

Safeguarding Children and Young People Policy and Procedure

Immediate risk of harms

If staff or volunteers believe a child or young person is at immediate risk of harm, and/or a criminal offence is taking place, they should call 999 without delay.

In this policy and procedure, you can find the following:

1. Organisational contacts

- 1.1. Roles
- 1.2. Responsibilities

2. Managing a Safeguarding Concern

- 2.1 Responding to concerns about the abuse or neglect of a child or young person
- 2.2 Responding to concerns when abuse or neglect is observed or suspected.
- 2.3 Disclosure from a child or young person
- 2.4 Alleged abuse by a person, other than a family member
- 2.5 Alleged abuse of a child or young person who is a Julian House client

3. Exploitation including grooming, radicalisation and on-line abuse

4. Consent to share

5. Recording and storing records about safeguarding concerns

6. Early Help

7. Resolving professional differences

8. Safer Recruitment

9. Staff, volunteer or contractor behaviour

10. Equality and Diversity

11. Monitoring and Review

1. Organisational Contacts

Overall Safeguarding Lead	Katie Chesher Tel: 01225 354650 Mobile: 07803 874829	Client Services Director
Deputy Safeguarding Leads	Nina Fidgeon/Holly Flewitt 07398 558175 Jenny Milsom: 07931 967922	Senior Regional Managers
In the temporary absence of the above staff, these roles will be covered		

1.1. Roles:

The Overall Safeguarding Lead for Julian House is responsible for:

- Providing strategic leadership in all Safeguarding practice across the organisation.
- Reporting to the Senior Leadership Team and Trustees regarding Safeguarding practice across the organisation.
- Advising on the next steps in relation to staffing as it relates to safeguarding.

1.2. Responsibilities:

The Deputy Safeguarding Lead(s) are responsible for:

- Providing professional advice on child protection matters.
- Collaborate with the Local Safeguarding Children Board/s in reviewing Julian House's involvement in serious incidents which meet the criteria for Child Safeguarding Practice Reviews.
- Ensuring the training needs of staff are addressed by promoting, influencing and developing relevant training in conjunction with Human Resources;
- Prioritising the promotion of children's welfare and safeguarding in Julian House's internal and inter-agency strategic planning and ensuring the needs of children and their families are kept to the fore whenever services are being reviewed, planned, developed and / or commissioned.
- Being a source of advice and expertise on Safeguarding Children issues and promoting good practice and effective communication on all matters relating to Safeguarding Children within Julian House;
- Supervising and monitoring reports made to Children's Social Care by named staff member(s);
- Conducting internal learning reviews, where agreed/appropriate.

Both roles can advise on Children's safeguarding concerns. When a safeguarding concern needs escalation, the Leads should be contacted in the following order:

1. Deputy Safeguarding Lead
2. Overall safeguarding Lead

If the concerns relate to an adult refer to the Adult Safeguarding Policy.

1.3. Definition- Safeguarding children and young people

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or 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 (Working Together to Safeguard Children DfE, 2018)

1.4 A child is anyone who is aged under 18 years.

1.5 All children and young people have the right to be safe from harm and need safe environments to grow with confidence. Everyone is responsible for helping to keep children safe. Safeguarding children and young people means protecting them from any potential source of harm.

2. Managing a safeguarding concern: Safeguarding Procedures

2.1 Safeguarding Procedures – responding to concerns about the abuse or neglect of a child or young person

‘Everyone who works with children has a responsibility for keeping them safe. In order that organisations, agencies and practitioners collaborate effectively, it is vital that everyone working with children and families, including those who work with parents/carers, understands the role they should play and the role of other practitioners’. (Working Together 2018)

It is vital that all staff at Julian House are aware of the procedures to follow when dealing with child safeguarding issues and must raise any concerns that they have if they have reason to believe that a child is being abused, neglected or exploited, or has been abused. **If a member of staff or volunteer is worried that a child is experiencing abuse or neglect, they must discuss any concerns with their manager immediately.**

2.2 Responding to concerns when abuse or neglect is observed or suspected.

If a member of staff or volunteer suspects that a child is being abused or neglected, they should discuss this immediately with their Line Manager who will adhere to the procedures within this document. The Line Manager or member of staff should also involve the Regional Manager, where this is possible, and where this does not create a delay in actioning a safeguarding referral. The Line Manager should also consult with the appropriate Safeguarding Lead for Julian House if required.

