18's. YMCA East Surrey also has a separate [Safeguarding Adults policy](#) that specifically covers safeguarding of adults.

All staff should complete the internal Safeguarding Children brief during their induction period and undertake the internal training within three months of their staff date. Managers and other relevant operational staff should undertake mandatory external Safeguarding Children training, at an appropriate level, at least every three years thereafter.

COVID-19 (coronavirus) addendum

During the global pandemic of COVID-19 (coronavirus), although day-to-day working arrangements may be different, the key principles of YMCA East Surrey safeguarding policy remain the same:

- ▶ Children's welfare comes first
- ▶ If anyone has a concern about a child, staff should act immediately following the safeguarding and child protection procedures
- ▶ A nominated Designated Safeguarding Lead should always be available to deal with concerns
- ▶ Safe recruitment practices continue to be followed

2. Definitions

YMCA East Surrey defines **safeguarding** as:

- ▶ Protecting children from maltreatment
- ▶ Preventing impairment of children's health and development
- ▶ Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- ▶ Taking action to enable all children to have the best outcomes.

2.1 Children in Need

Children, as listed within Section 17 of the Children Act 1989, whose vulnerability is such that they are unlikely to reach or maintain a satisfactory level of health or development, or their health or development will be significantly impaired without the provision of services by a local authority. This includes disabled children

2.2 Significant Harm

The Children Act 1989 introduces the concept of significant harm as the threshold that justifies compulsory intervention in family life in the best interests of children. It places a duty on Children's Social Care to make enquiries to decide whether they should take action to safeguard or promote the welfare of a child who is suffering, or likely to suffer, significant harm.

There are no absolute criteria for significant harm. Sometimes a single traumatic event may constitute significant harm e.g. a violent assault. More often, significant harm is a compilation of significant events both acute and long standing, which interrupt, change or damage a child's physical or psychological development. It is the corrosiveness of long term emotional, physical, sexual abuse or neglect, which causes impairment to the extent of constituting significant harm.

3. What is abuse and neglect

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 an institution or a community setting, by those known to them, or by a stranger. They may be abused by an adult or adults, or another child or children, or by witnessing the abuse of another person. The abuse and neglect of children takes place in all sectors of our community

3.1 Physical abuse

A form of abuse which may include 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/carer fabricates the symptoms of, or deliberately induces, illness in a child.

3.2 Emotional abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve:

- ▶ Conveying to the child 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 a child. 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 also involve seeing or hearing the ill treatment of another
- ▶ It may involve bullying (including cyber bullying), causing children to feel frequently 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 although it may occur alone.

3.3 Sexual abuse

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, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing
- ▶ This may also include non-contact activities, such as involving children in looking at or in the production of sexual images or watching sexual activities, or 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.

3.4 Neglect

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

- ▶ Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- ▶ Failing to protect a child from physical and emotional harm or danger, or a failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

4. Children considered particularly vulnerable to abuse

There are some children living in circumstances which may make them particularly vulnerable to abuse such as children who:

- ▶ are deemed as "Children in Need"
- ▶ are living away from home in public or private care (e.g. foster care, residential care, boarding schools, hospitals, prisons etc.)
- ▶ have disabilities and complex needs
- ▶ displayed behaviour indicates a lack of parental control
- ▶ are living within households where there is domestic abuse
- ▶ are substance misusing, mentally ill or have learning disabled parent/carers
- ▶ are living in families where there are extreme religious, spiritual or cultural beliefs
- ▶ are living in temporary accommodation
- ▶ go missing
- ▶ are newly arrived or transient families, are unaccompanied asylum seeking children, are victims of trafficking.

5. Alerting to indicators of abuse

There are a variety of ways that somebody in the organisation may become aware of the actual or likely occurrence of abuse of a child.

