

**NORTH WEST COMMUNITY SERVICES TRAINING
LTD**

**CHILD PROTECTION / SAFEGUARDING POLICY AND
PROCEDURES
FOR THE PROTECTION OF YOUNG PEOPLE
CHILDREN AND VULNERABLE ADULTS**

This Safeguarding policy should be read in conjunction with other relevant departmental policies e.g. ICT acceptable use policy/safety policy, Anti Bullying / Equality & Diversity & Extremism policy. This policy is specific to ESFA funded provision. Separate overriding policy specific to Medilene activity available upon OP07 drive.

OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

-NWCS Training Ltd staff member with lead responsibility

The designated staff member with lead responsibility for all Safeguarding issues is: Paul Sheron
0151 521 5888 / 07795 386 360 / paul-sheron@nwcs.ltd.uk

-NSPCC Safeguarding Helpline 0808 800 5000 Contact: <http://www.nspcc.org.uk>

Local Authority staff member with lead responsibility

-Liverpool – L9 6AW site

Liverpool Safeguarding Children Board. 0151 233 0493 /0510

<http://www.liverpoolscb.org/contact.html> LSCBTeam@liverpool.gcsx.gov.uk

Social Services: The Integrated Children's Service **0151 233 3029**

Careline Children's Service **0151 233 3700**

Careline Adult Services **0151 233 3800**

(for all queries about people aged 18 and over) LADO (Local Authority Designated Officer)

0151 225 8122

-Knowsley – L36 5YH site

Knowsley Safeguarding Board

If you have any concerns please contact the MASH on **0151 443 2600** The MASH office hours are 9am – 5.00pm (Mon to Fri) Out of normal hours (including evening, weekends and bank holidays), please contact the **Emergency Duty Team** on **0151 443 2600** -

knowsley.mash@knowsley.gcsx.gov.uk

-Manchester – M19 2TF site

Manchester Safeguarding Children's Board

If you have any worries about a child's safety or welfare, in the first instance speak to a Contact Officer **at the Manchester Contact Centre on 0161 234 5001 or fax on 0161 255 8266**. The Contact Officer will then notify the First Response Team of your concerns.

email socialcare@manchester.gcsx.gov.uk or mcsreply@manchester.gov.uk

Ofsted **0300 123 4666** About concerns

If you believe a child is at risk of immediate harm, please contact the Police by dialling 999.

OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

Introduction

Many people who have heard the term safeguarding think it is simply the new word for child protection. Others haven't heard of it. There is a lot more to safeguarding than protecting children from abuse, and the term safeguarding encompasses all learners, although child protection is still essential.

Definition of Terms

Child Protection- looks at recognising abuse and neglect and acting on it.

Safeguarding - looks at keeping children, young people and vulnerable adults safe from a much wider range of potential harm and delivers preventative action, not just reaction

Every Child Matters – is the approach to the well being of young people from birth to the age of 18. The government's aim is for every child, whatever their background or their circumstances, to have the support they need to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well - being

Every child matters is incorporated throughout our programmes and we will do our utmost to ensure that learners attending North West Community Services Training are safe and we will provide support and guidance to meet the government aim of every child matters.

Child:

A child is defined as anyone less than 16 years of age.

Young people aged 16 to 18 years are sometimes classified as children if they are subject to a supervision requirement through a Children's Hearing.

For the purposes of Part V of the Police Act 1997 a child is defined as anyone under the age of 18 years.

Vulnerable Adults:

The term vulnerable adult refers to any person aged 16 or over whom for the time being:

- Are unable to safeguard their own welfare or properly manage their financial affairs and are in one or more of the following categories.
- A person in need of care and attention by reason of either infirmity or the effects of ageing.
- A person suffering from an illness or mental disorder.
- A person substantially affected by a disability.