To assist in decision making it can be helpful to refer to the South West Child Protection Procedures (SWCPP) <https://www.proceduresonline.com/swcpp> - note that these cover Bath and North East Somerset, Bristol, Devon, Somerset, Plymouth and Cornwall and Wiltshire. There are procedures in Dorset – Pan Dorset Safeguarding Children Partnership <https://pdscp.co.uk> and in Hampshire, the Hampshire Safeguarding Children Partnership. <http://hipsprocedures.org.uk>

As a worker your role is:

- To share observations and concerns with your manager – your role is not to investigate or judge.
- To record all concerns, discussions and observations on In-Form
- To liaise with other agencies, for example, it can be helpful to talk with a social worker in Children’s Social Care, the NSPCC (giving no names) or to a health professional before making a referral.
- With the support of your manager, make a referral to Children’s Social Care.

2.3 Disclosure from children or young people

Julian House is committed to supporting staff to work in a child-centred way and it is important that staff and volunteers’ value what children and young people have to say. At the heart of all safeguarding practice is the welfare of the child, which must remain paramount in our decision making – **we all have a duty to safeguard children.**

When managing a disclosure from a child or young person, staff or volunteers will:

- Stay calm and listen carefully.
- Do not investigate by asking any direct or leading questions – your role is to listen, reassure and then record what the child has told you. Accept what you hear without passing judgement, disbelief or shock – it is likely that it would have taken the child a great deal of courage to tell an adult.
- Assure the child that the issue will be taken seriously. Reassure the child that they are right to disclose what happened and that the abuse is not their fault.
- Let the child know what will happen next and don't make promises that you can't keep.
- Explain to the child that in these circumstances, confidentiality cannot be maintained and that you will need to share your worries with your manager and that you might need to also share with other agencies.
- Fill out an incident form immediately stating what was said by both the child and the member of staff, and recording facts rather than opinions, and recording in the child's own words as much as is possible. A record of the discussion and any actions will also need to be recorded on In-Form.
- Liaise with your manager, and/or with the Regional Manager, if your manager is not available. This discussion is to assist decision making and to provide support for the practitioner in managing concerns.
- We recognise that managing and handling disclosures can be emotionally challenging and can impact on staff, so please seek support from your manager if needed.

In cases of an injury or bruising, staff will consider whether immediate medical help is necessary for the child or young person. If there is some uncertainty about the cause of an injury/bruise, it is essential to discuss how the injury or bruising happened with the parent/carer and their response or any information provided by the child or other agencies, should be recorded clearly.

If the injury does not appear to be consistent with the explanation given or could indicate that the child has been harmed, this should be discussed with your Line Manager and if necessary, a referral should be made to Children's Social Care. If the concern relates to a bruise or injury on a non-mobile baby, Safeguarding Procedures must be followed.

2.4. Alleged abuse by a person, other than a family member

Julian House staff and volunteers will follow the following advice:

- If you believe the child or young person to be at immediate risk of harm, call 999 without delay.
- Discuss concerns with the Line Manager, who will consult with the Regional Manager and Safeguarding Lead if needed.
- The situation will then be discussed separately with the parent/carer of the child, if this does not place the child at risk of further harm.
- The parent/child will be supported to contact the Police/Children's Social Care.
- A record will be kept of any discussions and the decision-making process on In-Form.

2.5 Alleged abuse of a child or young person who is a Julian House client

- These will be dealt with in the same way as allegations made against any other client within the organisation, whilst also being mindful that the young person is under 18 and so is legally defined as a child within the Children Act (1989). Consideration needs to be given to making a Safeguarding Concern for both the victim, and the alleged perpetrator/young person against whom there has been an allegation.

- Personal or sensitive information about children, young people and families must be recorded appropriately and stored securely. Clients can have access to any information stored on their file via Subject Access Requests (SAR); therefore, files should not contain the names of other clients where possible.

