

Norwich City Council
**Child protection
policy and procedures**

March 2013



NORWICH
City Council

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1. Definition of terms used in this document

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 are growing up in circumstances consistent with the provision of safe and effective care.

Child protection is a part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are at risk of suffering significant harm.

Definitions taken from: 'Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children' Department of Children, Schools and Families (2010).

In this document the terms **child, children, young person and young people** are used interchangeably to represent anyone who has not yet reached the age of 18.

The term **parent** is used throughout this document to represent parents, carers and guardians.

In this document **staff or employee** refer to any person working for or on behalf of Norwich City Council in a paid or voluntary capacity.

The term member or councillor refers to any person elected to represent a ward in the Norwich city council area.

A separate safeguarding adults policy is being developed.

2. Norwich City Council child protection policy statement

Norwich City Council considers that all children whatever their age, culture, gender, origin, skills, ability and beliefs have the right to protection from abuse.

The council has a duty to promote the welfare of and safeguard all children and young people from harm insofar as reasonably possible.

It is the council's responsibility to do this by raising awareness of child protection and safeguarding children across the organisation so that all staff are aware of their responsibilities. The council will ensure that robust procedures are in place for the suitable recruitment of staff working with children and young people; that the proper checks and procedures are undertaken; and where appropriate, contractors and funded organisations have child protection policies and procedures in place.

The council works in partnership with other authorities to safeguard children and understands its role in recognising and referring alleged cases of abuse to the relevant authorities to take, or initiate, action where necessary.

2.1 Legal framework

This policy and its procedures are guided by legislation which sets out to protect and promote the rights and well being of children. This legislation includes:

- The Children Act 1989
- The Children Act 2004
- The United Nations Convention of the rights of the child: Article 19.

As well as guidance from:

- Norfolk Safeguarding Children Board.

2.2 Responsibilities

Norwich City Council will:

- accept the moral and legal responsibility to provide a duty of care for children and implement procedures to safeguard their well-being and protect them from abuse
- respect and promote the rights, wishes and feelings of children
- recruit, train and supervise its employees and volunteers to adopt best practice to safeguard and protect children from abuse, and through best practice reduce the likelihood of allegations being made against them
- require staff to respond to any allegations appropriately, adhering to the procedures set out in this document
- require staff to adhere to the council's Code of Conduct and the procedures set out in this document
- review the policy and procedures either in three years time, when legislation or guidance changes significantly (whichever is earlier), or if potentially significant circumstances require it.

2.3 Principles

These procedures are based on the following principles:

- The welfare of children and young people is paramount.
- All children, whatever their age, culture, disability, gender, language, ethnic origin, religious belief or sexual identity have the right to protection from abuse.
- It is the responsibility of the relevant agencies according to statutory guidance to determine whether or not abuse has taken place. However it is everyone's responsibility to report any concerns.

- All incidents of suspicious poor practice or allegations will be taken seriously and responded to swiftly and appropriately following the procedures set out in this document.
- Confidentiality procedure will conform to current data protection and human rights legislation.

3. Abuse and bullying

Abuse can happen anywhere in the home, at school, during leisure activities and so on. Abuse is not just about physical harm – for example, witnessing domestic abuse at home impacts on a child – so it is important to review any related policies when checking procedures for child protection. Below is a detailed definition of types of abuse.

3.1 Recognising abuse

Abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and represents an abuse of power or a breach of trust. It includes bullying and domestic violence. Abuse can happen to a child regardless of their age, gender, race or ability. Failing to act to prevent harm to a child may imply acceptance, which in turn implies assent.

3.2 Types of abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the 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.

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

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact. They may include non-contact activities, such as involving children in looking at, or in the production of, online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Emotional abuse is the persistent maltreatment of a child, causing severe and persistent adverse effects on the child's emotional development. This can involve conveying to children that they are worthless or unloved, inadequate, or valued only because they meet the needs of another person. It may feature inappropriate expectations being imposed on children, including interactions that are beyond the child's developmental capability, overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve serious bullying of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

These definitions are taken from: 'Working Together to Safeguard Children – A guide to inter-agency working to safeguard and promote the welfare of children' Department of Children, Schools and Families (2010).

3.3 Bullying

It may not always be an adult abusing a young person. The abuser may be another child or young person, for example in the case of bullying. Bullying is deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. Norwich City Council adheres to the principles and good practice outlined in the Anti Bullying Strategy for Norfolk.

Bullies come from all walks of life and bully for a variety of different reasons. They may even have been abused themselves. Typically, bullies can have low self-esteem and be excitable, aggressive and jealous. Crucially, they have learned how to gain power over others and there is increasing evidence to suggest that this abuse of power can lead to crime.

Bullying can be:

- physical such as hitting, kicking and theft
- verbal including name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures
- emotional such as tormenting, ridiculing, humiliating and ignoring
- sexual such as unwanted physical contact or abusive comments.