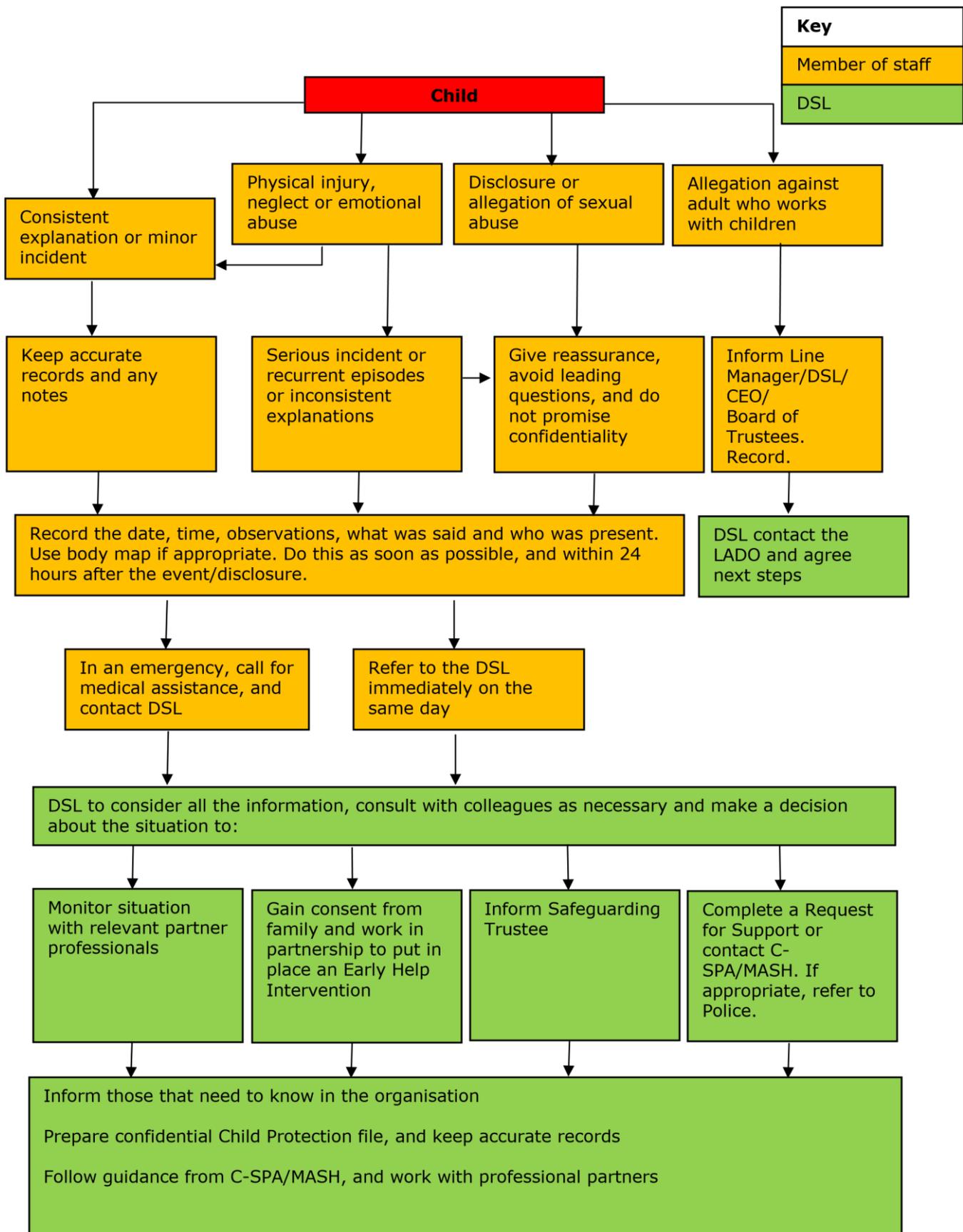
These include:

- ▶ A child might tell them
- ▶ Someone else might report that a child has told them or that they strongly believe that a child has been or is being abused
- ▶ A child might show some signs of physical injury for which there appears to be no satisfactory explanation
- ▶ A child's behaviour may indicate to them that it is likely that she or he is being abused
- ▶ Something in the behaviour of one of the workers or young person, or in the way that a worker or young person relates to a child, alerts them or makes them feel uncomfortable in some way
- ▶ Observing one child abusing another.

Whenever anyone has concern that a child may be at risk of abuse they should follow YMCA East Surrey's Safeguarding Procedures, unless they have been superseded by those of the Local Safeguarding Children Partnerships.

Most children do have accidental injuries occasionally, such as when falling or playing with other children. Such injuries might include bruising to the knees, shins, arms, elbows, or if falling onto the face, nose, forehead cut lip etc. However, there are injuries which are hardly ever caused accidentally and also warning signs which may indicate sexual, emotional abuse or neglect.

6. What to do if you have concerns about the welfare of a child



If you suspect a child is at risk of abuse, immediately contact the relevant Line Manager and Designated Safeguarding Lead.

.Designated Safeguarding Leads (DSL)

YMCA East Surrey DSLs have overall responsibility for the safeguarding of all persons, including adults and young people. They have all undergone the appropriate safeguarding training provided by Surrey County Council which is refreshed every three years.

YMCA East Surrey's Senior DSLs are:

Ian Burks | CEO
T: 01737 779979 (Reception)
M: 07764 819182
E: ian.burks@ymcaeast Surrey.org.uk

Judith Brooks | Head of Children and Young People
T: 01737 784974
M: 07870 904035
E: judith.brooks@ymcaeast Surrey.org.uk

Lee Fabry | Head of Housing (Hillbrook House)
T: 01737 773089
E: lee.fabry@ymcaeast Surrey.org.uk

Stuart Kingsley | Deputy Head of Children and Young People
01737 222859
07442 011483
E: stuart.kingsley@ymcaeast Surrey.org.uk

DSL procedures

During office hours, the DSL will:

- ▶ Contact the Surrey Children's Single Point of Access (C-SPA) for Surrey or Multi Agency Safeguarding Hub (MASH) for West Sussex:

Surrey (C-SPA)
T: 0300 470 9100
E: cspa@surreycc.gov.uk

West Sussex (MASH)
T: 0330 222 5296
E: mash@westsussex.gcsx.gov.uk

In an emergency:

- ▶ Dial 999 for the Police

The DSL will then inform the CEO.

