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The Advocacy Project

Safeguarding Children and Young People

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| Policy Name | Safeguarding Children and Young People Policy |
| History | <p>Date adopted:</p> <p>Date of last review: July 24</p> <p>Date of next review: July 25</p> |
| Approval Authority | CEO |
| Responsible Office | Head of Service |

Scope: safeguarding policies, procedures, and guidance

Reason for policy: This policy aims to provide guidance on what constitutes a safeguarding concern and how to report and record it both internally and externally. This policy is only applicable to adults. Please also read the safeguarding children and young people's policy.

Who should read this policy: everyone working on behalf of The Advocacy Project including employees, agency workers, consultants, contractors, volunteers, social work students and trustees.

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1. Introduction

The Advocacy Project is committed to safeguarding, and we believe everyone has a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them. We work closely with families and other agencies to take all reasonable steps to minimize the risk of harm to children, young people. To fulfil our commitment to those we work with we will give equal priority to keeping all children and young people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation and we recognize that some children are additionally vulnerable because of the impact of discrimination, previous experiences, their level of dependency, communication needs or other issues.

This policy refers to children and young people - Child: A child is defined as anyone who has not yet reached their 18th birthday. In addition, an individual aged 18 to 24 years, who has been looked after by the Local Authority and who has a disability, also has protection under The Children Act 1989.

If a person over 18 years of age and not in the category above is at risk of abuse or neglect, please refer to **The Advocacy Project Adult Safeguarding Policy**.

This policy should be read alongside:

- › Safeguarding Adult Policy
- › Engagement protocol for working with children and young people in individual settings
- › Data Protection Policy
- › Confidentiality Policy
- › Self-harm and Suicidal Ideation Policy
- › Whistleblowing Policy

NSPCC defines safeguarding as the action that is taken to promote the welfare of children and protect them from harm.

Safeguarding means:

- › protecting children from abuse and bad treatment
- › preventing harm to children's health or development
- › making sure children grow up with access to safe and effective care
- › taking action to help all children and young people to have the best outcomes.

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

The Advocacy Project is committed to practice which protects children from harm. All staff and volunteers must work to increase awareness of issues which cause children harm, and act if we have concerns that a young person is being, or is in danger of being, abused. We acknowledge that some children are additionally vulnerable because of the impact of discrimination, previous experiences, their level of dependency, communication needs or other issues.

We will make sure we respond to any concerns about abuse quickly and appropriately in line with current legislation and policies including but not limited to:

- › Children's Act 1989
- › Children's and Families Act 2014
- › Working together to safeguard children 2023
- › Local Safeguarding Children procedures from Safeguarding Children Partnerships

We acknowledge that abuse of children can take different forms - physical, sexual, emotional and neglect.

- › When children are suffering from abuse or neglect this may be shown through changes in behaviour, or in their play.
- › We recognise that we have a duty to refer to the local authority (see Local Safeguarding Partnerships Borough Contacts) if there are signs that a child is or is likely to suffer abuse and/or neglect. We will allow any investigation to be carried out with sensitivity. Staff will take care not to influence that outcome either through the way they speak to children or ask children questions
- › We will follow LSCP procedures for concerns regarding domestic violence or abuse by a child
- › We will follow the mandatory reporting duty in relation to Female Genital Mutilation (FGM)

We will endeavour to safeguard children by:

- › By operating a culture of vigilance and reporting all safeguarding concerns. adopting child protection procedures to be used by staff and volunteers
- › sharing information about concerns with agencies who need to know
- › using safe recruitment practices such as Disclosure and Barring Service checks (DBS).
- › providing effective management for staff and volunteers including supervision, support and training
- › working to the DOH National Standards for the Provision of Children's Advocacy Services(2002)

2. What is abuse?

A person may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children & young people may be abused in a family, institutional or community setting; by those known to them or, more rarely, by a stranger.