The damage inflicted by bullying is frequently underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, in some extremes, causes or intensifies significant issues such as self-harm. There are a number of signs that may indicate that a child is being bullied:

- behavioural changes such as reduced concentration, becoming withdrawn, clinginess, depression, tearfulness, emotional up and downs, reluctance to go to school
- a drop off in performance at school
- physical signs such as stomach aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing; for example on food, cigarettes or alcohol
- a shortage of money or frequent loss of possessions.

From the Norfolk anti- bullying strategy:

‘We believe that all forms of bullying are unacceptable and should not be tolerated. We want children and young people to be and feel safe from bullying and discrimination. We also want everyone who works with children and young people to take bullying seriously and know how to resolve it positively. We seek to empower them to challenge, remedy and prevent bullying, creating a culture where every child and young person is treated with dignity and respect and takes seriously their responsibility to treat others in the same way.’

3.4 Signs of abuse

Please note these lists are a guide and are not intended to be exhaustive or definitive.

The presence of one or more of these signs is not confirmation that abuse is taking place. There may be other, more innocent reasons. However, if you have any doubts or concerns you have the responsibility to report them.

Type of abuse	Physical signs	Behavioural signs
Physical	<ul style="list-style-type: none"> • unexplained or suspicious injuries such as bruising, cuts or burns, particularly on a part of the body not normally prone to such injuries • bruises that reflect hand marks or fingertips • cigarette burns • bite marks • broken bones • an injury for which the explanation seems inconsistent 	<ul style="list-style-type: none"> • fear of parent being approached for an explanation • aggressive behaviour or severe temper outbursts • flinching when approached or touched • reluctance to get changed, or covering up (for example wearing long sleeves in hot weather) • depression • withdrawn behaviour • running away from home • distrust of adults, particularly those where a close relationship would normally be expected.
Emotional	<ul style="list-style-type: none"> • a failure to thrive • sudden speech disorders • developmental delay, either in terms of physical or emotional progress • self harm 	<ul style="list-style-type: none"> • neurotic behaviour, such as hair twisting or rocking • prevented from socialising with other children • fear of making mistakes • fear of parent being approached regarding their behaviour.
Sexual	<ul style="list-style-type: none"> • pain or itching in private areas of the body • bruising or bleeding in private areas of the body • sexually transmitted disease • vaginal discharge or infection • stomach pains • discomfort when walking or sitting down • pregnancy • bedwetting 	<ul style="list-style-type: none"> • sudden or unexplained changes in behaviour, such as becoming aggressive or withdrawn • fear of being left with a specific person or group of people • having nightmares • running away from home • sexual knowledge beyond their age or their natural development • sexual drawings or language • saying they have secrets they cannot tell anyone about • self-harm or mutilation, sometimes leading to suicide attempts • eating problems such as overeating or anorexia.
Neglect	<ul style="list-style-type: none"> • constant hunger, sometimes stealing food from others. • constantly dirty or smelly. • loss of weight, or being constantly underweight. • inappropriate dress for weather conditions. 	<ul style="list-style-type: none"> • complaining of being tired all the time • not requesting medical assistance or failing to attend appointments • having few friends • mentioning their being left alone or unsupervised.

4. Promoting good practice

It is recognised that not all staff will have contact with children and young people as part of their roles. However some do and all have responsibility towards vulnerable people. It is imperative that Norwich City Council staff provide a safe working environment for each other, and for children and young people when required to do so. This not only avoids allegations against staff, but also promotes a positive working environment. Outlined below are some good practice guidelines as well as behaviour to avoid and note if demonstrated by a colleague.

4.1 Code of conduct

The code of conduct exists to ensure that all staff adhere to principles and behaviour which demonstrates probity in our roles. This benefits us by:

- The development of an open and positive climate
- Poor practice to be identified
- Investigations to be carried out
- Disciplinary action to be taken if appropriate.

4.2 Good practice guidelines:

- respect the rights, dignity and worth of all children
- always avoid private or unobserved situations and demonstrate an open environment with no secrets
- provide a safe and positive environment for young people
- build balanced relationships based on mutual trust and empowering children to share in the decision-making process when appropriate
- do not smoke or drink alcohol in the company of children
- secure parental consent in writing to act in loco parentis when appropriate such as when the administration of emergency first aid or medical treatment is required and permission sought. This will only be carried out by a person qualified to do so
- be aware of any medicines, existing injuries or other health issues when children are engaged in an activity

- keeping a written record of any injury that occurs, along with the details of any treatment given
- report concerns or worries about children to the appropriate person in authority, see flowchart, page 10.
- report concerns or worries about other staff members to the appropriate person in authority, see flowchart, page 10.
- ensure a child is appropriately supervised and accompanied at an activity or event. This includes departure
- Ascertaining the suitability of transporting a child home alone should be risk assessed and where possible, advice taken on alternative options. This is a last resort in order to minimise risk to the child. Reference should be made to lone worker procedures in place
- Clarify the role and responsibility of private individuals including the above guidelines, when discharging council duties, and respond appropriate to this policy if suspicions become aroused.