Verbal referrals to C-SPA or MASH must always be followed up by a written referral within 48 hours. All action taken must be recorded by the DSL.

The DSL will ensure that Ofsted is notified if a section 47 is opened by the local authority, and if a section 47 is closed by the local authority, or if the incident is deemed serious following discussions with other professionals.

Remember:

- ▶ The safety of the child is paramount
- ▶ Be calm, reassuring and honest
- ▶ Do not make promises which can't be kept
- ▶ Do not interrogate the child, but listen carefully and gently clarify the facts, remain open in your manner and allow the child to continue at their own pace
- ▶ To tell the child what will happen next and with whom the information will be shared
- ▶ Consult with your Line Manager and DSL, immediately
- ▶ Keep the child informed of what is happening and of any decisions made or actions taken
- ▶ Accurately record the incident immediately or as soon as you can but definitely within 24 hours

The individual who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred - that is a task for the professional child protection agencies.

If a child shows signs that they are suffering from, or is likely to suffer, significant harm, the first consideration must always be whether the child is in imminent danger or requires urgent medical attention. If so, the safety of the child and/or access to suitable medical treatment, need to be secured as a first priority.

If the child is in danger, keep the child with you and contact the Police. If the child requires medical attention call an ambulance and then inform your manager.

If no emergency action is required, the staff member must discuss their concerns immediately with their Line Manager and the DSL, to consider whether the concerns require a referral to Children's Social Care. If you have any doubts about this decision, remember you can always, without necessarily identifying the child, discuss your concerns with senior colleagues in YMCA East Surrey, or consult with Children's Social Care in Surrey and West Sussex, or the NSPCC:

Surrey (C-SPA)

T: 0300 470 9100

E: cspa@surreycc.gov.uk

West Sussex (MASH)

T: 0330 222 5296

E: mash@westsussex.gcsx.gov.uk

NSPCC

T: 0808 800 5000

E: help@nspcc.org.uk

W: <https://www.nspcc.org.uk/what-you-can-do/report-abuse/>

Staff should then cooperate with any investigation or assessment, as required. Children's Social Care should inform the DSL, as the referrer, of the outcome of any investigation.

Please note: if you remain concerned that a child is suffering or at risk of significant harm and no manager supports you in your decision to refer to Children's Social Care, you remain free to act on your concerns and make the referral.

7. Information sharing and confidentiality

It is important that concerns about children and young people are shared, as it is only when all the pieces of information are put together that a full picture of the situation can be obtained and proper judgements made. A key factor in serious case reviews has been a failure to record information, to share it, to understand the significance of the information shared and to take appropriate action in relation to known or suspected abuse or neglect.

It is critical that all staff working with children and young people are in no doubt that where they have a reasonable cause to suspect that a child or young person may be suffering or may be at risk of suffering significant harm, they should discuss those concerns with their Line Manager and make a referral to Children's Social Care.

Where there are safeguarding concerns information must always be shared. The Data Protection Act was not intended to prevent the sharing of this type of information.

8. Consent

Consent from parents/carers is not required when the threshold of significant harm is met; however, unless doing so would increase the risks to the child, parents/carers should be informed that a referral to Children's Social Care is being made, and asked if they are willing to provide their consent. If consent is not obtained, the DSL should continue as planned and make the referral as per the responsibilities to safeguard and act in the best interests of the child.

If the child is identified as a Child in Need (see earlier definition) then the Line Manager and DSL will agree how these concerns will be shared with the family.

If the family agree to a referral, then a referral form will be completed and YMCA East Surrey will cooperate and contribute, as required, to any subsequent assessment or investigation.

Should the family fail to agree to a referral, then the DSL must consider whether the refusal constitutes a risk of significant harm. If not, then the concerns for the child should be recorded, in line with YMCA East Surrey's recording requirements along with the parent/carers dissent, and staff should continue to monitor the wellbeing of the child.

9. Recording of concerns, information and data requirements

Staff must record and log all information in chronological order on YMCA East Surrey's "Incident Log". This form can be found in: <G:\Workgroup\Children's Services\Admin\Templates\Incidents logs, recording concerns,etc>

Staff must ensure that all data is kept safe and secure and make sure the information is:

- ▶ Used lawfully
- ▶ Used for limited, specifically stated purposes
- ▶ Used in a way that is adequate, relevant and accurate
- ▶ Not excessive;
- ▶ Handled according to people's data protection rights (see the [Data Protection policy](#));
- ▶ Body maps must be completed for all identified non mobile children/young people who have bruising. All bruising must be clarified with an explanation; this may include contacting the parent/carers or another professional. All maps to be held in their individual file
- ▶ The DSL will keep all records involving child protection concerns
- ▶ Records concerning a member of staff must be held in their personnel file and a copy given to the member of staff (where applicable). This information must be retained on file until the person reaches retirement age or for 10 years if that is longer.

It is imperative that any concerns are accurately recorded as the matter could go on to case conference and/or legal proceedings. The record should include the context, a detailed account of the concerns, what was said or seen and by whom. It is important to record the actual words used by the child or the referrer. The record should indicate:

- ▶ Who was present
- ▶ who was consulted
- ▶ how any decisions were made and the reasoning behind them and by whom;
- ▶ any actions taken.