3. Exploitation including grooming, radicalisation and on-line abuse

- If you suspect that a child or young person is being exploited, groomed or radicalised then a Safeguarding Referral needs to be discussed with your Line Manager and the Regional Manager if needed. Each local authority area has a clear protocol on their website for managing concerns about exploitation, grooming and radicalisation which can assist with decision making.
- Information relating to the exploitation of children and young people and links to County Lines can also be passed to the local Police force using an online alert form – this should be done following discussion with your manager. Sharing information with the Police does not negate our responsibility to make a referral to Children's Social Care.

On-line abuse

If you are concerned about a child online, contact your line manager who will consider raising an alert with a safeguarding lead.

You can also contact a helpline for support and advice:

Professionals Online Safety Helpline – Advice and support for professionals working with children with any online safety issues children in their care may face – 0344 381 4772 or helpline@saferinternet.org.uk

NSPCC helpline – Advice and support for anyone who is worried about a child or needs information about child protection – 0808 800 5000

Please be aware that children may take or share photos of their private body parts via their mobile devices; these photos would likely, in a legal context, be indecent images of children. If you are aware of indecent images of a child, do not print, forward, save or share these images (this is illegal); report concerns immediately to your line manager and a safeguarding lead.

4. Consent to share

Julian House is committed to working in partnership with parents or carers where there are concerns about their children. In most situations, it is important to talk to parents or carers to help clarify initial concerns. However, if it is felt that discussing the disclosure/allegation with a parent/carer might place the child at risk of additional harm (for example, threats or further physical, sexual or emotional harm following a disclosure from the child), then it will be important to seek advice from Children's Social Care or the Police immediately, without the parent's consent. It is essential that the Line Manager, in consultation with the worker, the Regional Manager and the Safeguarding Lead as needed, is involved in making decisions about Safeguarding referrals and undertakes any liaison with the parent and/or Children's Social Care.

It is better to have discussions with parents face-to-face, unless it is unsafe to do so. The manager and worker will share their concerns and discuss a safeguarding referral or alternative support (for example an Early Help referral) – all discussions must be recorded on In-Form (see guidance on recording). Discussions with parents and carers need to be managed with sensitivity and empathy - be open and honest from the outset about the concerns and what will be shared and with whom.

Please remember that in most instances, consent is needed from a parent or carer (and also the young person if age appropriate) for a referral to Children's Social Care or any other agency. However as detailed above, where it is considered that this would place a child at additional risk, information can be shared without consent, however, it is recommended that guidance is always sought from Children's Social Care in this regard.

A decision to refer without consent needs to be clearly recorded on In-Form, including discussions with other agencies and stating clearly why the information was not shared with the parent.

5. Recording and storing records about safeguarding concerns

When recording concerns and sharing information, it is important that there is good record keeping on In-Form and information should be recorded and stored in accordance with our information sharing policy.

Concerns/incidents regarding the abuse or neglect of a child or young person: should be recorded under Actions as 'Risk and Safeguarding' - this should be completed as soon as possible after the incident and within 24 hours.

Discussions with your manager/Regional Manager: there is a specified Action on In-Form for this (Safeguarding Discussion with Line Manager). During discussions with your manager, where consideration is given to a safeguarding referral, or a safeguarding referral is made, please ensure that you record in Actions on In-Form. These discussions should be recorded within 24 hours.

Making a referral: use the Action 'Safeguarding Referral Made'. Please tick the relevant box 'Safeguarding Referral Considered' or 'Safeguarding Referral Made' in the Actions box. Unless you are making a subsequent referral, this box only needs to be ticked once. The referral needs to be recorded and attached on In-Form using the Action 'Safeguarding Referral Made'.

Within one working day of a referral being received, a social worker from Children's Social Care should acknowledge receipt to the referrer and decide about next steps and the type of response required (Working Together 2018). Any actions taken by Children's Social Care or any other agency must be recorded on In-Form.

Any actions resulting from the referral, (for example, discussions with other agencies) should be recorded as 'Safeguarding Outcome'.