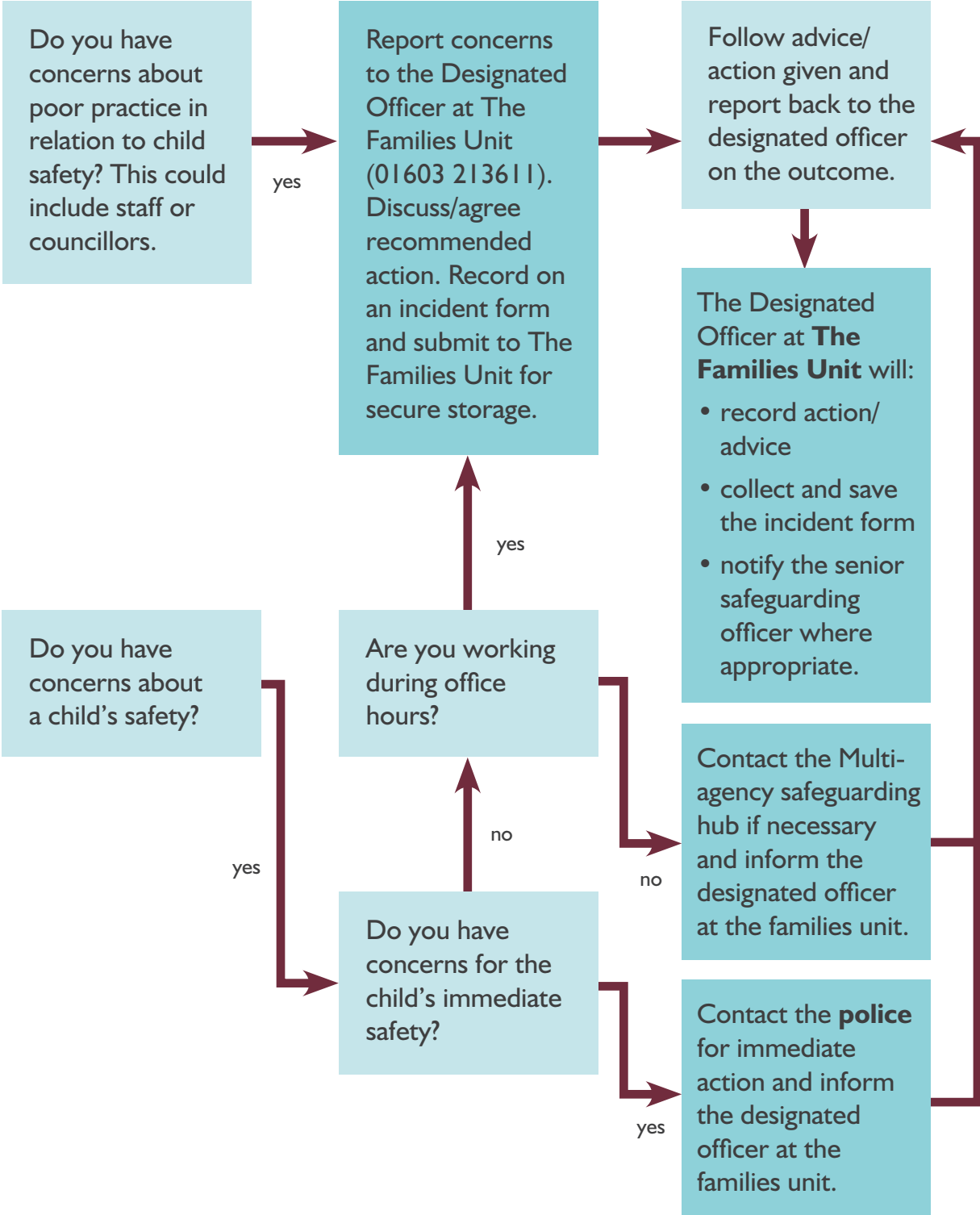
4.3 Practice never sanctioned:

- spending excessive amounts of time alone with a child
- doing things of a personal nature for a child that they can do for themselves
- taking a child into the home to be alone with them
- engaging in rough, physical or sexually provocative games, including horseplay
- sharing a room with a child on away trips
- allowing or engaging in any form of inappropriate touching
- allowing children to use inappropriate language unchallenged
- making sexually suggestive comments to a child, even in fun
- reducing a child to tears as a form of control
- allowing allegations made by a child to go unrecorded or un-investigated

This list is not exhaustive.