If a decision was made, to take no action, then the reasoning for that decision must also be recorded. All records must be clearly signed and dated.

Tipp-ex or another correction fluid must never be used, if a mistake is made or an amendment required, a line should be made through the original so that the wording remains clearly visible, and it should be initialled by the author.

10. Reporting concerns or allegations against staff member of volunteer

These procedures are based on those recommended by the Local Safeguarding Children Partnerships and will be followed by YMCA East Surrey when managing allegations against staff.

Compliance with these procedures will help to ensure that allegations of abuse are dealt with expeditiously, consistent with a thorough and fair process. They should be read in conjunction with [YMCA East Surrey's Disciplinary Policy](#).

Allegations can be made in relation to restrictive physical interventions and restraint but can also relate to inappropriate relationships between members of staff and children or young people, for example:

- ▶ having a sexual relationship with a child under 18 if in a position of trust in respect of that child, even if consensual
- ▶ "Grooming", i.e. meeting a child under 16 with intent to commit a relevant offence
- ▶ Other 'grooming' behaviour giving rise to concerns of a broader child protection nature e.g. inappropriate text/e-mail messages or images, gifts, socialising etc.
- ▶ Possession of indecent images/pseudo-photographs of children.

In addition, these procedures should be applied when there is an allegation that any person who works with children:

- ▶ Has behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include arrest for possession of a weapon or indecent images of children
- ▶ As a parent/carer, has become subject to child protection procedures
- ▶ Is closely associated with someone in their personal lives (e.g. partner, member of the immediate family or other household member) who may present a risk of harm to child/ren for whom the member of staff is responsible in their employment/volunteering.

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind.

They should not:

- ▶ Investigate or ask leading questions if seeking clarification
- ▶ Make assumptions or offer alternative explanations
- ▶ Promise confidentiality but give assurance that the information will only be shared on a "need to know" basis.

They should:

- ▶ Make a written record of the information where possible in the child/adult's own words including the time, date and place of incident(s), persons present and what was said
- ▶ Sign and date the written record
- ▶ Immediately report the matter to their Line Manager and DSL .

The Manager's initial response

Managers need to understand which behaviours to address directly through their complaints or disciplinary procedures and under what circumstances they should contact the Local Authority's Designated Officer (LADO).

- ▶ Surrey LADO: 0300 123 1630
- ▶ West Sussex LADO: 0330 222 3339

Communication of allegations

- ▶ The employer must inform the LADO within one working day when an allegation or a concern of suitability is raised and prior to any further investigation taking place

- ▶ There will be consideration as to whether or not to inform the parent/carer/s of the child/ren as this may impede the disciplinary or investigation processes
- ▶ In some circumstances the parent/carer may need to be told straight away for example if the child is injured and requires medical treatment
- ▶ The parent(s)/carer(s) and the child, if sufficiently mature, should be helped to understand the processes involved and kept informed about the progress of the case and of the outcome where there is no criminal prosecution. This will include the outcome of any disciplinary process, but not the deliberations of, or the information used in, a hearing
- ▶ Subject to restrictions on the information that can be shared, the employer should, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action, and dismissal or referral the DBS and/or regulatory body).

The member of staff should:

- ▶ Be treated fairly and honestly and helped to understand the concerns expressed and processes involved
- ▶ Be kept informed of the progress and outcome of any investigation and the implications for any disciplinary or related process
- ▶ If suspended, be kept up to date about events in the workplace.

Ofsted will be informed of any allegation or concern made against a member of staff if it involves any YMCA East Surrey registered childcare settings.

Initial action by the DSL

When informed of a concern or allegation, the DSL should not investigate the matter or interview the member of staff, child concerned or potential witnesses.

They should:

- ▶ Obtain written details of the concern/allegation, signed and dated by the person receiving (not the child/adult making the allegation)
- ▶ Approve and date the written details
- ▶ Record any information about times, dates and location of incident(s) and names of any potential witnesses
- ▶ Record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

The DSL must refer the allegation to the duty LADO within one working day. Referral should not be delayed in order to gather information. A failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.

If an allegation requires immediate attention, but is received outside normal office hours, the Designated Safeguarding Lead (DSL) should consult the Children's Services Emergency Duty Team or the local Police and inform the LADO as soon as possible.

Initial consideration by the DLS and LADO

There are up to three strands in the consideration of an allegation:

- ▶ A Police investigation of a possible criminal offence

- ▶ Children's Services enquiries and/or assessment about whether a child is in need of protection or services
- ▶ Consideration by an employer of disciplinary action.

The LADO and DSL should consider first whether further details are needed and whether there is evidence or information that establishes that the allegation is false or unfounded. Care should be taken to ensure that the child is not confused as to dates, times, locations or identity of the member of staff.

The Police must be consulted about any case in which a criminal offence may have been committed. If the threshold for significant harm is not reached, but a Police investigation might be needed, the LADO should immediately inform the Police and convene an Initial Evaluation (similar to strategy meeting), to include the Police, employer and other agencies involved with the child.

