

Sunbeams Play

Registered Charity No. 1152188

Safeguarding Children and Young People

Policy No. 2. Safeguarding Children/Young People and Child Protection.

(Including managing allegations of abuse against a member of staff)

Policy statement

Our setting will work with children, young people, parents/carers and the community to ensure the rights and safety of children and young people and to give them the very best start in life. Our safeguarding policy is based on the three key commitments.

Our safeguarding policy is underpinned by the two principles of Working Together (2018):

- Safeguarding is everyone's responsibility for services to be effective, each professional and organisation should play their full part.
- A child centred approach for services to be effective should be based on a clear understanding of the needs and views of children and young people.

Procedures

We carry out the following procedures to ensure we meet the three key commitments outlined below.

Key commitment 1.

Sunbeams Play is committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.

Staff and volunteers

- The designated person named as Safeguarding Lead and who will co-ordinate all safeguarding issues is Sue Carr (Manager and Support Coordinator) who can be contacted on:
 - 07484085777 9 am – 10pm daily
 - 01493 442181 12pm to 8pm Mon - Friday

Safeguarding concerns should be reported to Sue Carr in the first instance, in the event of

Sue Carr being unavailable concerns should be passed on to Sarah Southernwood (Safeguarding Deputy) or Julie Kiczma (Safeguarding Deputy)

As the designated safeguarding lead, Sue Carr will:

- take a lead role in developing, implementing and reviewing our safeguarding policies and procedures, making sure that everyone - including staff, volunteers, children and families are aware of the policies and procedures and what to do if they are worried about a child or young person.
- make sure that safeguarding records are kept securely according to the safeguarding policies and procedures.
- Liaise with Children's Services and other agencies and make referrals to the Children's Advice and Duty Service or Local Authority Designated Officer when required.
- Update staff on changes to safeguarding.
- Completed DSP training.
- Follow the Norfolk Continuum of Needs Guidance produced by the Norfolk Safeguarding Children Partnership (NSCP)
- report to the manager, trustees and appropriate authorities regarding safeguarding issues.

In her absence, please contact one of the deputy safeguarding leads

Sarah Southernwood (Deputy Manager) on:

- 01493 442181 12pm to 8pm Mon - Friday

Julie Kiczma (Room Supervisor) on:

- 01493 442181 12pm to 8pm Mon – Friday

If the Safeguarding Lead or Deputies are unavailable anyone with a safeguarding concern can contact The Children's Advice and Duty Service (CADS).

- A staff member or volunteer can call 0344 800 8021.
- A member of the public or parent can call 0344 800 8020.

Safer Working Practices

- We ensure all staff and parents/carers are made aware of our safeguarding policies and procedures. This is carried out through staff and volunteer inductions, regular training and updates. Parents are provided with policy information within the centre and website.
- Staff are required to sign a distribution sheet, minimally, yearly, confirming they have read the policy and understand any changes made. The sheet is to be signed by all staff every time a change or update is made to the Safeguarding Policy.

- We provide adequate and appropriate staffing resources to meet the needs of children and young people.
- Throughout the application process candidates are informed of the need to carry out 'enhanced disclosure' checks with the disclosing and barring service before posts can be confirmed along with the receipt of two references and confirmed qualifications.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and DBS checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children/young people.
- Volunteers do not work unsupervised and are informed of the need to carry out 'enhanced disclosure' checks with the disclosing and barring service before posts can be confirmed.
- We abide by the Protection of Vulnerable Groups Act 2006 requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the setting, this involves signing the visitors book or register if taking part in a group session and reading our safeguarding leaflet
- We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children/young people.
- We have a Staff Code of Conduct which forms part of our safer working practices.

Key commitment 2

Sunbeams Play is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' (HMG 2015).

Definitions of Abuse and Neglect from Working Together to Safeguard Children 2023

Safeguarding and promoting the welfare of children is defined for the purpose of this guidance as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children are growing up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children who are suffering, or are likely to suffer, significant harm.