5. Responding to disclosure, suspicions, allegations and requests for information

Quick guide to Norwich City Council child protection procedures



Police: **101** or emergency **999** • Children's Services/MASH: **0344 800 8020**
 The Families Unit: **01603 213611**

If concerns are raised about abuse of a child, either by information obtained or disclosure from the child themselves, staff must prioritise the situation and respond immediately. Suspicions of poor practice should be reported to the responsible line manager and designated officer.

5.1 Responding to disclosure or allegations by a child

5.1.1 Actions to take

The person receiving information concerning disclosure should:

- act calmly and take care not to frighten the child
- take what the child says seriously
- act immediately by making a written record of all interaction; what has been said, heard or seen using the child's language. Use the Child Protection Incident Reporting Form (APPENDIX B).
- keep questions to an absolute minimum to ensure a clear and accurate understanding of what has been said
- collate evidence and gather information instead of investigating. Members of staff should never investigate allegations of this kind themselves.
- recognise the complexity in interpreting what is said by a child with speech or language barriers
- reassure the child but do not make promises of confidentiality
- ensure the immediate safety of the child. This may include seeking medical attention.
- if there is suspicion of the child being in imminent danger the police should be contacted immediately
- consult the designated officer in the Families Unit to discuss concerns and agree the action to be taken, or if you are confident to report the concern to Children's Services, contact the Multi-agency Safeguarding Hub (MASH)

- complete reporting form and send to designated officer in Families Unit, which will keep records for monitoring purposes.
- carry out further action as advised by the Families Unit or MASH. This may include completing an external reporting form (LSCBI).

5.1.2 Actions to avoid

The person receiving information concerning disclosure should not:

- panic
- display shock or distaste
- probe for more information than is offered
- speculate or make assumptions
- make negative comments about the alleged abuser
- approach the alleged abuser
- make promises or agree to keep secrets
- undertake an investigation

5.1.3 Action if bullying is suspected

Those responsible for bullying as well as those who are bullied need prompt and effective intervention from adults. To help the victim and prevent bullying staff should:

- take all signs of bullying very seriously.
- encourage all children to speak and share their concerns.
- speak to the victim and the bully separately.
- reassure the victim but do not promise to keep a confidence
- help the victim to speak out
- take action to ensure the victim is safe.
- keep written, dated and signed records of what is said and what happened.
- report any concerns to a manager, event organiser or designated officer.

5.1.4 Records and information

Information passed to Children's Services or the police must be as detailed and comprehensive as possible, hence the necessity for taking notes and making a clear record of events at the time of the disclosure or concern.

Information should include the following:

- the nature of the allegation
- a description of any visible bruising or other injuries
- the child's account, if it can be given, of what has happened and how any bruising or other injuries occurred
- witnesses to the incident
- any times, dates or other relevant information
- a clear distinction between what is fact, opinion or hearsay
- the date and signature of the person undertaking the record
- where there is a potential conflict of legislation regarding information sharing with responsible agencies, safeguarding children takes precedence.

A copy of this form should be given immediately to the designated officer who will then take the appropriate action. This may be through a direct child protection referral, contacting either Children's Services or the police, or initiating disciplinary procedures, whichever is the appropriate action depending upon the situation and good practice guidance.

5.1.5 Confidentiality

Safeguarding children and young people supersedes any confidentiality concerns. Here are some key points to consider when working with children and young people:

- confidentiality is not absolutely guaranteed, and staff should be open and honest with children and young people regarding its limitations.

- children and young people should be made aware of the limits to confidentiality and the potential consequences of disclosure.
- where concerns are raised or allegations made regarding the parent of the child, consultation with the designated officer on disclosing information to the parent is necessary.
- where a member of staff has a suspicion of significant harm (as defined earlier), child protection procedures as outlined throughout this document must be put in place.
- the limit to confidentiality is reached when significant harm is suspected or disclosed. At this point records must be kept and the relevant authorities notified.

5.2 Allegations of previous abuse

Allegations of abuse may be made some time after the event, for example by an adult who was abused as a child by a member of staff who is still working with children. Where such an allegation is made, the procedures detailed above should be applied, and the matter reported to Children's Services or the police. This is because others may still be at risk.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999, which states that it is an offence for such an individual to apply for or for an employer to offer, employment with children and young people.

Jobs which require contact with children and young people will require a Criminal Records Bureau check which reveals any previous convictions which make applicants ineligible for such a role. (Please see 6.2 for further details)

5.3 Responding to suspicions or allegations from third parties

While it is not the responsibility of staff to decide whether or not child abuse is taking place, it is their responsibility to report concerns to the designated officer within the Families Unit (or in their absence directly to Children's Services) so the appropriate agencies can make enquiries and take any necessary action to protect the child.

All council contractors must adhere to the same principles and robust policies and should have access to the council's child protection policy.

5.4 Allegations against staff

If you have concerns about the conduct of a fellow employee which you perceive as putting the safety, care or well-being of a child or young person at risk, it is imperative that you act immediately.