Suspension

Suspension is a neutral act and it should not be automatic or considered as a default option. It should be considered in any case where:

- ▶ There is cause to suspect a child has suffered, or is likely to suffer significant harm
- ▶ The allegation warrants investigation by the Police.
- ▶ The allegation is so serious that it might be grounds for dismissal.

The possible risk of harm to children should be evaluated and managed in respect of the child/ren involved and any other children in the accused member of staff's home, work or community life.

The employer should consider alternatives to suspension where possible. Refraining by agreement from work for a very brief period, or being redeployed to other duties so as not to come into contact with one or more children, may be acceptable.

A form to record a risk assessment for suspension is available from [Surrey Safeguarding Children Partnership](#) and [West Sussex Safeguarding Children Partnership](#)

If suspension is deemed appropriate, the reasons and justification should be recorded and the individual notified of the reasons as per [YMCA East Surrey's Disciplinary Policy](#).

Only the employer has the power to suspend an accused employee and they cannot be required to do so by the local authority or the Police.

If a suspended person is to return to work, YMCA East Surrey will consider what help and support might be appropriate e.g. a phased return to work and/or provision of a mentor, and also how best to manage the member of staff's contact with the child concerned, if still in the workplace.

Disciplinary action

The LADO and the DSL should discuss whether disciplinary action is appropriate in all cases where:

- ▶ It is clear at the outset or decided by a Strategy Discussion that a Police investigation or Children's Services enquiry is not necessary
- ▶ The employer or LADO is informed by the Police or the Crown Prosecution Service that a criminal investigation and any subsequent trial is complete, or that an investigation is to be closed without charge, or a prosecution discontinued.

The discussion should consider any potential misconduct or gross misconduct on the part of the member of staff, and take into account:

- ▶ Information provided by the Police and/or Children's Services
- ▶ The result of any investigation or trial
- ▶ The different standard of proof in disciplinary and criminal proceedings.

If formal disciplinary action is not required, the employer should initiate appropriate action within three working days. If a disciplinary hearing is required, and further investigation is not required, it should be held within fifteen working days.

If further investigation is needed to decide upon disciplinary action, the employer and the LADO should discuss whether the employer has appropriate resources or whether the employer should commission an independent investigation because of the nature and/or complexity of the case and in order to ensure objectivity. The investigation should not be conducted by a relative or friend of the member of staff.

The aim of an investigation is to obtain, as far as possible, a fair, balanced and accurate record in order to consider the appropriateness of disciplinary action and/or the individual's suitability to work with children. Its purpose is not to prove or disprove the allegation.

If, at any stage, new information emerges that requires a child protection referral, the investigation should be held in abeyance and only resumed if agreed with Children's Services and Police. Consideration should again be given as to whether suspension is appropriate in light of the new information.

The investigating officer should aim to provide a report within ten working days.

On receipt of the report the employer should decide, within two working days, whether a disciplinary hearing is needed. If a hearing is required, it should be held within fifteen working days. For more information, please see [YMCA East Surrey's Disciplinary Policy](#).

11 . Escalation

Escalation is the course of action that should be taken by staff where they have concerns that the child's safety is compromised by the action of other agencies, or that other professional input does not support effective safeguarding of the child.

Resolution can be sought where there are differences of opinion by staff members making professional challenges and by them knowing how to escalate concerns about decisions made.