- › **Physical abuse:** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child, including by lying about the symptoms of, or deliberately causing, ill health.
- › **Emotional abuse:** harming a child in ways that cause severe and long-lasting negative effects on the child's emotional development. It may involve telling children, or suggesting, that they are

worthless or unloved, inadequate, or only valued when they meet the needs of another person, expecting too much of them at their age or development level, causing them to feel frightened, or exploiting them.

- › **Sexual abuse:** involves forcing or persuading a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include involving children in looking at, or being involved in making, pornography, or encouraging children to behave in sexually inappropriate ways.
- › **Neglect:** longstanding failure to meet a child's basic physical and/or psychological needs, which may negatively affect a child's health or development, such as failing to provide adequate food, shelter & clothing; or neglecting/ignoring a child's basic emotional needs.

3. How you might notice abuse

- › A child or young person might tell you that they have been abused
- › Someone else might tell you that a child has told them they have been abused
- › A child might show signs of physical injury for which there appears to be no satisfactory explanation
- › Something in the child's behaviour may suggest they are being abused
- › Something in the behaviour of a worker, parent or carer or the way they relate to a child may alert you
- › You may see one child abusing another

4. Responding to abuse

If a child tells you they have been abused, or you worry they are at risk, you must record these concerns as soon as possible (within a maximum of 24 hours), whether the matter is taken to another authority or not.

All concerns should be reported to Head of Service Delivery or other member of SMT if the Head of Service Delivery is not immediately available. If you feel there is serious cause for concern you must contact the local authority's child protection team or the police.

You might have a safeguarding concern about a child or young person while working with an adult who is a parent or carer. In these instances, the concern should be raised to the local authority families and children's service where they live.

We also deliver work directly with children and young people in inpatient mental health settings, we have an **engagement protocol** in place for these settings, which staff must follow.

Where a concern relates to a professional working with a child or young person, the following steps must be taken:

- › Tell the Head of Service Delivery or any other senior manager in their absence of your concerns.
- › Where the concern is about a member of staff in a health or social care setting, you must call the safeguarding children manager at the site to tell them your concerns and your intention to

raising the concern in writing.

- › Where a professional is involved, you must complete the safeguarding referral form in Appendix 2 and send to the safeguarding children manager and the Local Authority Designated Officer (LADO).
- › Follow the reporting and escalation processes as outlined in the Safeguarding Adults Policy.

If you hear an allegation outside office hours and the situation is urgent (for example, if the child is too frightened to go home or there are serious doubts about their safety), **contact the social services child protection team immediately**. In a case where a criminal offense is being committed, eg assault, contact the police.

5. Keeping records

If you see worrying changes in a child's behaviour, physical condition or appearance, or if a child makes a disclosure of possible abuse, you will need to make a clear and specific record, which should include:

- › child's name, address and date of birth
- › timed and dated observations, describing objectively the child's behaviour/appearance without comment or interpretation
- › exact words the child said
- › observer's dated name and signature
- › name of any other person present
- › any actions you have taken

6. What to do if a child makes an abuse allegation

- › Make sure the child or young person at risk is in no immediate danger.
- › Dial 999 if the child or young person is in immediate danger or needs immediate medical attention.
- › Stay calm.
- › Listen carefully to what the child says, and always act as if you believe what the child is saying.
- › Let the child know they are right to tell you about the abuse and reassure them they are not to blame.
- › Allow the child to continue at their own pace.
- › Only ask questions when you need to clarify something and avoid leading questions that suggest a particular answer (it is not your job to investigate abuse).
- › Be honest about what will happen next, who you will tell and why. Do not promise to keep secrets.

- › Work in line with Department of Health National Standards for the Provision of Children's Advocacy Services (2002) and The Advocacy Project's Confidentiality Policy.
- › Record in writing what the child said using their own words as soon as possible. Record the date, time, any names mentioned and who the information was given to. Make sure the record is signed and dated.
- › Tell the nominated safeguarding person immediately – they will know how to follow this up and where to go for further advice.

a. Reporting Female Genital Mutilation (FGM)

- › If a girl tells you she has had FGM, or you have seen a physical sign suggesting a girl has had FGM, you should tell the Head of Service or Deputy CEO immediately and report the matter to the police by calling 101.
- › In all other cases you should follow normal safeguarding processes.

b. Reporting procedures if there is concern about a professional working with children

If you have concern about a professional abusing a child then immediately inform the Head of Service Delivery or CEO, following the same procedures as shown above.