Your concerns could relate to behaviours which you feel:

constitute abuse. This could be physical, mental or emotional harm and could also include inappropriate contact or conversations

or

result in a child being placed at risk (for example through dereliction of duty or other behaviours which undermine systems, procedures or other methods of working, put in place to contribute to children or young person's safety, care or wellbeing)

or

may demonstrate a failure to understand or ability to carry out systems, procedures or other methods of working, put in place to contribute to children or young person's safety, care or wellbeing.

You must report your concerns immediately to the Families Unit designated officer for your service or directorate (a full list of the

Families Unit designated officers and all other Safeguarding Champions within the council is published on the council's intranet). If the designated officer is not available, you should immediately refer the matter to the senior designated officer.

You should report these concerns to your line manager and also advise them that you have contacted the designated officer at the Families Unit.

If the concerns relate to the perceived actions of your manager, then you should raise these with a more senior officer within your service or directorate.

Where there are concerns that a fellow employee's behaviour or actions constitute an immediate risk to a child or young person, you should report them immediately to the police or children's services. You should then follow the internal reporting procedure, as set out above.

If you are uncertain about whether a concern constitutes abuse or would otherwise place a child or young person at risk, you must immediately contact one of the designated officers at the Families Unit for an informal discussion. It then becomes the designated officer's responsibility to decide how the matter will be taken forward and to advise you next steps.

5.5 Support for employees raising concerns or allegations

You may feel conflicted about reporting your concerns about the conduct of a colleague or co-worker.

Norwich City Council will fully support and protect any employee who, in good faith and without malicious intent reports his or her concern about a colleague's behaviours or practice.

The senior designated officer will be notified of all such concerns or allegation by the designated officer for the service or directorate.

Ensuring the safety and well-being of children and young people must be the over-arching concern of the council and employees.

5.6 Internal procedure for dealing with allegations against an employee

Where an allegation has been made against an employee, the matter will be investigated in accordance with the council's disciplinary procedure.

An appropriate person will be appointed to undertake an investigation.

An immediate evaluation will be carried out of the issues raised. Where it is determined that there is no case to answer or that the misconduct is of a very minor nature, no further formal action will be undertaken.

Where the allegation is of a more serious nature, the employee against whom the allegation has been made may be suspended as a precautionary measure.

The senior designated officer is empowered to initiate the precautionary suspension of an employee, resulting from allegations of misconduct putting a child or young people at risk. This should be carried out with reference to a senior manager of the service/or directorate in which the employee works.

If there are concerns that an employee may have been engaged in criminal activity or acted with criminal intent, then these matters will be referred to the police as soon as the allegation has been raised or at any point during the investigation.

5.7 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- the designated officer at the Families Unit responsible,
- the parent or carer of the child who is alleged to have been abused or had their care and wellbeing compromised,
- the investigating officer and other officers closely associated with the investigation, including witnesses.
- the person making the allegation
- Children's Services or police where appropriate

Information on individual cases will be kept in a secure, electronically passworded central record containing of all child protection related records. This will only be accessible to the designated officer and the senior designated officer.

6. Recruitment, employment, deployment and training of staff

Norwich City Council will take the following steps to ensure unsuitable people are prevented from working with young people. The same procedures should be adopted whether staff are paid employees, full or part time, volunteers, or undertaking work experience.

6.1 Pre-recruitment checks

The following pre-recruitment checks will always be carried out:

6.1.1 Advertising

If any form of advertising is used to recruit staff, it should outline:

- the responsibilities of the role
- the level of experience or qualifications required
- the council's Equal Opportunities statement
- where appropriate, requirements for a Criminal Records Bureau disclosure and the associated exemptions from the Rehabilitation of Offenders Act (1974)

for roles where there is unsupervised access to children and vulnerable adults during the normal course of duties.

6.1.2 Pre-application information

Pre-application information sent to interested or potential applicants will contain:

- a job description including roles and responsibilities
- a person specification stating qualifications or experience required
- an application form.

6.1.3 Applications

All applicants for employment will complete an application form that should elicit the following information:

- name and address
- relevant experience, qualifications and training undertaken
- listing of past career (to confirm experience and identify any gaps relevant to post)
- the names of a minimum of two former employers to provide written references that comment on the applicant's previous experience

6.2 Checks and references

All relevant staff will be required to undertake an enhanced Criminal Records Bureau disclosure. This relates to posts whose normal duties involve unsupervised contact with children or vulnerable adults and are exempt from the Rehabilitation of Offender Act (1974). The disclosure will set out details of the person's criminal record (both spent and unspent) including convictions, cautions, reprimands and warnings held on the police national computer. Where the position involves work with children, the disclosure will also contain details from the protection of children lists held by the Department of Health and the Department for Education and Skills of those considered unsuitable for this type of work.