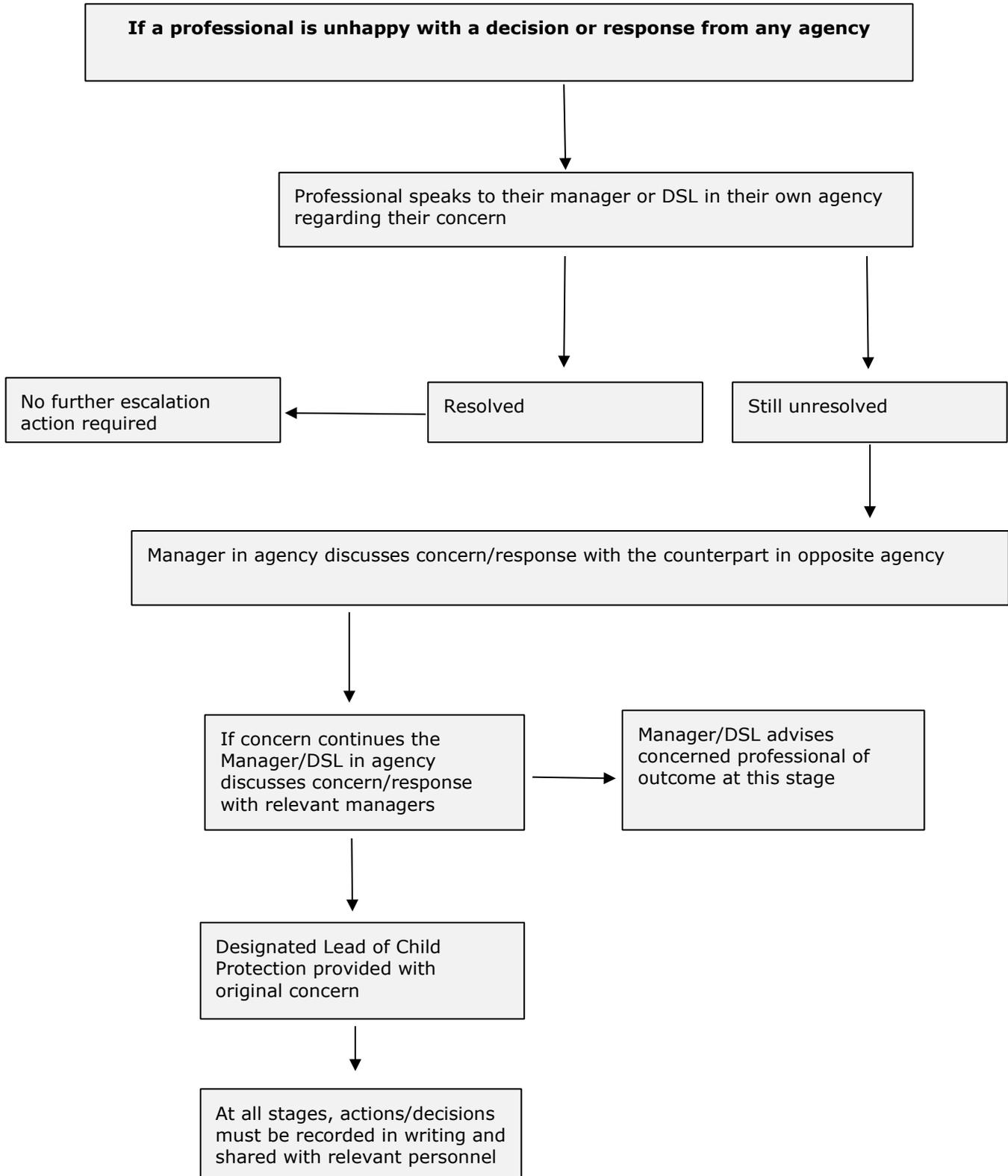
Examples of professional disagreement, resulting in the need for escalation:

- ▶ Where one professional disagrees with another around a particular course of action or inaction, such as closing involvement with a child or family, or where practice appears intrusive
- ▶ Where one worker or agency considers that another worker or agency has not completed an agreed action for no acceptable or understood reason, which may compromise the safeguarding of the child or young person
- ▶ Where one agency considers that the child's needs are not being best met by the current multiagency plan. This could include a disagreement that a particular agency does not feel it needs to be involved, but another does, or there is a decision to close the case
- ▶ Where a member of staff or an agency considers that the child's safeguarding needs are better met by a Child Protection Plan and have requested that a Child Protection Conference be convened and feel that this has been refused.

In all cases where a professional believes a child to be at imminent risk of harm they should refer the case to the Surrey C-SPA, West Sussex's MASH and/or the Police. Should you encounter difficulty in getting an appropriate response to your safeguarding concerns from Children's Social Care and external professional partners:

- ▶ Discuss with your Line Manager and be prepared to escalate as per YMCA East Surrey's Escalation Process
- ▶ View the relevant procedure of the Local Safeguarding Children Partnership to understand who to contact, and the timescales for each stage of escalation.

Local Safeguarding Children Partnership Inter-Agency Escalation Procedure for Professionals with Safeguarding



12. YMCA East Surrey Safer Recruitment Process

YMCA East Surrey is committed to [Surrey County Council's Safer Recruitment](#). All new employees must have a role relevant DBS check and also three years' worth of references. Any gaps in employment/activity over one month must be explained and verified.

YMCA East Surrey will carry out the following to minimise the risk of employing (or engaging on a voluntary basis) an individual who poses a predictable risk to children and young people:

- ▶ Methodically applying techniques which are accepted as helpful in identifying unsuitable individuals;
- ▶ Analysing rigorously all the information which is available about the candidate and, whenever possible, verifying through references, information which is provided by the candidate.

To ensure that those involved in selecting staff are able to successfully test the candidates' ability and experience against a clearly defined person specification the YMCA will make sure managers can access:

- ▶ Specific training in respect of safe recruitment and selection
- ▶ Supervised / supported experience of recruitment
- ▶ Periodic evaluation of performance by their supervisors.

For more information, please see [YMCA East Surrey's Recruitment and Selection Policy](#)

Disclosure and Barring Service (DBS) checks

The [Protection of Freedoms Act 2012](#) sets out the foundation for the Disclosure and Barring Service. It has an Independent Barring Board (IBB) with responsibility for taking barring decisions on new referrals and the management of two barred lists which replaced List 99, PoCA and PoVA Lists. The system aims to provide employers with a quicker and more effective vetting and barring service. All disclosures for work with children and vulnerable persons are to be at an enhanced level for Regulated Activity. The new organisation, DBS, will provide a service combining criminal records checking and the barring functions:

- ▶ The barring part of the DBS will provide caseworkers, who receive and process referrals about individuals, who have harmed, or who pose a risk of harm to, children, young people or vulnerable adults;
- ▶ The checking part of the DBS will allow employers to check and access the criminal record history of people working, or applying to work (whether paid or unpaid) in certain positions, especially those that involve working with children and vulnerable adults;
- ▶ The [Disclosure and Barring Service \(Home Office\)](#) provides a range of advice, guidance and relevant forms.