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Page | 3

Safeguarding / Child Protection Policy and Procedure

Safeguarding / Child Protection Statement

North West Community Services Training Ltd (NWCS) aim is to provide an atmosphere and structured establishment that is a safe environment in which learners and young people can learn and develop. Thus giving learners happiness and security, enabling them to fulfil their potential. There are clearly laid down routines and regular opportunities to discuss their application. Staff can make themselves available to learners' at all reasonable times learners' are encouraged to exercise a responsible attitude to each other. The emphasis is on building a constructive relationship between staff and learners of all ages. From time to time learners will go through stressful periods during their time on the programme at college just as they do at home. We actively encourage learners to speak to any member of staff, or our designated safeguarding person and are assured that sympathetic support will be given at all times.

This policy document and its contents endeavours to work within the guidelines set out in relevant legislation. It applies to all young people, children and vulnerable adults who attend our setting regardless of gender, ethnicity, disability, sexuality or religion. Throughout this policy and procedures, reference is made to "learners and young people". This means those under the age of 18" years and those under the age whom would be considered to be particularly vulnerable for some valid reason, such as a disability or learning difficulty.

The policy and procedures detailed within apply to all, staff, learners, sub-contractors, guest trainers and associated agencies working in and on behalf of the organisation

We at NWCS believe that every person within the organisation has a crucial role to play in safeguarding all of the learners in their care. We recognise that staff are in a position to get to know learners well, to develop trusting relationships with learners and young people and are able to observe changes in behaviour. Staff may be chosen by a learner or young person, as a confidante. It is the policy of the company to safeguard the welfare of our learners and young people, and all staff should follow the procedures in this document.

If the principles outlined in this policy are adhered to, they will protect learners and young people. However, any document is not and can never be a substitute for common sense and close observation of colleagues, learners, young people or volunteers. Together we can protect our learners, young people, ourselves and our colleagues from the sort of behaviour we would wish to see eliminated.

NWCS strives towards providing a preventative curriculum and ethos which ensures learners develop a healthy awareness about keeping themselves safe. We aim to recognise learners and young people who are likely to suffer significant harm and if staff feels a learner or young person, is at risk or there is a suspicion of abuse then this must be reported immediately to the designated Safeguarding / Child Protection Officer(s) within the centre **(designated names will be displayed around the building)**.

The Safeguarding / Child Protection officer(s) will instigate investigation procedures. Staff should not under any circumstances investigate the matter themselves unless they have undertaken appropriate training.

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OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

It is a contractual requirement that staff sign a copy of this document, and by so doing agree to comply with its contents. All staff must undergo an enhanced DBS disclosure check as outlined in the Safe Recruitment policy.

In all matters of Safeguarding / Child Protection, the welfare of the young person, child and vulnerable adult is the paramount consideration.

This Policy and these Procedures will be regularly monitored and reviewed by the Safeguarding / Child Protection Team:

- In accordance with changes in legislation and guidance on the protection of young people, children and vulnerable adults or any changes within North West Community Services Training.
 - Following any issues or concerns that have been raised about the protection of learners and young people, within NWCS.
- In all other circumstances, at least annually

North West Community Services Training Safeguarding Committee

NWCS has a named designated Safeguarding Officer (detail below)



OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

Responsibility

NWCS recognise with the day to day contact with learners and young people that staff employed by the company are well placed to observe the outward signs of abuse; we therefore:

- Provide and maintain an environment where learners and young people will feel safe and encouraged to talk and are listened to.
- Ensure that learners and young people are aware that there are adults within the organisation whom they can approach to discuss any matters of concern and want to talk.
- We will ensure we follow guidelines set out by the Local Safeguarding Children's Board and take into account of guidelines issued by the Department for Children's Schools and Families
- To ensure that designated staff responsible for Safeguarding / Child Protection have received appropriate training and support.
- Ensure all staff (including guest speakers/facilitators) knows the names of the designated safe guarding officers and Safeguarding / Child Protection team and are aware of their roles and responsibilities.
- Develop effective links with agencies and keep abreast with current legislation and requirements regarding Safeguarding / Child Protection matters.
- Ensure all written records of concerns regarding learners or young people must be kept in separate file in Directors office even if the disclosure is not being acted upon immediately.
- If an allegation or has been made against a member of staff follow procedures and incorporate Company Grievance and Disciplinary procedure where necessary.
- Ensure safe recruitment practices are adhered to in accordance with the Company's employment policy specifically in respect to DBS/Vetting and Barring.
- Ensure that the safe use of company ICT network and internet access is understood and followed in line with **both issued User Accounts and the Acceptable Learner User policy and procedure.**
- Ensure learners and young people have access to a variety of information advice and guidance on staying safe, promoting health and well being.
- Provide security measures such as staff and visitor's badges ensure staff, visitors and learners sign in and out of the building