A minimum of two written references will always be taken up. If an applicant has no experience of working with children, training must be attended on the required courses within 6 months of commencing their employment.

All staff must be appropriately qualified to a level stated by Norwich City Council. Original documents proving such qualifications will be requested as proof and photocopies will be kept on record.

Regardless of whether the normal duties involve unsupervised contact with children or vulnerable adults or not, all prospective new employees must submit a disclosure form.

Prior to being allowed to start employment, the new appointee to the council must provide specific pieces of identification. This is to satisfy both statutory requirements under the asylum and immigration protocols, confirming that the person has a right to work in this country, but also to verify their identity.

6.2.1 Warner (child protection) interviews

Where a post involves specific and extensive work with children or young people, the prospective employee may be required to undertake a Warner Safe Care interview. This will form an intrinsic part of the selection process but will sit alongside the established selection techniques. The Warner interview will be conducted by an officer specifically trained and licensed to carry them out and evaluate the responses.

6.3 Induction

All staff will be required to undergo a departmental induction in which:

- child protection procedures are explained and training needs established
- qualifications are substantiated where appropriate

- the council's Code of Conduct is adopted
- expectations, roles and responsibilities of the job are clarified and discussed at the induction

6.4 Training

All employees will receive appropriate training in order to recognise and understand their individual responsibilities for ensuring child protection.

The training will develop employee's ability to review their own best practice and:

- critically review council policies, procedures or practices which could potentially place children or young people at risk
- identify potential poor practice by others
- identify potential incidents of abuse or neglect,
- provide a clear understanding of the processes for reporting and discussing those concerns, and the support that the council will give to employees as a result.

This training will be appropriate to the nature and type of work undertaken. This will recognise the capacity of individuals to identify concerns regarding the safety of children and young people during the course of their day to day activities.

The training for employees who work closely with children or families will recognise their particular ability to identify where children or young people may be a risk.

6.5 Monitoring and appraisal

At regular intervals, through the council's appraisal system, all staff will be given the opportunity to receive and give feedback, identify training needs and set new goals. Managers will be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns or complaints. All employees are expected to raise their

concerns at the time that they arise. While appropriate review actions may have been undertaken during the preceding months, any concerns regarding the safety of children or young people should not be held over until the appraisal meeting.

6.6 Employing young people

Any employee under the age of 18, or any young person who is spending time with the council on a work experience basis, must be closely supervised under arrangements agreed by the head of service. Appropriate and suitable training must be put in place. No young person under the age of 18 can operate potentially hazardous machinery or participate in potentially hazardous processes until they have been fully and appropriately trained. The training must be carried out by someone with a thorough knowledge and experience of the activity to be undertaken. The young person should be supervised at all times while engaged in the activity.

An appropriate risk assessment should be carried out for all employees under the age of 18, addressing the necessary legal requirements and protections. A specific risk assessment should be carried out in respect of children on work experience. Teachers, parents or guardians should be made aware of the contents of the risk assessment.

Where an employee is supervising children on work experience, an assessment should be made to determine if that person should be required to apply to the CRB for a Criminal Records certificate. The amount of time, location and context of the contact needs to form part of the assessment, which should be carried out by an appropriate manager in conjunction with an appropriate representative of HR (who is a CRB counter-signatory).

6.7 Complaints procedures

All employees will be made aware of the council's complaints procedure.

7. Relevant officers, agencies and duties

7.1 Designated officers

Designated officers (DOs) within the Families Unit and Safeguarding Champions, (**Appendix C**) have the appropriate support and training to implement the Child Protection Procedure and follow good practice guidelines.

Designated officers within the Families Unit are the initial point of contact for all staff with concerns; these officers will then take the necessary steps to ensure the safety of the child and offer guidance to the member of staff with the concern.

It is the role of the Families Unit designated officers to:

- act as the point of contact for guidance and consultation
- consult with or refer on to the relevant authorities
- keep the information on file
- refer relevant issues to the senior safeguarding officer

The Families Unit provides specialist support for families at risk of losing their tenancies or whose children are at risk of being taken into the care of the local authority, they are based within the housing department. The manager and senior workers are experienced and trained in dealing with child protection concerns and should be approached for consultation and guidance on dealing with queries on safeguarding.

The Families Unit manager is the senior designated officer responsible for ensuring appropriate advice and guidance is available corporately. Designated officers from the Families Unit will submit regular reports to the Families Unit manager who will

liaise with the senior safeguarding officer. Specialist support on good practice is available from the Families Unit manager.

7.2 Safeguarding champions

It is the role of the safeguarding champions to:

- act as the service point of contact for guidance
- promote the welfare of children
- ensure referrals are made to the Families Unit, even if only for monitoring purposes.

Safeguarding champions will have the appropriate support and training to implement this role and follow good practice guidelines.