6. Early Help for children and their families/carers

Where the concerns do not reach the threshold for Children's Social Care involvement, a decision may be reached to work with the parent/carer over a stated period, or to explore alternative support. It may be decided that a referral for Early Help support (for example support with parenting) is appropriate. Your local authority area 'threshold' document may be helpful to offer guidance if you are unsure and some areas have a 'Neglect Toolkit' or risk assessment guidance which can assist with decision making. Effective early help is intended to prevent the child's situation from deteriorating and this relies upon local organisations and agencies working together to:

- identify children and families who would benefit from early help for example be alert where a child is disabled, has specific additional needs, is a young carer, is showing signs of engaging anti-social or criminal behaviour, is in a family presenting challenges for the child such as substances misuse, adult mental health issues or domestic violence and abuse, is showing early signs of abuse or neglect or signs of radicalisation
- undertake an assessment of the need for early help

- provide targeted early help services to address the assessed needs of a child and their family which focuses on activity to improve the outcomes for the child

7. Resolving Professional Differences

If you are unhappy with the response provided by another agency, and you have been unable to resolve this with the other professional, please discuss your concerns with your Manager and consider whether you need to raise a professional concern/resolving professional differences discussion.

8. Safer Recruitment

Julian House uses safe practices, which are informed by our policy and procedures, to recruit staff and volunteers, introduce them to their role, and help them carry out their duties safely. Julian House has a Safer Recruitment Policy and a DBS Policy, to ensure that everyone who works or volunteers within our services, or who is involved in a professional capacity with our Fundraising events, is safe to do so.

8.1. Induction, supervision and support

All client facing staff receive training in Safeguarding Children as part of their Induction and probation. It is also a requirement that all new staff and volunteers will read the Safeguarding Children Policy, and Safeguarding Children Procedures. Staff should also ensure that they are familiar with the OP17a Incident Report form and Whistleblowing Policy.

9. Staff, volunteer or contractor behaviour

We want staff at Julian House to feel confident to raise concerns they may have about the behaviour of staff, volunteers and contractors within the organisation, and our Whistleblowing Policy encourages staff and volunteers to raise these concerns safely.

Julian House staff and volunteers will:

- Ensure that any concerns that they might have regarding the behaviour of a member of staff or volunteers are discussed immediately with their line manager, who will decide what action is necessary.
- Recording of information regarding to allegations against staff will need to be stored securely by HR and not recorded on the child's file on In-Form, until directed by the Client Services Director, who is the Safeguarding Lead.

As an organisation Julian House will:

- Fully investigate any allegation of inappropriate or abusive behaviour by a staff member or volunteer.
- Refer the matter to the Police or Children's Social Care if a criminal offence appears to have been committed and/or where other children or adults may be at risk.
- Determine whether it is necessary to suspend the member of staff, during the investigation, in line with the Julian House disciplinary procedure. The suspension will be regarded as a neutral act to enable a thorough investigation to take place. The investigation will be carried out as quickly as possible and the outcome will be communicated to the staff member. Commissioners will also be kept updated with appropriate levels of information and communication.

- Depending on the outcome of the investigation a referral may be made to DBS relating to the staff member or volunteer, as appropriate.

10. Equality and Diversity

These procedures apply to everyone involved with Julian House and cover all the children and young people with whom we come into contact, reflecting our commitment to ensure that they are protected from harm.

In accordance with our Equality and Diversity Policy (GO9) and the Equality Act 2010, we will give equal priority to keeping all children and young people safe regardless of their age, disability, gender reassignment, pregnancy and maternity, marital or civil partnership status, race, religion or belief, sex, sexual orientation or gender identity and will ensure that we promote the needs of children from Black and minority ethnic groups and disabled children, and support them with any barriers they may face, for example with communication or the impact of discrimination.

11. Monitoring and Review

The Safeguarding Lead and Deputy Safeguarding Leads will monitor and review this policy and procedure in line with Local Authority Safeguarding Children Policy and Procedure or following a change in relevant legislation. Changes are informed by consultation with staff and clients. Results of consultation are provided to the Senior Leadership Team who agree amendments to the policy.