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Page | 7

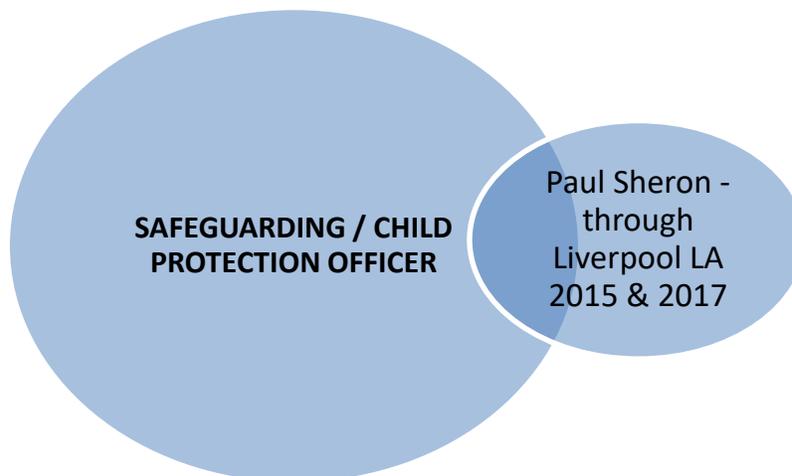
OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

Designated Safeguarding / Child Protection Officers

The Safeguarding / Child Protection Officers will have the main responsibility for managing child protection issues within the training departments of North West Community Services Training. The responsibilities of the Safeguarding / Child Protection Officers are detailed below.

- Act as the main contact within North West Community Services training department for the protection and Safeguarding of learners and young people.
- Implement and promote the North West Community Services Training Safeguarding / Child Protection Policy and Procedure.
- Liaise with Directors/ Safeguarding / Child Protection team of any issues or concerns you may have regarding safeguarding issues.
- Ensure staffs understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated Safeguarding / Child Protection personnel.
- Provide information, advice and guidance to staff on safeguarding issues.
- Ensuring all staff have up - to date training and knowledge of Safeguarding and Child Protection.
- Keep abreast of developments and understand the latest information on confidentiality and other legal issues that impact on the policy and procedures outlined in this document.
- Maintain confidential records of reported cases and action taken, to liaise with the statutory agencies and ensure they have access to all necessary information.
- Regularly monitor and review North West Community Services Training Safeguarding / Child Protection policy and procedures to ensure it meets compliance.
- Attend North West Community Services Training Safeguarding / Child Protection quarterly team meetings with safeguarding team; provide minutes and action plans if required.
- Ensure suitability of safe recruitment in checking the suitability of staff to work with learners and young people.
- Ensure all staff are raising awareness of Safeguarding / Child Protection and equipping learners and young people with the skills needed to keep themselves safe.

NORTH WEST COMMUNITY SERVICES TRAINING / Designated Safeguard Officer (Level 2 trained)



Guidelines for staff on how to respond to abuse or suspicions of abuse.