7.3 Senior safeguarding officer

The head of local neighbourhood services will act as the council's senior safeguarding officer and resolve any inter-agency issues and liaise with the Norfolk Safeguarding Children Board (NSCB).

The senior safeguarding officer has overall responsibility for ensuring that safeguarding allegations are investigated and addressed in liaison with other appropriate managers in the Council to manage allegations.

7.4 Safeguarding group

The safeguarding champions form the safeguarding group. This group provides a mechanism to:

- Share information between members and service areas
- Share good practice demonstrating safeguarding and actions to address the wellbeing of children and young people
- Develop and implement appropriate organisational responses to legislation and policy developments
- Review safeguarding issues or cases that can improve the council's actions regarding safeguarding and the health and wellbeing of children and young people
- Encourage service areas to take into consideration safeguarding and the health and wellbeing of children and young people when services are developed and delivered

- Encourage service areas to involve children and young people in the development of service provision or policy development.
- Identify corporate training and development needs on safeguarding
- Encourage and support contractors to take into consideration safeguarding and the health and wellbeing of children and young people.

7.5 Children's services

Children's Services have a statutory duty under The Children Act (2004), to ensure the welfare of children and work with the Norfolk Safeguarding Children Board (NSCB) to comply with its procedures. When a child protection referral is made, Children's Services have a legal responsibility to investigate. This may involve talking to the child and family, and gathering information from other people who know the child. Enquiries may be carried out jointly with the police. If action needs to be taken urgently and out of office hours, then the police should be the first point of contact regarding concerns.

7.6 Norfolk Safeguarding Children Board (NSCB)

The NSCB coordinates local work on safeguarding and promoting the welfare of children. This could be from the development of recruitment policies to the undertaking of serious case reviews. There are also local area designated officers (LADO) based at the NSCB who are available to offer guidance and advice to designated officers within the Families Unit and the senior designated officer.

The NSCB has approved 10 principles for how staff work with children and their families and have requested that these will be incorporated into training and applied in practice across partner agencies. See appendix A.

These principles represent a distillation of key lessons from serious and multi-agency case reviews and are important to work to if agencies are to improve working practices.

7.7 The police

Police are responsible for effective agency working with children's services in the investigation and resolution of child protection cases. This may involve inclusion in area child protection committees, the issuing of police protection orders, and safeguarding the welfare of child victims, witnesses and offenders. (Definition from Teachernet website)

8. Implementation and monitoring procedures

8.1 Implementation

The implementation of this policy is based on the following:

- sound recruitment procedures for staff
- appropriate child protection training for staff
- up to date legislation related to child protection
- annual monitoring to keep child protection high on the council's agenda.

8.2 Monitoring

Norwich City Council will have responsibility for overseeing the implementation of this Child Protection Procedure and Good Practice Guidelines and will review its effectiveness on an annual basis.

Appendix A

10 principles for professionals working with children and their families in Norfolk

We commit to adhering to the following principles outlined by the Norfolk safeguarding children board.

1. We will communicate with children and young people in a way that enables them to communicate with us. We will observe, listen and act, taking into consideration their wishes and feelings.
2. Referrals will be made to Children's Services using the NSCBI form including as much information as possible to ensure an informed response. Children's Services will respond to the referrer within two working days via either the response sheet of the NSCBI or the telephone.
3. Professional challenge, and acceptance of challenge, within and between agencies, is as integral to good practice as is mutual professional respect. All professionals should challenge decisions or practice they believe puts or leaves a child at risk of harm.
4. The decision whether to have a strategy meeting or discussion will be made involving all relevant professionals.
5. All agencies must compile and maintain a chronology of significant events for the child, where they have safeguarding concerns.
6. All agencies must research background information and will request and read files from other locality areas and/or local authorities if needed. This information will form part of the assessment.
7. Assessments must be multi-agency including all relevant professionals involved with the child and their family. We will ensure that we take proper account of their diversity, identity, and developmental issues for the child and their family. We will promote joint visits as a means of assessment and information sharing whenever possible.
8. New assessments/interventions with children/families should build on previous assessments and consider past information. Professionals should be cautious of the 'start-again syndrome' in long-term cases.
9. Our plans will be child-centred, SMART and have timescales that meet the child's needs.
10. We will support parents and carers but our primary focus will always be the child, and consider "what does it feel like to be this child living in this family?"

Appendix B

Child protection incident report form

Name Contact no.
Department Date
Manager Time

Information that has raised your concern (time, place, situation, who you spoke to, what has concerned you?).