Certain posts and voluntary work are subject to the Rehabilitation of Offenders Act 1974 Exceptions Amendment Order 1975. These include the following 'regulated positions':

- ▶ Any work in schools, youth or children's centres or other places of work where children and young people are present;

- ▶ Any post that requires unsupervised contact with children made under arrangements by the child's parents/carers, the child's school or registered day care providers;
- ▶ A position of governor or member of management committee for an organisation that regularly works in the presence of, or care for, children, or training, supervising or being in sole charge of children;
- ▶ Any post which involves regularly caring for, training, supervising or being in sole charge of children under the age of 18;
- ▶ The minimum age at which someone can be asked to apply for a DBS check is 16 years' old.

Disclosure of any convictions, cautions, bind-overs which they have received should be requested on the job application form. Any such details must be declared even if they would be considered 'spent' in other circumstances. If a person who has made such disclosures is selected for appointment, they should be asked to apply for an Enhanced DBS Disclosure to verify their declarations.

Limitations of disclosures

Disclosures may not provide information on people convicted abroad or where an applicant has worked or been resident overseas in the previous five years, or with respect to individuals who have had a limited period of residence in the UK, therefore caution must be exercised.

The advice of the DBS Overseas Information Service should be sought about criminal record checking overseas - see the [Disclosure and Barring Service \(Home Office\)](#).

Occasionally, an enhanced disclosure check may result in the local Police disclosing non conviction information to the registered body only and not to the applicant e.g. a current investigation about the individual. Such information must not be passed on to her/him.

In addition to this, new members of staff should be asked the following questions, with signatures to verify the answers:

- ▶ Have you had any convictions, been cautioned, subject to a court order, received a reprimand or warning or found guilty of committing any offence before or during your employment at this setting?
- ▶ Have you had/do you have parental responsibility for a child that has been or is being placed on a Child Protection Plan whilst in your care?
- ▶ Have there been any allegations made against yourself in a previous role, that will have bearing on your suitability to work with children, young people and vulnerable adults?

All staff should be made aware of the Safeguarding Children policy and procedure, as the safety of all children is paramount. Training and additional guidance will be provided to all new staff, trustees and volunteers as well as refresher training for all staff and volunteers annually.

Disqualification by association

YMCA East Surrey must apply the Childcare (Disqualification) Regulations 2009 and related obligations under the Childcare Act 2006 (the Act). These regulations seek to ensure that only suitable individuals work (paid or unpaid) within childcare settings.

It is a criminal offence for someone to knowingly work in a childcare setting whilst living in a household with someone who is or would be disqualified from working with children due to committing specific offences. This applies to household members including partners, children, housemates and lodgers.

YMCA East Surrey have a responsibility to ensure staff are suitable to work with children and are not disqualified. This means that staff working within relevant providers will be required to declare prior to employment commencing if they live in the same household as someone who is disqualified from working with children

The table of relevant offences can be found in the document [Disqualification under the Childcare Act \(2006\)](#)

13. Training

YMCA East Surrey recognises the complexity of the safeguarding work undertaken by members of staff, and the emotional impact it can have upon them. All staff, as part of induction, are introduced to Safeguarding Children, and their responsibilities in relation to it.

All members of staff who have any contact with children receive child protection training at basic or more advanced level according to their role.

Furthermore, all professionals at YMCA East Surrey require a general awareness of known indicators and predisposing factors of abuse as well as detailed knowledge of agreed policies and procedures.

Operational staff are required to undertake annual internal refresher training, to ensure they are updated on changes to best practice and legislation. Additionally, managers will examine the Local Safeguarding Children Partnership Training Strategy for their area and identify the prescribed levels and topics of training required by the LSCB. This will be incorporated into the training plans for individual staff and whole teams where relevant.

The [Surrey Safeguarding Children Partnership \(SSCB\) training strategy](#) and [West Sussex Safeguarding Children Partnership training strategy](#) for staff engaged in Safeguarding Children.

Managers must keep records of training attended and assess the training needs of staff continuously, ensuring that staff are trained to undertake their roles effectively.

14. YMCA East Surrey's expectations of staff and volunteers

This is intended to avoid misunderstandings, which might give rise to disciplinary action including summary dismissal.