Child protection is defined as: Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Definition of abuse:

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children. (Working Together 2023)

Abuse comes in many forms including:

- **Emotional Abuse**

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 a 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 children. These may include interactions that are beyond a 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 cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone

- **Physical Abuse**

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

- **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the 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).
- Ensure access to appropriate medical care or treatment.

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

- **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. They may also include 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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Additional safeguarding concerns to be aware of are:

- Child Sexual Exploitation
- FGM – Female Genital Mutilation
- Forced Marriage
- Honour Abuse
- County Lines
- Child Criminal Exploitation
- Radicalisation
- The Prevent Duty and how it works in Norfolk
- Online Abuse

For more information on these head to the Policy Appendix D.

Responding to suspicions of abuse

- We acknowledge that abuse of children/ young people can take different forms - physical, emotional, and sexual, as well as neglect.
- When children/young people are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- We take into account factors affecting parental/carer's capacity such as social exclusion, domestic violence, parent's/carer's drug or alcohol abuse, mental or physical illness, or parent's/carer's learning disability.
- We are aware of the other factors that affect children and young people's vulnerability such as abuse of disabled children/young people, fabricated or induced illness, child abuse linked to beliefs in spirit possession, sexual exploitation of children/young people such as internet

abuse and female genital mutilation that may affect or may have affected children and young people using our provision.

- We will also make ourselves aware that some children and young people are affected by gang activity, by complex, multiple or organised abuse, through forced marriage or honour based violence or maybe victims of child trafficking. While this may be less likely to affect young children in our care we may become aware of any of these factors affecting older children and young people who we may come into contact with.
- Where we believe a child/young person in our care or known to us may be affected by any of these factors we follow the procedure for reporting child protection concerns.
- Where such evidence is apparent, the child's key person makes a dated record of the details of the concern and discusses what to do with the setting leader or manager who is acting as the 'designated person'. The information is stored on the child/young person's personal file.
- We refer concerns to the Children's Advice and Duty Service (CADS), co-operating fully in any subsequent investigation. In some cases, this may mean the police or another agency identified by the Children's Advice and Duty Service. Full CADs procedure and referral flowchart can be found on the Norfolk Safeguarding Children Partnership (norfolkscb.org) website and is outlined in Appendix B.
- We will take care not to influence the outcome either through the way we speak to children/young people or by asking questions of children/young people.
- We will take into account the need to protect young people aged 16-25 as defined by the Children's Act 1989. This may include users of the setting, students, school children on work placement, young employees or young parents/carer's. Where abuse is suspected we follow the procedure for reporting any other child protection concerns. The view of the young person will always be taken into account, but the setting may override the young person's refusal to consent to share information if it feels that it is necessary to prevent harm to a child or adult. We will always seek to share information unless to do so would place somebody at risk of harm or undermine a criminal investigation.

Recording suspicions of abuse and disclosures

Where a child or young person makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect that member of staff:

- Listens to the child or young person, offers reassurance and gives assurance that she or he will take action;
- Will not question the child or young person;
- Will make a written record that forms an objective record of the observation or disclosure that includes:

- date and time of the observation or the disclosure.
- exact words spoken by the child or young person as far as possible.
- name of the person to whom the concern was reported, with date and time.
- names of any other person present at the time.
- The records are signed and dated and kept in the child or young person's personal file which is kept securely and confidentially.

Informing parents/carers

- Parents/carers are normally the first point of contact. We discuss concerns with parents/carers to gain their view of events, unless we feel this may put the child or young person in greater danger.
- We inform parents/carers where we make a record of concerns in their child or young person's file and that we also make a note of any discussion we have with them regarding a concern.
- When a child or young person joins the setting parents and carers are made aware of our legal duty to report safeguarding concerns.
- Should a suspicion of abuse warrant a referral to the Children's Advice and Duty Service (CADS), parents/carers are informed at the same time as the report is made, except where the guidance of the Norfolk Safeguarding Children Partnership does not allow this, for example, where a child or young person may be placed at greater risk of harm. This will usually be the case where the parent/carer is the likely abuser. In these cases the investigating officers will inform parents/carers.