Every council must employ a Local Authority Designated Officer (LADO), who is responsible for managing allegations and concerns about anyone who works with children and young people in their area. You should make any referrals that are about professionals working with children to the LADO on the day you receive a concern. Each LADO will have their own protocols that you will need to follow.

If it's felt there is sufficient cause for concern the Head of Service or the CEO will contact the LADO or the police.

If there is a concern about the immediate safety of a child, call the police on 999.

c. Review

The Advocacy Project will make sure that child safeguarding issues receive continuous attention and will review this policy regularly in line with procedures of the London Safeguarding Children's Board (LSCB).

d. Named persons

The staff member who hears the safeguarding concern should raise it with social services and keep up with any updates, making sure to copy the Head of Services or CEO into all communications.

The Advocacy Project will make sure all staff and volunteers know this policy and these procedures and have access to appropriate training and support.

Appendix 1: Safeguarding Contacts

Key boroughs where we deliver services

| Borough | For | Contact | Number | Out of Hours | Email |
|------------------------|---------------------------|---------------------------------------------------|--------------------------------|---------------|------------------------------------------------------------------------------------|
| Brent | Children | Brent Family Front Door | 020 8937 4300 | 020 8863 5250 | family.frontdoor@brent.gov.uk |
| Camden | Children | Children & Families Contact Service | 020 7974 3317 | 020 7974 4444 | LBCMASHadmin@camden.gov.uk Secure email: LBCMASHadmin@camden.gov.uk.cjsm.net |
| Ealing | Children | CYPS | 020 8825 8000 | 020 8825 5000 | sscallcentre@ealing.gov.uk |
| Hackney | Children and Young People | CYPS | 020 8356 5500 | 020 8356 2710 | fast@hackney.gov.uk |
| Hammersmith and Fulham | Under 18s and families | Family services frontdoor service | 020 8753 6600 | 020 8748 8588 | Familyservices@lbhf.gov.uk |
| Islington | Under 18s and families | Children and social care Children and families | 020 7527 7400 020 7527 3080 | 020 7226 0992 | csctreferrals@islington.gov.uk childrens.services@islington.gov.uk |
| Kensington and Chelsea | Under 18s and families | Family Support and Child Protection | 0207 361 3013 | 020 7361 3013 | socialservices@rbkc.gov.uk socialservices@rbkc.gov.uk.cjsm.net |
| Wandsworth | Under 18 | MASH | 020 8871 7899 | 020 8871 6000 | mash@wandsworth.gov.uk |
| Westminster | Children and Young People | Westminster Access Team | 020 7641 4000 | 020 7641 6000 | accesstochildrensservices@westminster.gov.uk |