Staff and volunteers must:

- ▶ Ensure they have an understanding (appropriate to their role), and comply with,
- ▶ YMCA East Surrey's procedures for promoting and safeguarding the welfare of children and adults with care needs in line with Department for Children, Schools and Families, "Guidance for Safer working practice for adults who work with children and young people".
- ▶ Work well and diligently to support the aims and values of YMCA EAST SURREY including its Equal Opportunities Policy and to comply with legal statutes including environmental, safety and fair dealing laws, relevant professional standards as well as the policies and procedures of YMCA EAST SURREY.
- ▶ Declare immediately to the Human Resources department any convictions, cautions, reprimands or warnings or pending ones. Details of these will only be retained if considered relevant.
- ▶ Take reasonable care of own and others' health and safety.
- ▶ Treat all those they come into contact with at, or through, work in a professional manner and with appropriate respect and courtesy. YMCA ES won't allow any kind of discriminatory behaviour, harassment or victimization. They should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations
- ▶ Deal properly with property and money of YMCA EAST SURREY or its service users and money that shall be deposited in their custody by a third party for YMCA EAST SURREY or its service users
- ▶ Carry out those tasks, duties and responsibilities that fall within their job descriptions or tasks reasonably allocated to them.
- ▶ Promote and maintain the good name and reputation of YMCA EAST SURREY.
- ▶ Report any business interests of themselves their family or friends at the very earliest opportunity to the Chief Executive, where such business is being or is likely to be conducted with YMCA EAST SURREY or which may give rise to a conflict of interest in the performance of their duties.
- ▶ Uphold and comply with such YMCA EAST SURREY policies and procedures as may be issued from time to time.

Staff and volunteers must not

- ▶ Abuse their position of power or responsibility in relation to other staff, volunteers, service users or other contacts of YMCA EAST SURREY.
- ▶ Solicit, or use the name or reputation of YMCA EAST SURREY to obtain any preferential treatment, benefits, gifts or money from service users or contacts of YMCA EAST SURREY for personal gain or the gain of their relatives or friends.
- ▶ Engage in inappropriate relationships with, or inappropriate contact with the users of its services, including personal and sexual relationships.
- ▶ Receive any preferential treatment, benefits, personal gifts in kind or money from any service users or other person contacted at or through work other than in strict accordance with any guidelines, policies, rules or procedures specified by YMCA EAST SURREY from time to time.
- ▶ Make use of the property or equipment of YMCA EAST SURREY other than for the purpose(s) for which it is intended.

15. Death of a child

In the event of finding a child or young person connected to YMCA East Surrey who is unconscious or suspected to have died the first priority is to obtain urgent medical assistance by ringing the emergency services and beginning first aid (All YMCA buildings have a qualified first aider on duty).

Resuscitation once commenced should be continued according to [the UK Council Resuscitation Guidelines 2015](#) until an experienced doctor has made a decision that it is appropriate to stop.

Professionals should:

- ▶ Notify the Police if they are not already present
- ▶ If the child dies suddenly or unexpectedly at home or in the community, the child should normally be taken to the Emergency Department rather than a mortuary. In some cases, when a child dies at home or in the community, the Police may decide that it is not appropriate to move the child's body immediately, for example, because forensic examinations are needed
- ▶ Prior to arrival at the Emergency department, provide relevant information and history to Emergency department staff
- ▶ Where a child is not taken immediately to the Emergency Department, the professional confirming the fact of the death should inform the Designated Paediatrician with responsibility for unexpected deaths in childhood at the same time as the Coroner is informed.

All professionals must ensure that they retain a written record of the initial referral to them and take note of:

- ▶ The position of the child, the clothing worn and the circumstances of how they were found
- ▶ Explanations for any injury and any discrepancies

- ▶ Comments made by the parent/carers
- ▶ Background history, any possible alcohol/drug misuse and the conditions of the living accommodation
- ▶ Any known underlying medical condition the child may have.

All professionals should provide all the above information and, where applicable, any suspicions must be provided to the receiving Doctor and the Police immediately.

The comments of parent/carers if present or available must be noted in detail.

Anyone who contributes to the written records must legibly sign, date and put their designation / role.

Rapid response planning meeting

The Specialist Nurse in conjunction with the Designated Paediatrician with responsibility for unexpected deaths in childhood will convene a rapid response planning meeting/discussion (usually via telephone/email communications) within 24 hours of the unexpected death of a child or 24 hours from the next working day if the death occurs at a weekend or holiday.

The purpose of this meeting/discussion will be to:

- ▶ Decide whether the Specialist Nurse, Child Death Reviews will visit the family, alone or with the Police, within 24 hours in order to gather information about the child, family and circumstances of death, explain the investigation process and offer support
- ▶ Consider who else should visit the family to offer support and gather any further information
- ▶ Share information from case notes / documentation which may shed light on the circumstances leading up to the child's death, including any unexplained or unusual deaths / health problems in the family, neglect or failure to thrive, unusual presentations of the child, parental substance misuse or mental health difficulties, domestic violence and any child protection concerns
- ▶ Explain the Medical Professionals' understanding of cause of death, if they have one
- ▶ Consider if there are any child protection risks to siblings and/or any other children in the household and ensure these are referred to Surrey Children's Services if this has not already been done
- ▶ Ensure a co-ordinated bereavement care plan for the family
- ▶ Organise a review multi-agency meeting, when all information, including the post mortem report, will be available.

If there is a death of a child or young person at a YMCA East Surrey project or setting it may be necessary for a YMCA professional to contribute to the rapid response planning meeting /discussion. The Line Manager and the DSL should be consulted to ensure that the most appropriate staff member contributes to this meeting.