Contacting the Children's Advice and Duty Service (CADS)

-If we are concerned that a child or children is experiencing or likely to suffer significant harm we will telephone (CADS) immediately on 0344 800 8021

-When considering whether to contact CADS we will consult the CADS Flowchart in Appendix C) and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP)

-We will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.

-CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.

-A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.

-We will not investigate and will be led by the Local Authority and/or the Police.

-We will keep written dated records of all conversations with CADS.

-We understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolklscp.org.uk/>

-Members of the public or parents can contact CADS on 0344 800 8020

Liaison with other agencies

- We will work within the Norfolk Safeguarding Children Partnership guidelines.
- We have a copy of 'What to do if you're worried a child is being abused' for parents/carers and staff and all staff are familiar with what to do if they have concerns. (NSCB online).
- We follow the set procedures previously mentioned for contacting the Norfolk Children's Advice and Duty Service (CADS) on child protection issues and maintain a list of names, addresses and telephone numbers of social workers known to be allocated to the child of concern, to ensure that it is easy, in any emergency, for the setting and social services to work well together. (Appendix C – flowchart)
- We will notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the wellbeing of children.
- Contact details for the Norfolk National Society for the Prevention of Cruelty to Children (NSPCC) are also kept.

Managing Allegations against staff and volunteers

- Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend our setting. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.
- We will ensure that all parents/carers know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
- We will follow the guidance of the Norfolk Safeguarding Children Partnership when responding to any complaint that a member of staff, or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child or young person.
- We will respond to any disclosure by parents/carers, children, young people or staff that abuse by a member of staff or volunteer within the setting, or anyone working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We report any such alleged incident to Ofsted and inform them of what measures we have taken. We are aware that it is an offence not to do this.
- We will co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management committee agree it is appropriate in the circumstances, the Manager will suspend the member of staff on full pay, or the volunteer, for the duration of the

investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process. The concern would immediately be raised with the Norfolk Authority Designated Officer (LADO).

- If the concern is regarding a member of the management team the concern should be raised with the Chair of Trustees who will contact LADO
- The full LADO procedure can be found on the Norfolk Safeguarding Children Partnership (norfolkscb.org) website and is outlined in Appendix A

Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children. We work to the thresholds for harm as set out in *'Working Together to Safeguard Children'* (2023).

An allegation may relate to a person who works / volunteers with children who has:

- behaved in a way that has harmed a child, or may have harmed a child and/or;
- possibly committed a criminal offence against or related to a child and/or;
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children; and/or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The 4th bullet point above recognises circumstances where a member of staff (including locum or supply staff) or volunteer is involved in an incident outside of setting/agency/work place which did not involve children but could have an impact on their suitability to work with children; this is known as transferrable risk.

At Sunbeams we recognise our responsibility to report / refer allegations or behaviours of concern and / or harm to children by adults in positions of trust known to us, but who are not employed by our organisation to the LADO service directly at lado@norfolk.gov.uk

We will take all possible steps to safeguard our children and to ensure that the adults at Sunbeams are safe to work with children. When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children and The Management of Allegations Against People Working with Children Procedure are adhered to and will seek appropriate advice.

If an allegation is made or information is received about *any* adult who works/ volunteer in our setting which indicates that they may be unsuitable to work / volunteer with children, the member of staff receiving the information will inform the Safeguarding Lead (Sue Carr) or Safeguarding Deputies (Sarah Southernwood or Julie Kiczma) immediately. This includes concerns relating to agency, supply and specialist staff, students and volunteers.

Should an allegation be made against the Manager, this will be reported to the Deputy Manager. In the event that the Deputy Manager is not contactable on that day, the information must be passed to and dealt with by the Lead Supervisor.

The referral form can be downloaded here, along with more information:
<https://norfolkscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children and The Management of Allegations Against People Working with Children Procedure

Disciplinary action and Making a Barring Referral

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will *Make a Barring Referral to the Disclosure and Barring Service*.