Designated officer – Families Unit
Date Time

Advice offered

Action advised

LSBC I completed? Yes No

Logged onto shared folders by

Time

Date

Appendix C

Safeguarding champions

Below are details of the safeguarding champions to contact with concerns about Child Protection:

Directorate		Safeguarding champions	
Customers, communications and culture	Name Role T: E:	Martine Holden Leisure and sports development manager • 01603 212114 martineholden@norwich.gov.uk	
Customers, communications and culture	Name Role T: E:	Helen Beeson Operations manager 01603 212128 helenbeeson@norwich.gov.uk	Dan Badham Customer contact manager 01603 212750 danbadham@norwich.gov.uk
	Name Role T: E:	Julia Medler Operations manager 01603 212791 juliamedler@norwich.gov.uk	Jo Sapsford Safer communities co-ordinator 01603 212130 josapsford@norwich.gov.uk
Strategy, people and democracy	Name Role T: E:	David Langston, HR business partner 01603 212934 davidlangston@norwich.gov.uk	Dawn Bradshaw Head of HR and learning 01603 212434 dawnbradshaw@norwich.gov.uk
Operations	Name Role T: E:	Chris Haystead Housing options manager 01603 212936 chrishaystead@norwich.gov.uk	Carol Marney Property services manager NPS, Norwich 01603 213463 carolmarney@norwich.gov.uk
Operations	Name Role T: E:	Tracey Fordham Housing operations manager 01603 213581 traceyfordham@norwich.gov.uk	Paul Nicholson Neighbourhood manager 01603 213568 paulnicholson@norwich.gov.uk
Operations	Name Role T: E:	Simon Meek Open spaces manager 01603 212403 simonmeek@norwich.gov.uk	Kevin Ayers Strategic housing support team leader • 01603 212 341 kevinayers@norwich.gov.uk
Senior designated officer	Name Role T: E:	Tina Garwood Families Unit manager 01603 213592 tinagarwood@norwich.gov.uk	
Senior safeguarding officer	Name Role T: E:	Bob Cronk, Head of local neighbourhood services 01603 212373 bobcronk@norwich.gov.uk	

Appendix D

Essential contacts

Local contacts		
Children's Services	t: 0344 800 8014 Access Service, PO Box 3210, Norwich NR7 7AB f: 01603 762445 Textphone: 01603 763585	
Police (Family Protection Unit)	t: 01603 276313 In an emergency telephone: 999	
Norfolk Safeguarding Children Board	t: 01603 223409 (general enquiries) Suite B, Sapphire House, Roundtree Way, Norwich, NR7 8SS	
National contacts		
The NSPCC	National Centre 42 Curtain Road London EC2A 3NH	t: 0207 825 2500 Helpline: 0808 800 5000
Childline UK	Freepost 111 London NI OBR	t: 0800 1111

Appendix E

Photographic consent form

TO BE COMPLETED BY A PARENT/GUARDIAN OF PERSON TO BE PHOTOGRAPHED/FILMED

Name (please print)

Address

Postcode

PLEASE SIGN THIS STATEMENT

I hereby grant Norwich City Council and any assignees or licensees the absolute right to use the images resulting from the above-mentioned photo/film shoot and consent for the purposes of the Data Protection Act 1998 to the storing of all such images and information relating to such images in a photo library to be controlled by Norwich City Council and any of its assignees/licensees. This includes any reproductions or adaptations of the images for all general purposes, and at any time, in relation to Norwich City Council work.

Having read the statement above, do you give your consent for photographs or other images to be taken and used? (Please tick the appropriate box)

YES, I give my consent for pictures to be taken and used

NO, I do not give my consent for pictures to be taken and used

Signature

Date

Appendix F

Activity permission form

PERSONAL DETAILS

Name

Date of birth

Address

Postcode

EMERGENCY CONTACTS

Home telephone

Mobile telephone

Medical details – list any medical conditions that we should be made aware of:

I confirm that I am happy for my child/ward to take part in Norwich City Council activity and that my child/ward can receive medical treatment in an emergency.

Signature of parent/guardian

Date

Appendix G

Accident report form

Event name:

Location:

Event date:

This form is only to be completed by the event organiser or their representative and not by the person suffering the loss or injury.

INJURED PERSON

First name:

Surname:

Address:

Postcode:

Telephone: Date of birth:

Employee Volunteer Coach Participant

Member of the public Other

DATE AND TIME OF ACCIDENT

Date and time reported

Person reported to

Details in accident book? (tick box) Yes No

DETAILS OF INJURY (specify left or right side), and/or loss or damage

DETAILS OF ACTION TAKEN

Assisted by event representative (please give name)

First-aid administered (please give name)

PLEASE TICK RELEVANT BOXES

Ambulance called Yes No Taken to hospital Yes No

Name and address of hospital attended

Taken home Yes No

CIRCUMSTANCES OF ACCIDENT AND LOCATION

NAME AND ADDRESS OF WITNESSES

PERSON COMPLETING THIS FORM:

Name

Address

Postcode

Telephone

Signature



If you would like this information in another language or format such as large print, CD or audio cassette or Braille please call 0344 980 3333 or email info@norwich.gov.uk.

Norwich City Council's child protection policy and procedures



NORWICH
City Council