It is not the responsibility of anyone from NWCS to decide whether or not a child or vulnerable adult has been abused however it is everyone's responsibility to report concerns. In circumstances where a learner or young person discloses an incident of abuse or neglect to a member of staff or if staff member suspects abuse or neglect they should follow the guidelines set below:

- Stay calm and listen carefully. Do not attempt to go and get another person to listen to the disclosure instead of you. There is a reason you have been chosen.
- Allow the learner or young person to speak without interruption, accepting what is said do not show disbelief.
- Do not interview the learner if you ask questions ensure they are open ended questions that are non-leading.
- Do not put words into their mouth by making suggestions or giving your comments. Do not introduce personal information from either your own experiences or those of others.
- Reassure the learner or young person; tell them they have done the right thing by them telling someone. (remember keep calm at all times)
- Advise the learner or young person you will be there to offer support but that you **must** pass on the disclosure to those who need to know the designated safeguarding / Child Protection officer (DSCPO) or in their absence Director/Assistant Director of Learning. **Keep reassuring the learner or young person.**

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Amendment Version 2 Oct 17

OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

- Take careful note of the main points carefully Make a detailed note of the date, time, place, what was said and what happened. Don't put your words in, write word for word what they say. Give the notes to the designated person
- Notes must be added to correct paperwork and stapled behind NWCS record
- Staff should not investigate the disclosure themselves, but should report to the designated person responsible for safeguarding on site at the time of the disclosure.
- Follow stated NWCS procedure (see page 18-20)

Definitions

It is generally accepted that there are four forms of abuse. However in some cases negative discrimination and bullying can have severe and adverse effects on a child or vulnerable adult. NWCS is committed to safeguarding children and vulnerable adults from all forms of abuse

Recognising abuse is not easy in particular when working with children and vulnerable adults, the signs of abuse listed are not definitive or exhaustive. The list is designed to help NWCS staff to be more alert to the signs of possible abuse.

Children and vulnerable adults may display some of the indicators at some time, the presence of one or more should not be taken as proof that abuse is occurring. Any of these signs or behaviours must be seen in the context of the child or vulnerable adult's whole situation and in combination with other information related to the child or vulnerable circumstances. There can also be overlap between different forms of abuse.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child or vulnerable adult such as to cause severe and adverse effects on their emotional development. This may include the persistent failure to show self-respect, build self-esteem and confidence in a person that may be caused by;

- Exposure to humiliating or aggressive behaviour or tone
- Failure to intervene where self-confidence and worth are challenged or undermined.

Signs of possible emotional abuse:

- Low self esteem
- Continual self deprecation
- Sudden speech disorder
- Significant decline in concentration
- Immaturity
- Neurotic behaviour
- Self-mutilation
- Compulsive stealing
- Extremes of passivity or aggression
- Running away
- Self harm

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Amendment Version 2 Oct 17

Page | 10

Neglect

Neglect is the persistent failure to meet a child or vulnerable adult's basic physical or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter, warmth, clothing and cleanliness. Neglect as well as being the result of a deliberate act can also be caused through the omission or the failure to act or protect.

Signs of possible neglect:

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Frequent lateness or non-attendance at centre
- Untreated medical problems
- Low self-esteem
- Poor peer relationships
- Stealing

Physical Abuse

Physical abuse may involve the actual or attempted physical injury to a child or vulnerable adult including hitting, shaking, throwing, poisoning, and burning, scalding, drowning, suffocating or otherwise harming them.

Physical abuse may include bodily harm caused by lack of care, attention or knowledge that may be caused by;

- Over training or dangerous training of an athlete.
- Failure to do a risk assessment of physical limits or pre-existing medical conditions
- Administering, condoning or failure to intervene in drug use.

Signs of possible physical abuse;

Most people will at times sustain cuts and bruises from physical activity. These are most likely to be in bony parts of the body like elbows, shins and knees and in most cases will be accidental. An important indicator of physical abuse is where bruise or injuries are unexplained or the explanation does not fit the injury. Signs of possible physical abuse include:

- Refusal to discuss injuries
- Fear of parents carers being approached for an explanation
- Untreated injuries, or delays in reporting them
- Excessive physical punishment to themselves
- Arms and legs kept covered in hot weather
- Avoidance or swimming or physical education
- Fear of returning home
- Aggression towards others
- Running away from home

When considering the possibility of a non accidental injury it is important to remember that injuries may have occurred for other reasons e.g. skin disorders or bone diseases.

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Sexual Abuse

Sexual abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities whether or not they are aware of what is happening. This may include non-contact activities such as forcing children or vulnerable adult to look at or be involved in the production of pornographic materials, to watch sexual activities or encouraging them to behave in sexually inappropriate ways.

Signs of possible sexual abuse

- Change in behaviour
- Lack of trust in adults or over familiarity with adults
- Fear of a particular person
- Withdrawn or introversion
- Sleep disturbance
- Running away
- Sudden problems e.g. failing standards
- Reluctance to participate in physical activity
- Low self-esteem
- Drug or alcohol abuse
- Fear of bathrooms or closed doors
- Developmental regression
- Poor peer relationships
- Over sexualised behaviour
- Stealing
- Irrational fears
- Psychosomatic factors e.g. recurrent abdominal pain or headaches
- Sexual promiscuity
- Eating disorders
- Physical or medical signs
- Anxiety or depression
- Pregnancy – particularly when reluctant to name the father
- Sexual transmitted diseases
- Self-harm or suicide attempts.

Negative discrimination (including racism)

Children and vulnerable adults may experience harassment or negative discrimination because of their race, socio-economic status, culture, age, disability, gender, sexuality or religious beliefs. Although not in its self a category of abuse it may be recognised as a form of emotional abuse.

Important note: all organisations working with children and vulnerable adults including those operating where black and ethnic communities are numerically small, should address institutionalised racism and defined in the McPherson Inquiry report on Stephen Lawrence as;

“The collective failure by an organisation to provide appropriate and professional service to people on account of their race, culture and or religion”.

This is addressed further within NWCS Equal Opportunities Policy.

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Bullying

It is important to recognise that bullying can be a form of abuse. This is addressed further by NWCS in the Anti-Bullying Strategy. There may be times that learners or young people feel that they are being bullied whilst attending any NWCS centres please ensure we follow our bullying strategy. (See copy below page 15)

Reporting and dealing with allegations of abuse against a member of staff at NWCS

On rare occasions staffs in educational organisations have been found responsible for learner/young person abuse. Due to their proximity to young people in educational settings staff may encounter allegations of abuse against them.

NWCS recognise that an allegation of child abuse made against a NWCS member of staff may be made for a variety of reasons and that the facts of the allegation may or not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigation are thorough and not subject to delay.

Similarly the organisation recognises that the Children Act 1989 (and any subsequent amendments) states that the welfare of the learner/young person is of paramount concern. It is also recognised that hasty or ill informed decisions in connection with a member of staff can irreparably damage an individual's confidence, reputation and career. Therefore those dealing with such allegations within the organisation will do so with sensitivity and will act in a careful measured manner.

Receiving an allegation from a learner/young person

- If a member of NWCS staff receives an allegation about another member of staff from a learner or young person they must follow the procedure on (page 20).
- The allegation must be reported immediately to the Safeguarding Committee unless the allegation is being made in respect of a member of the team, in which case the report should be made to the Director/Assistant Director within the centre at the time.
- Obtain written, signed statements and dated details of the allegation from the person who received it. The written details should be countersigned and dated by the person responsible for the investigation.

Initial assessment: the Director of Learning / Assistant Director of Learning must make an initial assessment of the allegation, consulting with the Local Safeguarding Officer / Child Protection as appropriate.

Where the allegation is considered to be either a potential criminal act or indicates that the child/young person has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to Social services. It is important that the DSCPO or Director does not investigate the allegation. The initial assessment should be on the basis of the information received and a decision to inform social services or other agency is a decision made on what is presented whether or not the allegation warrants further investigation.

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Amendment Version 2 Oct 17

OP07 SAFEGUARDING/CHILD PROTECTION POLICY AND PROCEDURES

Other potential outcomes:

- The allegation represents inappropriate behaviour or poor practice by the member of staff and is neither potentially a crime nor a cause of significant harm to the child. The matter should be addressed in accordance with the NWCS disciplinary procedures
- The allegations can be shown to be false because the alleged details could not possibly be true.
- False allegations may be indicative of personal or social problems the child/young person could be having elsewhere and a written record should be kept and consideration given to a referral to the Local Safeguarding / Child Protection Officer in order that other agencies may act upon the information.
- In consultation with the Director /Safeguarding Lead shall then inform the member of staff against whom the allegation has been made verbally and in writing that no further action will be taken. Consideration should be given to counselling and support.
- Inform the parent/carer of the child/young person who brought allegation that an investigation had taken place and the outcome
- In circumstances where a young person makes the allegation of abuse on someone else's behalf consideration should be given to informing the parents/carers of that young person.
- Prepare a report outlining the allegation and giving the reasons for the conclusion that the allegation had no foundation and confirming that the action points outlined above have been followed.