All staff and clients are encouraged to give feedback at any time on any difficulties they have in operating in line with this policy and procedure. Any issues can be raised with line management which will ensure they are considered, and appropriate action taken.

12. Legislation

Care Act 2014

Children Act 2014 and Working Together to Safeguard Children (Dept of Education Guidance 2018)

Mental Capacity Act 2005

Mental Health Act 2007

Safeguarding Vulnerable Groups Act 2007 as amended by the Protection of Freedom Act 2012

Data Protection Act 2018

Public Interest Disclosure Act 1998

Modern Slavery Act 2015

On Line Safety Act 2023

Related Policies

Adult Safeguarding Policy

Author: Client Services Director
Policy date: May 2024

Policy Authoriser: Board of Trustees
Review date: May 2025

Appendix 1

Record a safeguarding referral in In-form

Safeguarding referrals are recorded within **client actions**.

There are two ways to create an action for a client, either way is fine and the end result is the same.

Method 1. Find the client's timeline first and add the action from there.

Click the 'Timeline Events' tab and select a list view that has your client on it, then click their timeline event number (the TE- number). If you don't have list views set up or would like more, see the 'create a new list view' guide or raise an IT support ticket (In-form).

Id	Client	Start date	Timeline project	Status
1	TE-50309	25/09/2020	Somerset Prison Resettlement	active
2	TE-50332	02/09/2020	Bath Outreach Service	active
3	TE-50331	02/09/2020	IMPACT/IRIS Bristol and South Gloucestershire Offender Service	active
4	TE-50330	02/09/2020	Bristol Employment Support	active
5	TE-50328	02/09/2020	Bath Outreach Service	active
6	TE-50324	02/09/2020	Bath Outreach Service	active
7	TE-46891	02/09/2020	Children and YP Service	active
8	TE-50327	01/09/2020	Gypsy & Traveller Outreach	active
9	TE-50326	01/09/2020	Gypsy & Traveller Outreach	active
10	TE-50322	01/09/2020	Bath Outreach Service	active
11	TE-50321	01/09/2020	Bath Outreach Service	active
12	TE-50318	01/09/2020	Bath Outreach Service	active
13	TE-50317	01/09/2020	Exeter Outreach Service	active
14	TE-50316	01/09/2020	Exeter Outreach Service	active
15	TE-50315	01/09/2020	Exeter Outreach Service	active
16	TE-50314	01/09/2020	Exeter Outreach Service	active
17	TE-50313	01/09/2020	Exeter Outreach Service	active

Click the arrow next to the Actions list on the side, then click 'New'.

Record Type	Status	Referral date	Start date	End date
Outreach	active	07/04/2017	07/04/2017	

Client	Timeline project	Keyworker	Support partnership groups	Signed confidentiality info sharing	Days Since Last Action If Timeline Open	Timeline Duration (in days)	Most recent support plan date
[Redacted]	BANES Refugee Project	Sally Harris		<input type="checkbox"/>	1	1,244	26/06/2020

Action ID	Client	Action detail	Action notes
A-258548	[Redacted]	Liaison with other agencies	Message from Amy Doyle, perinatal team: [CJSM...
A-258205	[Redacted]	Liaison with other agencies	Call from Social Worker (AM) & virtual profession...
A-258161	[Redacted]	Contact with client	Whatsapp with Sawсан re email from Walid's old...

Select the record type that you would like to use, then click 'Next'

Select a record type

- Casework
- CYP Action
Action for CYP service clients
- Casework - Basingstoke Women's Service
Casework record for Basingstoke Women's Service
- Casework - CJS
Record type for Criminal Justice Service team
- Casework - DA Service
Casework Action record for Domestic Abuse Services
- Casework - VPRS
Casework record for Vulnerable Persons Resettlement Scheme
- Casework - Wiltshire
Casework record for Wiltshire services
- Emergency Action
Use if the emergency services or mental health crisis team have been called, or if naloxone has been administered
- Good Start
- Managing Money & Tenancy
Actions relating to the client's management of money and/or tenancy
- Nightstop Reference
- Referral & Assessment
- STREET Actions
For organisations working with rough sleepers, that do not use CHAIN (so not London based). Track reconnection specific work with clients that are sleeping rough.
- Self Care / Living Skills Actions
- Tenancy / Accommodation Action
- User Involvement/ETE

Cancel Next

Enter the information that you would like to record. The client name can be filled in by starting to type their name. The start date/time and end date/time can't be exactly the same, they must be at least a minute apart. The related timeline event box at the bottom is already filled in for you because we added the action from the timeline event that we want to relate it to (this is how the action appears on the actions list on the timeline event).