NSPCC Freephone Child Protection Helpline: 0808 800 5000

Other boroughs

| Borough | For | Contact | Number | Out of Hours | Email |
|----------------------|-----------|--------------------------------------|----------------------|------------------|-----------------------------------------------|
| Barking and Dagenham | Adults | Adult SocialCare Team | 020 8227 2915 | 020 8594 8356 | intaketeam@lbbd.gov.uk |
| | Under 18s | MASH Children | 020 8227 3811 | 020 8227 3811 | ISCB@lbbd.gov.uk |
| Barnet | Adults | Adult SocialCare | 020 8359 5000 | 020 8359 2000 | socialcaredirect@barnet.gov.uk |
| | Under 18s | Children's Services | 020 8359 7998 | | |
| Bexley | Adults | Safeguarding adults team | 020 8303 7777 | 0208 303 7777 | screeners@bexley.gov.uk |
| | Under 18s | MASH | 020 3045 5440 | 020 8303 7171 | Childrenssocialcare.admin@bexley.gcsx.gov.uk. |
| Bromley | Adults | MASH Adult | 020 8461 7777 | 0300 303 8671 | adult.early.intervention@bromley.gov.uk |
| | Under 18s | MASH CYPs | 020 8461 7373 / 0304 | | |
| Croydon | Adults | MASH Adults | 020 8726 6400 | 020 8726 6500 | Online forms |
| | Under 18s | MASH Children | 0208 255 2888 | 0208 726 6400 | childreferrals@croydon.gov.uk |
| Enfield | Adults | Multi Agency SafeguardingHub | 020 8379 3196 | 020 8379 5212 | Online forms |
| | Under 18s | Single Point ofEntry (SPOE) Children | 0208 379 5555 | 0208 379 1000 | childrensmash@enfield.gov.uk |
| Greenwich | Adults | AssessmentTeam | 020 8921 2304 | 0208 854 8888 | aops.contact.officers@royalgreenwich.gov.uk |
| | Under 18s | Children's Services MASH | 020 8921 3172 | 0208 854 8888 | mash-referrals@ royalgreenwich.gov.uk |
| Haringey | Adults | First ResponseTeam Adults | 020 8489 0000 | 020 8489 0000 | firstresponseteam@haringey.gov.uk |
| | Under 18s | Single point ofAccess | 020 8489 4470 | 020 8489 4470 | spa@haringey.gcsx.gov.uk |
| Harrow | Adults | Safeguarding Adults Services | 020 8420 9453 | 0208 424 0999 | safeguardingadults@harrow.gov.uk |
| | Under 18s | Children& Family Services | 020 8901 2690 | 0208 424 0999 | mash@harrow.gov.uk |
| Havering | Adults | SafeguardingAdults Team | 0170 8433 550 | 01708 433999 | safeguarding_adults_team@havering.gov.uk |
| | Under 18s | Child ProtectionTeam | 0170 8433 222 | 01708 433999 | mash@havering.gov.uk |
| | Adults | MASH Adults | 018 9555 6633 | 01895 250111 | socialcaredirect@hillingdon.gov.uk |

| | | | | | |
|----------------------|-----------|----------------------------------------------|---------------------|---------------|-----------------------------------------------------------------|
| Hillingdon | Under 18s | MASH | 018 9555 6633 | 01895 250111 | lbhmash@hillingdon.gov.uk |
| Hounslow | Adults | Safeguardingadults team | 0208 583 3100 | 020 8583 2222 | safeguardingadults@hounslow.gov.uk |
| | Under 18s | Early help | 020 8583 6600 | 020 8583 2222 | earlyhelp@hounslow.gov.uk or childrensocialcare@hounslow.gov.uk |
| Kingston upon Thames | Adults | Adult safeguarding | 0208 547 5005 | 020 8770 5000 | adult.safeguarding@kingston.gov.uk |
| | Children | Children's Single Point of Access (SPA) Team | 0208 547 5008 | 020 8770 5000 | Online forms |
| Lambeth | Adults | Adult Social Care Services | 0207 926 5555 | 020 7926 5555 | Online forms adultsocialcare@lambeth.gov.uk |
| | Children | Children Socialservices | 0207 926 5555 | 020 7926 5555 | helpandprotection@lambeth.gov.uk |
| Lewisham | Adults | MASH Adults | 020 8314 7777 | 020 8314 6000 | scait@lewisham.gov.uk |
| | Children | MASH Children | 020 8314 6000 | 020 8314 6660 | mashagency@lewisham.gov.uk |
| Merton | Adults | Merton's Safeguarding Adults hotline | 0845 618 9762 | 0845 618 9762 | safeguarding.adults@merton.gov.uk |
| | Children | Children MASH Team | 020 8545 4226/ 4227 | 020 8770 5000 | mash@merton.gov.uk |
| Newham | Adults | Adult socialcare team | 020 3373 0440 | 020 3373 0440 | Access to. AdultsSocialCareTeam@newham.gov.uk |
| | Children | CYPS | 020 3373 4600 | 020 8430 2000 | |
| Redbridge | Adults | Health and Adult Social Services | 020 8708 7333 | 020 8554 5000 | adults.alert@redbridge.gov.uk |
| | Children | MASH Children | 020 8708 3885 | 020 8708 5897 | cpat.referrals@redbridge.gov.uk |
| Richmond upon Thames | Adults | Adult socialservices | 0208 597 7971 | 020 8744 2442 | adultsocialservices@richmond.gov.uk |
| | Children | Family services:Children | 020 8831 5008 | 020 8770 5000 | online form |
| Southwark | Adults | SafeguardingAdults team | 0845 600 1287 | 020 7525 5000 | RAD@southwark.gov.uk |
| | Children | Children | 020 7525 1921 | 020 7525 5000 | mash@southwark.gov.uk |
| Sutton | Adults | MASH Adults | 020 8770 4565 | 020 8770 6770 | Online form |
| | Children | Children Safeguarding Partnership | 020 8770 5452 | | suttonlscp@sutton.gov.uk |
| Tower Hamlets | Adults | Social care for Adults | 020 7364 5005 | 020 7364 7070 | Online form or email adultcare@towerhamlets.gov.uk |
| | Children | Child protectionMASH | 020 7364 5000 | 020 3276 3501 | towerhamletsMASH@met.police.uk |
| Waltham Forest | Adults | Multi Agency SafeguardingHub | 020 8496 3000 | 020 8496 3000 | Online form |
| | Children | ChildrenMASH | 020 8496 2310 | 020 8496 3000 | MASHrequests@ walthamforest.gov.uk |