Enquiries and Investigations

Child protection enquires by Social Services or the police are not to be confused with internal disciplinary enquires by NWCS. The company may be able to use the outcome of external agency enquires as part or to inform its own procedures. NWCS should suspend its own internal enquiries while any formal Police or Social Services investigations proceed as to do otherwise may prejudice the investigation. Any internal enquires shall conform to the existing staff disciplinary procedures.

NORTH WEST COMMUNITY SERVICES TRAINING LTD

ANTI-BULLYING STRATEGY

Bullying is regarded as a serious offence and firm action is always taken against it. We encourage all learners to work against it and to report any incidents of bullying whether to themselves or others.

Bullying can be physical, verbal or emotional by a single person or a group.

Incidents of bullying can include:

- Name calling
- Malicious gossip
- Damaging or stealing property
- Forcing people into acts they do not wish to do
- Violence and assault
- Teasing
- Intimidation
- Extortion
- Continually ignoring or excluding an individual
- Using abusive language
- Undermining somebody's ability to do their job
- Making somebody's job more difficult by denying them access to information that is necessary for them to do their duties effectively
- What we do if bullying is reported
- Investigate recognising that there are differences between bullying and boisterous behavior.
- Record all incidents on the complaints form
- Take appropriate action
- Involve appropriate external agencies if necessary
- Re-locate or re-organise work/sessions if necessary
- Give support to both the victim and the bully
- Offer counselling if required
- Follow up to prevent re-occurrence

**North West Community Services Training
Internet Procedure Safeguarding / Child Protection**

To ensure that we provide a safe working environment for learners and young people whilst using the Internet during their training programme the following procedures must be followed.

Staff must not use social networking sites to talk to NWCS learners and Young People in or out of hours of work.

It is the responsibility of staff to ensure that whilst learners are on company premises they do not access social networking Sites. **User accounts with set limitations as to learner ICT access have been issued to staff and are to be followed at all times. Any staff member who fails to abide by the account detail, or the content of this policy will be the subject of disciplinary action.**

Training sessions which involve the use of IT staff must ensure that access to the Internet is used only for the required purpose for example Key Skills testing, Functional Skills testing, assignment work and research. Learners must be supervised at all times whilst using the Internet and at the end of session computers are to be logged off and shut down, and the ICT rooms locked.

Learners who are found using the Internet without permission or social network sites whilst attending the centre will be subject to disciplinary procedures. Learners under no circumstances should be allowed access to any social networking media whilst upon the company premises, and using the company network.

**North West Community Services Training
Mobile Phone Procedure**

Mobile phones must be switched off by learners (unless specifically used for study tasks) and staff during the hours of teaching sessions. Staff members should not under any circumstances issues learners with their personal mobile numbers or engage in social dialogue with learners outside of work hours.

Cyber Bullying is not acceptable if a learner reports threats or feels they are being bullied by this method the bullying policy and e-safety policy must be followed. Awareness sessions as to e-safety should be built into the curriculum and covered regularly over the calendar year.

CONFIDENTIAL

SAFEGUARDING/CHILD PROTECTION INCIDENT FORM (part A)

To be completed by the Safeguarding Committee member

Learner Name

Please record the facts/information below,

Signature of staff member

Date

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SAFEGUARDING/CHILD PROTECTION INCIDENT FORM (part B)

To be completed by the Safeguarding Committee SMT Lead

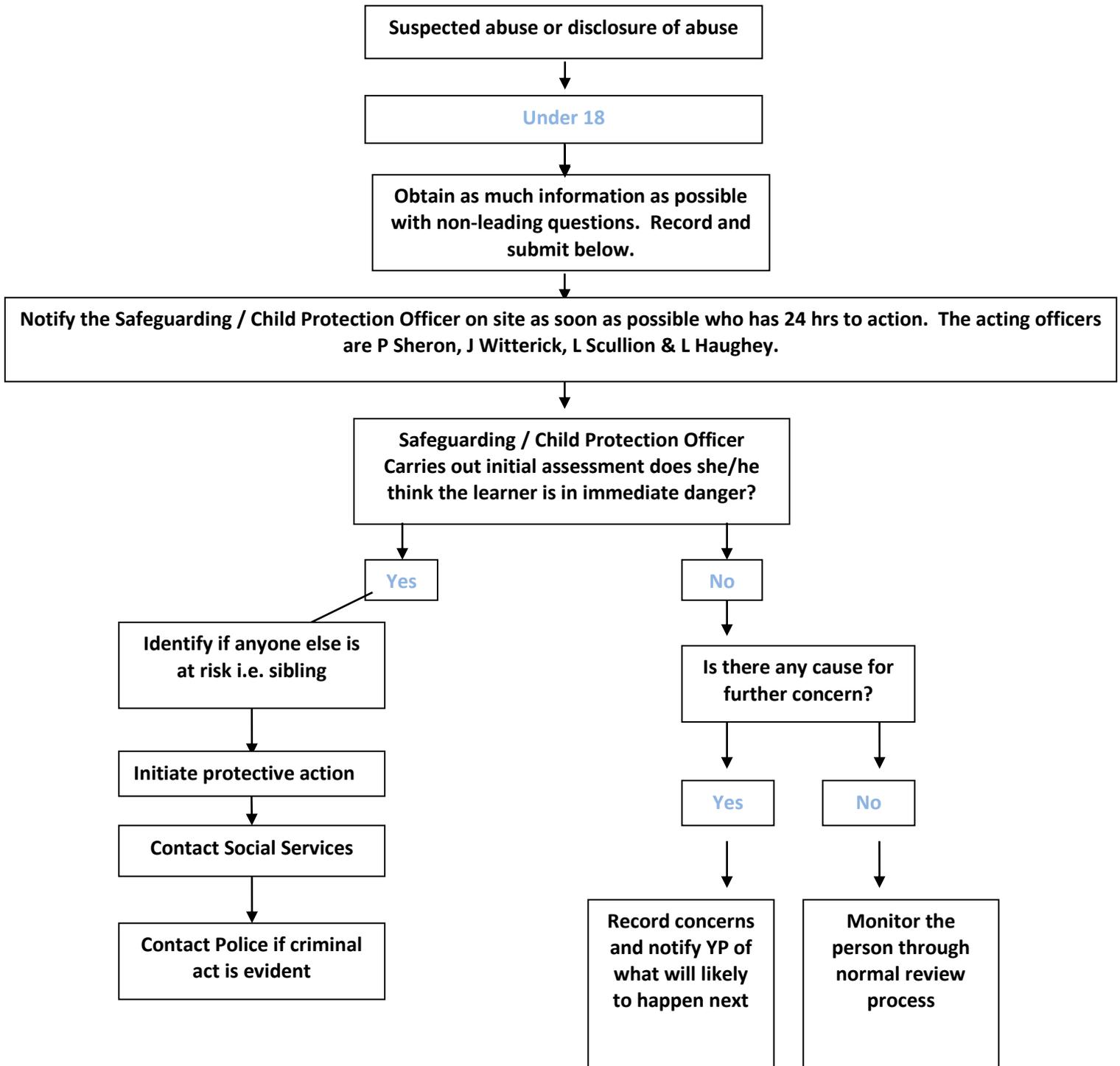
Learner Name

Please record details of the meeting with the young person, and the actions that have been taken.

Signed (Training Manager)

Date

West Community Services Training – Disclosure of abuse Under 18



North West Community Services Training – Disclosure of abuse Over 18