Tick the 'Safeguarding referral made to LA' box. And select 'Safeguarding referral' in **Action detail** from the drop down list

New Action: Casework

* = Required Information

Information

* Client

Start date/time *Date: 03/10/2023 *Time: 12:00

End date/time *Date: 03/10/2023 *Time: 13:00

Record Type Casework

Project/Support Agency

Safeguarding Referral considered

Safeguarding Referral Made to LA

* Action detail Safeguarding referral

Referral Into Project --None--

Communication method other

Communication with --None--

Notes

Action notes

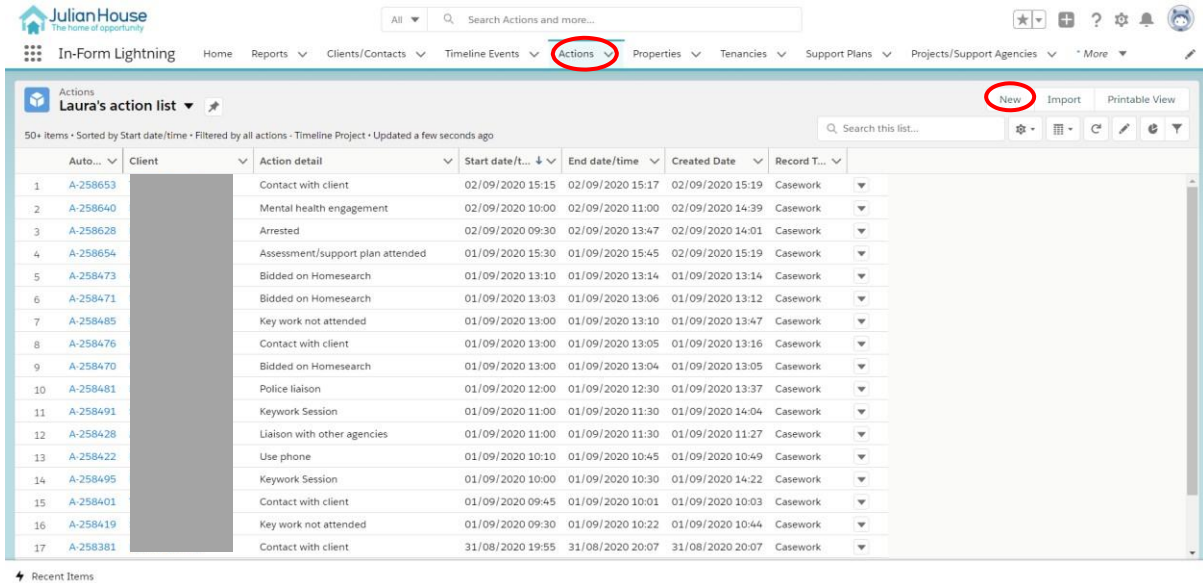
Action Notes

Salesforce Sans 12 B I U

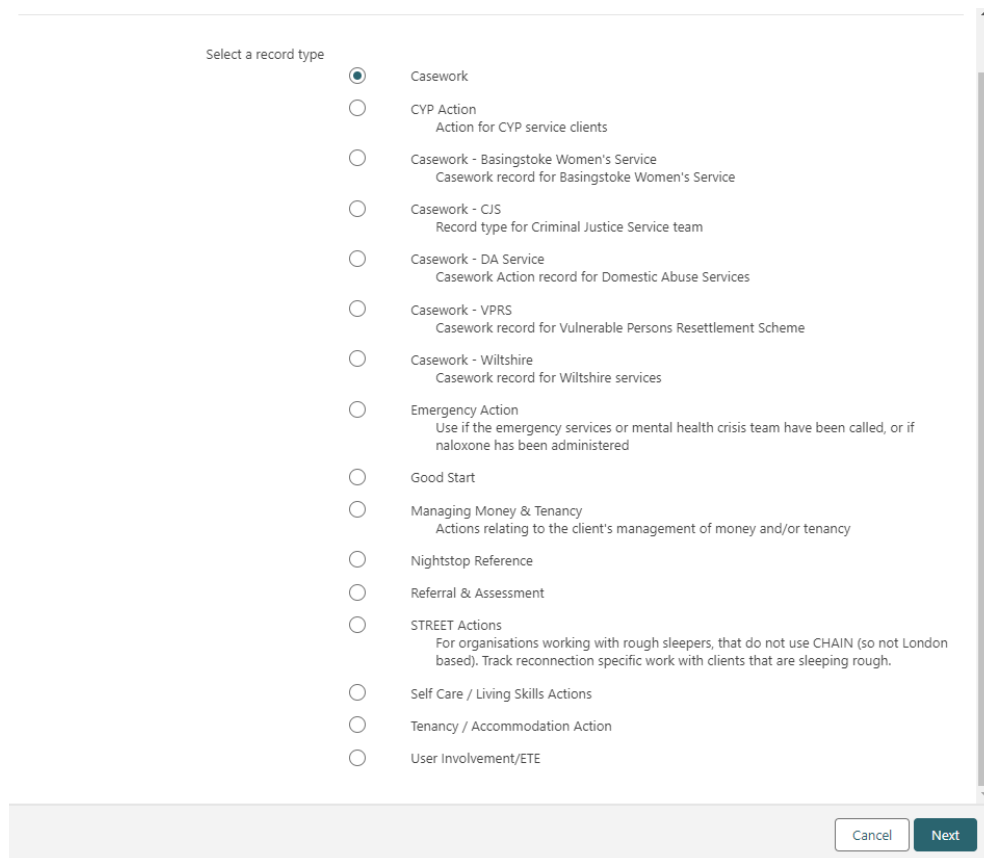
Cancel Save & New Save

Method 2. Add an action from the Actions tab.

Click the 'Actions' tab, then click 'New' in the upper right.



Select the record type you want to use.



Enter the information that you would like to record. The client name can be filled in by starting to type their name. The start date/time and end date/time can't be exactly the same, they must be at least a minute apart. The related timeline event box at the bottom can be filled in by typing 'TE-' and selecting the timeline you want – if they have multiple timelines you can see more details

about them by clicking the magnifying glass, this will show you which ones is action and the project so you know which one to select (this is how actions appears on the actions list on the timeline event).

Tick the ‘Safeguarding referral made to LA’ box. And select ‘Safeguarding referral’ in **Action detail** from the drop down list. And click ‘save’ once you’re done.