NSPCC Freephone Child Protection Helpline: 0808 800 5000

Appendix 2: referral form

Safeguarding Children and Young People referral form – CONFIDENTIAL

| | |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Child or young person's name | |
| Address or location (if known) | |
| Telephone (if known) | |
| Age/DoB (if known) | |
| Gender (if known) | |
| Does the concern relate to an unborn child? | |
| Is the child or young person privately fostered? | |
| Is the child or young person adopted? | |
| Is the child or young person or their family experiencing any of the following difficulties: | <input type="checkbox"/> Domestic abuse <input type="checkbox"/> Parental substance misuse <input type="checkbox"/> Parental mental illness <input type="checkbox"/> Risk of female genital mutilation <input type="checkbox"/> Risk of sexual exploitation <input type="checkbox"/> Risk of radicalisation <input type="checkbox"/> No recourse to public funds |
| Why you are concerned about this person | <ul style="list-style-type: none"> › Be specific and factual when describing what you saw or were told › Explain what you know and how you know this information › Outline why you are worried for this person/others › Include quotes where possible › Explain injuries you are aware of |

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"> › Specify date and time of incident/s if known › Mention if you're aware of other similar incidents against this person, by this alleged perpetrator or within this ward/setting | |
| <p>Does the child or young person have any additional support needs (disability, impairment or condition)?</p> | |
| <p>How does the child or young person communicate (including any steps to make the service accessible, such as translators)?</p> | |
| <p>Are you concerned other children or young people might be at risk? If yes, please explain?</p> | |
| <p>Provide the details of the other children or young people who might be at risk.</p> | |
| <p>Provide the details of the parent/carer (if known)</p> <p>-Name -date of birth -relationship to child or young person -does the parent/carer have any support needs</p> | |
| <p>Has the child or young person given consent for you to report your concern to the local authority?</p> | |
| <p>Has the child or young person indicated what they want to happen?</p> | |
| <p>Where known, provide the name, job title and contact details of social worker / GP / consultant / responsible clinician</p> | |

| | |
|----------------------------------------------------|--|
| Details of alleged perpetrator/s (if known) | |
| Name | |
| Address | |
| Telephone | |
| Relationship to adult at risk | |
| About the person completing this form | |
| Name | |
| Signature | |
| Job title | |
| Email | |
| Telephone | |
| Date | |