If an allegation has been made about a staff member or volunteer, then our organisation has a legal duty to make a barring referral if the following conditions are met:

Condition 1

- you withdraw permission for a person to engage in regulated activity with children and/or vulnerable adults. Examples: dismissed, re-deployed, retired, been made redundant or retired.

Condition 2

You think the person has carried out 1 of the following:

- engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm or;
- satisfied the harm test
- received a caution for, or a conviction for, or been convicted for a relevant offence

More information on Barring Referrals can be found online

If we need guidance on making a Barring Referral, we will contact the East of England DBS Outreach Advisor for support.

A Barring Referral can be completed online via the DBS website

Sunbeams Manager and Safeguarding Lead (Sue Carr) will have the responsibility of making a barring referral.

If the allegation is against Sue Carr Deputy Manager (Sarah Southernwood) will have the responsibility of making a barring referral.

There could be times when we might consider that we should still make a referral in the interests of safeguarding children even if the legal duty to refer has not been met. This could include acting on advice of the police or a safeguarding professional, or in situations where there may not be enough evidence to dismiss or remove a person from working with vulnerable groups. DBS are required by law to consider any and all information sent to them from any source. This includes information sent to them where the legal referral conditions are not met. If we do make a referral to DBS where the referral conditions are not met, we will do so in consideration of relevant employment and data protection laws.

Key commitment 3

Sunbeams Play is committed to promoting awareness of child abuse issues throughout its training and learning programmes for adults. It is also committed to empowering young children, through its early childhood curriculum, promoting their right to be strong, resilient

and listened to.

Training

- We will seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the Norfolk authority guidelines for making referrals.
- The Safeguarding Lead and deputies complete the Designated Officer training every three years.
- Staff complete mandatory safeguarding training every three years with, in house training twice a year.
- We will ensure that all staff and volunteers know the procedures for reporting and recording their concerns in the setting through staff inductions, team meetings and on the staff room notice board noticeboard.
- All staff and volunteers sign to say that they have seen this and all of our policies.
- Our Trustees are required to carry out safeguarding training to ensure full understanding (currently through NSPCC)

Planning

- Layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.
- We introduce key elements of keeping children and young people safe into our programme to promote the personal, social and emotional development of all children and young people, so that they may grow to be *strong, resilient and listened to* and that they develop an understanding of why and how to keep safe.
- We will create within the setting a culture of value and respect for the individual, having positive regard for children and young people's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We will ensure that this is carried out in a way that is developmentally appropriate for the children/young people.

Records and Confidentiality

- Our organisation cannot guarantee confidentiality if there is a child safeguarding concern, as we will need to share these concerns with the Children's Advice and Duty Service. It is an expectation that our organisation will seek consent to share information first unless to do so would place somebody at risk of harm or undermine a criminal investigation.
- All suspicions and investigations are kept confidential and any information is shared under the guidance of the Norfolk Safeguarding Children Partnership.

- Sunbeams keeps information relating to each child and young person who attends Sunbeams services. The information kept is to ensure that the child/young person is safe whilst in the care of Sunbeams. Information includes home address, parent/carer contact details, medical details and the child or young persons likes, dislikes, triggers etc. This information is recorded on Sunbeams 'Registration Form' and is completed by parent/carer of each child/young person.
- Any information recorded will be kept in a separate named file, in a secure cabinet and not with the child's file. These files will be the responsibility of the Designated Safeguarding Lead and information will only be shared within the organisation on a need to know basis for the protection of the child.
- All safeguarding records will only be accessed by the Safeguarding Lead and Safeguarding Deputies.
- All safeguarding concerns are recorded by the person the disclosure was made to, these concerns are then passed on to the Safeguarding Lead. The Safeguarding Lead then logs the concerns in Sunbeams 'Course for Concerns Book' which is locked safely away.
- All information is confidential, however if there is a safeguarding or child protection concern about a child, then information can be shared with other agencies, namely the Police or Children's Services.

Support to families

- We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
- We will make clear to parents/carers our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the Norfolk Children's Services.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We will follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents/carers or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the Norfolk Safeguarding Children Partnership.
- Sunbeams registration form contains a section on safeguarding and parents are required to sign to show that they have been made aware of the safeguarding policy and have been asked to read it.

Online Safety

Online Safety includes the use of photography and video, the internet and social media sites, mobile phones and smart watches. We recognise that the online world provides many positive opportunities, however it can present risks and challenges to children and young people.

We have a duty to ensure all children and young people in our organisation are safeguarded and protected from harm online. Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices.

Our online safety policy is consistent with our wider safeguarding policy.

It is the overall responsibility of the Designated Safeguarding Lead – Sue Carr - for ensuring the safety of all children, young people, and adults within the organisation when online. To do this she will:-

- ensure all staff/volunteers have current awareness of the online safety policy and incident reporting procedures.
- take day to day responsibility for online safety issues and has a leading role in establishing and reviewing the online safety policies/procedures.
- offer advice and support to staff and volunteers.
- Complete training on online safety
- keep up to date with developments in online safety and cascades these to staff/volunteers.
- understand and know where to obtain additional support and where to report online safety issues.
- receive reports of online safety incidents and keeps a log of incidents to inform future online safety developments.
- communicate with parents/carers about online safety.
- monitor online incident logs

Please refer to Sunbeams Social Networking and Safety Online Policy for more information.

Other Relevant Policies

Our safeguarding policy should be read in conjunction with the other following policies which also fall under our safeguarding umbrella.

- Children/Young People's Rights and Entitlements
- Safeguarding Children/Young People and Child Protection
- Looked After Children/Young People
- Arrival and Departure
- Confidentiality and Client Access to Records
- Information Sharing
- Uncollected Child/Young Person
- Supervision of Children/Young People on Outings and Visits
- Minibus
- Maintaining Children/Young Peoples safety and security on the premises
- Making a complaint
- Whistle Blowing and Handling Allegations within the Group
- Touch Policy

- Data Protection
- Young People
- Health and Safety
- Code of Conduct
- DBS
- Safer Recruitment
- Social Networking
- Mobile Phone

Sunbeams Stay and Play Group

Please refer to our separate safeguarding policy for our stay and play group.

Relevant Guidance and Legislation

- Working Together to Safeguard Children 2023
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- The Online Safety Act 2023
- Norfolk Continuum of Needs Guidance 2023
[Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC \(norfolklscp.org.uk\)](#)
- Norfolk Safeguarding Children Partnership Policies and Procedures
[Policies & Procedures | Norfolk Safeguarding Children Partnership \(norfolklscp.org.uk\)](#)
- The Early Years Foundation Stage (2024)
- Protection of Children Act (1999)
- Data Protection Act (2018)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Human Rights Act (1998)
- Race Relations (Amendment) Act (2003)
- Race Relations (Amendment) Act (1976) Regulations
- Equalities Act (2010)
- Data Protection Act (2018)

Useful Contacts

Norfolk Children's Advice and Duty Service (CADS) 0344 800 8021

Norfolk Children's Services 24 hours 0344 800 8020

Norfolk Police 101 / In an emergency 999

Norfolk Local Authority Designated Officers (LADO) Team
lado@norfolk.gov.uk

Norfolk Safeguarding Children Partnership (NSCP) norfolkscp.org.uk

Safer Programme 01603 228966 safer@norfolk.gov.uk

The Disclosure and Barring Service Regional Outreach Service
The DBS Regional Outreach service - GOV.UK (www.gov.uk)

This policy was adopted on	20 th April 2015
Policy updated	11 th March 2024
Date to be reviewed	March 2025
Signed on behalf of the management committee	
Name of Signatory	
Role of Signatory	

Reviewed By	Date

Appendix A

GUIDANCE FOR CONSULTING WITH AND REFERRING TO THE LADO

Allegations Against Persons who work with Children, Protocol 8.3 needs to be read, when making a referral to Norfolk LADO service.

<https://www.norfolkscb.org/about/policies-procedures/8-3-allegations-against-persons-who-workwith-children/>

Working Together to Safeguard Children, 2018, also gives information about Section 11 of the Children Act 2004, which places duties on a range of organisations and individuals in relation to the need to safeguard and promote the welfare of children.

All allegations of abuse of children by those who work with children must be taken seriously.

DEFINITIONS

- A child is anyone under the age of 18.
- An employee (person) is anyone working with children, be it in an employed (all sectors and settings) or voluntary capacity.
- An employer is anyone working with or providing services to children (all sectors and settings)

An allegation may relate to a person who works with children who has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved in a way that indicates they may not be suitable to work with children

TIMESCALES

- Any allegation against a person who works with children should be reported immediately to a senior manager within the organisation.
- The Local Authority Designated Officer (LADO) should be informed within one working day of all allegations that come to an employer's attention or that are made directly to the police.

THE ROLE OF THE LADO

The role of the LADO is to be involved in the management and oversight of allegations against people who work with children. They are not responsible for undertaking investigations. They can provide advice and guidance to employers and voluntary organisations. Please note:

- Incidents where one child harms another child, or a parent who does not work with children harms their own children **do not** need to be reported to the LADO Service, these need to be referred directly to Norfolk Children's Advice and Duty Service (CADS). 0344 800 8020.
- Norfolk LADO service **do not** deal with allegations re bullying, unless there is clear evidence that it is by an adult working with children.
- Parental complaints need to go through the organisational complaints process, initially raising the complaint with the Head teacher/ Manager of the setting in the first instance.
- General dissatisfaction with a school/setting/team or individual needs to go through the settings complaints process.

NEXT STEPS

Fill in a **referral/consultation form** if you want advice if the behaviour you are reporting meets the LADO criteria or you are unsure. Sometimes behaviours may concern you and make you wonder whether someone is suitable to work with children i.e. there has been a pattern of inappropriate behaviour that has been addressed via disciplinary procedures but the behaviour continues to occur.

For both forms please ensure you give as much detail as possible so we are able to make an informed decision on the way forward.

Once the LADO Referral/Consultation form has been completed, it needs to be returned to LADO@norfolk.gov.uk where it will be read by the duty LADO who will then respond with the appropriate advice and information.

Appendix B

Children's Advice and Duty Service

If you are a professional, i.e. working with a child or young person in a formal or voluntary setting and not a family member or member of the public, you can contact the Children's Advice and Duty Service on their direct line: **0344 800 8021**.

If you are a member of the public you can do this through Norfolk County Council's Customer Services on **0344 800 8020**.

For any call raising concerns about a child, the Children's Advice and Duty Service will ask for:

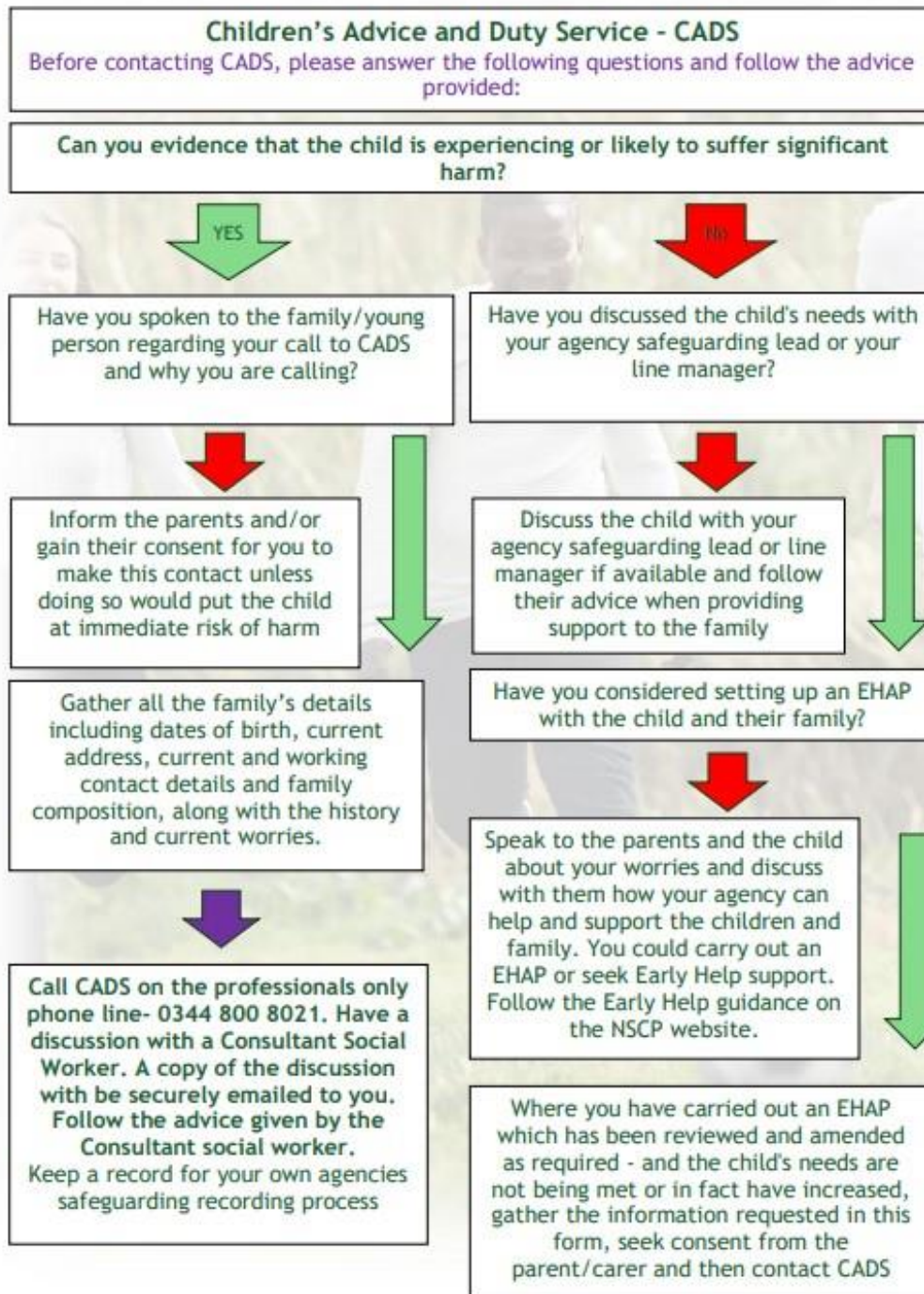
- all of the details known to you/your agency about the child;
- their family composition including siblings, and where possible extended family members and anyone important in the child's life;
- the nature of the concern and how immediate it is;
- Any and what kind of work/support you have provided to the child or family to date.

They will also need to know where the child is now and whether you have informed parents/carers of your concern.

Notice to Callers:

- Preparing for the conversation: please see the tools developed by the Children's Advice and Duty Service to support communication. This includes FAQs and a flow chart and can be found here <https://norfolklscb.org/people-working-with-children/how-to-raise-a-concern/>
- Please remember to record your concerns for your internal audit trail.
- Consent: Please can you ensure you seek consent for the referrals unless the concerns being raised suggest that the child/children or someone else (including the referrer) would be placed at risk of significant harm, or it might undermine a criminal investigation if the parents/carers are informed.
- Reasons for not seeking consent should be clearly stated when speaking with Children's Advice and Duty Service and recorded on internal systems for your records.

Appendix C



Appendix D – Additional Safeguarding Issues

Child Sexual Exploitation-CSE is a form of child sexual abuse. It occurs when an individual or group take advantage of an imbalance of power to coerce, manipulate or deceive a children or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through use of technology.

FGM – Female Genital Mutilation- (*FGM*) is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done. It's also known as "*female circumcision*" or "cutting". FGM is often performed by someone with no medical training who uses instruments such as a knife, scalpel, scissors, glass or razor blade. Children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained.

FGM is often motivated by beliefs about what is considered acceptable sexual behaviour. It aims to ensure premarital virginity and marital fidelity. FGM is in many communities believed to reduce a woman's libido and therefore believed to help her resist extramarital sexual acts. **It is illegal to carry out FGM in the UK.** It is also a criminal offence for UK nationals or permanent UK residents to perform FGM overseas or take their child abroad to have FGM carried out. The maximum penalty for FGM is 14 years' imprisonment.

Forced Marriage-People have the right to choose who they marry, when they marry or if they marry at all. Forced marriage is when some face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if they're made to feel like they're bringing shame on their family).

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

Honour Abuse-Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community.

It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture

Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence

- sexual or psychological abuse
- forced marriage
- being held against your will or taken somewhere the victim doesn't want to go
- assault/killing

County Lines-A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Child Criminal Exploitation-A term to describe where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity:

- (a) in exchange for something the victim needs or wants; and/or
- (b) for the financial or other advantage or the perpetrator or facilitator; and/or
- (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

Radicalisation -When we talk about radicalisation it means someone is being encouraged to develop extreme views or beliefs in support of terrorist groups and activities. radicalisation and the potential path towards terrorism and extremism can occur through face to face or online interactions. It is sadly the case that it is becoming easier than ever to be groomed by terrorist recruiters on the internet and to find extremist materials.

Encouraging susceptible individuals to commit acts of terrorism on their own initiative is a deliberate tactic seen in emerging ideologies and seen in their propaganda. This is exacerbated by online environments which bring together and facilitate individuals sharing and validating thoughts and ideas.

Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. The importance of noticing the hallmarks of concern within these online communities, in friends or wider social spaces as well as work and educational settings has probably never been as important as it is now. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

It's often the case that professional curiosity and belief in your own ability to determine if something just doesn't sit right is sometimes a good check point to flag up where something may be going wrong, especially in the early stages of radicalisation.

The PREVENT Duty-Prevent is part of the UK's Counter-terrorism strategy CONTEST. The aim of Prevent is to stop people from becoming terrorists or supporting terrorism.

Prevent work also extends to supporting the rehabilitation and disengagement of those already involved in terrorism. The objectives of Prevent are:

- Tackling the ideological causes of terrorism
- Intervening early to support people susceptible to radicalisation
- Enabling people who have already engaged in terrorism to disengage and rehabilitate.

An explanation of PREVENT can found on pages 29 - 32 of CONTEST.

Channel Panel - Channel is a national programme which focuses on providing support at an early stage to individuals identified as being vulnerable to being drawn into terrorism. Further information can be found within Channel and Prevent Multi-Agency Panel (PMAP) guidance (Home Office, 2021)

Prevent Duty - Section 26 of the Counter-Terrorism and Security Act (HMG, 2015) placed a duty on specified authorities that they must, in the exercise of their functions, have 'due regard to the need to prevent people from being drawn into terrorism'. This is known as the 'Prevent Duty'.

Key vocabulary definitions

- **Extremism** - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.
- **Radicalisation** - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups
- **Terrorism** - action that endangers / causes serious violence to a person/people; causes serious damage to property; or seriously interferes with / disrupts an electronic system. Further information can be found within the Terrorism Act 2000 (legislation.gov.uk)

Responding to a Concern-Notice – Check – Share in Norfolk Notice

A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

Check

The next step is for the staff member or volunteer to speak to the manager or safeguarding lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

Share

Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and sent to:

preventreferrals-NC@Norfolk.police.uk

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.

Additional information and guidance on Prevent is available on the Norfolk County Council website.

Online Abuse-any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets, and mobile phones. It can happen anywhere online, including: social media, text messages and messaging apps, emails, online chats, online gaming and live-streaming sites. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

Children may experience several types of abuse online: Cyberbullying, Emotional abuse-which can include emotional blackmail, Sexting-pressure or coercion to create sexual images, Sexual abuse, Sexual exploitation and Grooming-perpetrators may use online platforms to build a trusting relationship with the child to abuse them.

A child experiencing abuse online might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet

Be mindful that some of the signs of online abuse are similar to other types of abuse.