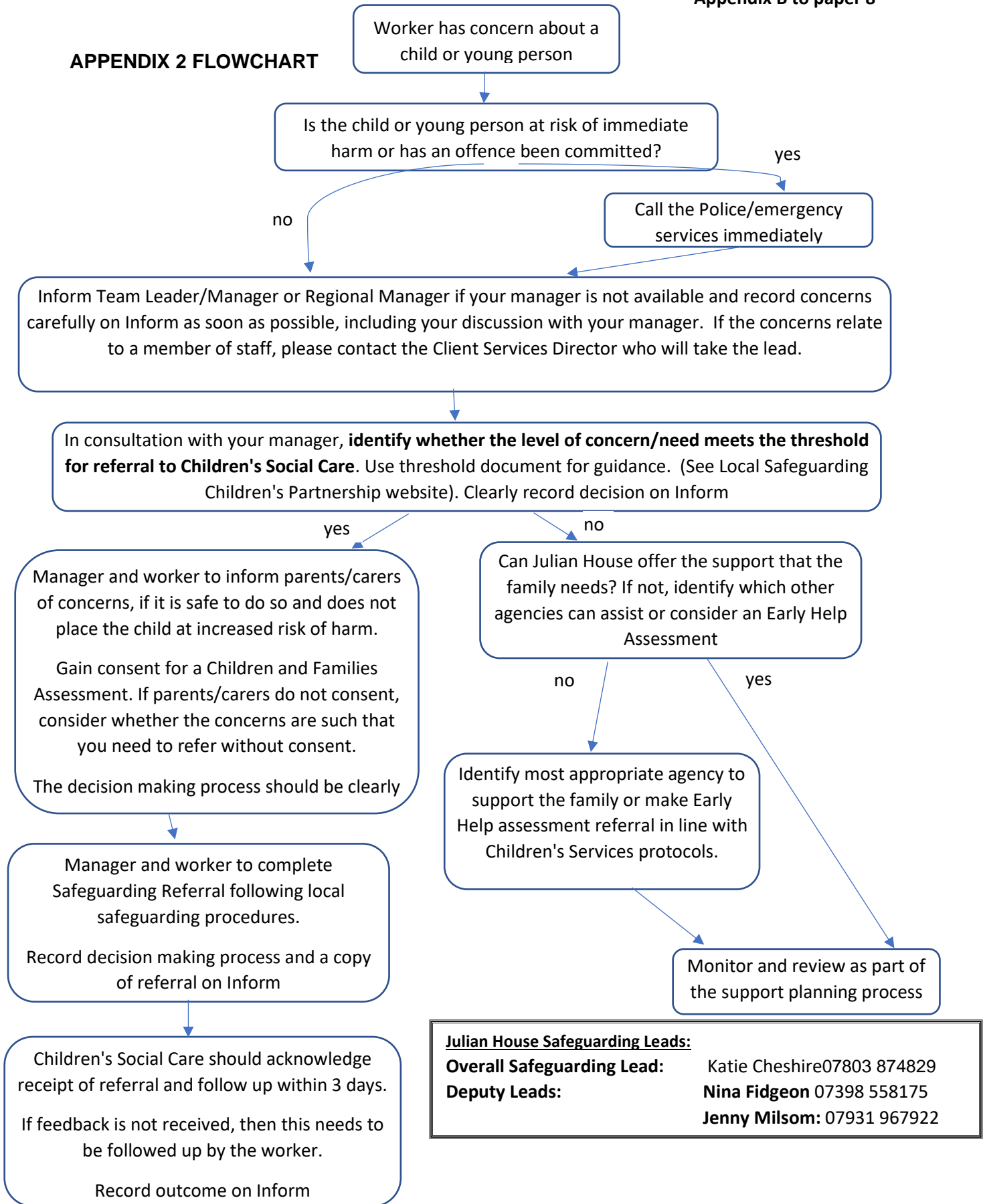
The screenshot shows a web form titled "New Action: Casework". At the top right, it says "* = Required Information". The form is organized into several sections:

- Information:**
 - * Client: A dropdown menu with a redacted name.
 - Start date/time: * Date (03/10/2023) and * Time (12:00).
 - End date/time: * Date (03/10/2023) and * Time (13:00).
 - Record Type: Casework.
 - Project/Support Agency: Devon Criminal Justice Accommod...
 - Safeguarding Referral considered:
 - Safeguarding Referral Made to LA:
 - * Action detail: Safeguarding referral (dropdown menu).
 - Referral into Project: --None-- (dropdown menu).
 - Communication method: other (dropdown menu).
 - Communication with: --None-- (dropdown menu).
- Notes:**
 - Action notes: A text area containing the note: "Safeguarding Referral made online to local safeguarding team using their referral form. See Files for copy of the referral form."
 - Action Notes: A rich text editor toolbar with options for font (Salesforce Sans, size 12), bold, italic, underline, strikethrough, bulleted list, numbered list, link, and unlink.

At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save".

Once you have saved the action, you can go back into the action and upload the file of the safeguarding referral.

APPENDIX 2 FLOWCHART



Julian House Safeguarding Leads:
Overall Safeguarding Lead: Katie Cheshire 07803 874829
Deputy Leads: **Nina Fidgeon** 07398 558175
Jenny Milsom: 07931 967922

Local Contacts
 Service Manager:
 Regional Manager:
 Local Safeguarding Team: