



Child Protection

Policy & procedures

Norwood Community Group Services

1. Introduction

At Norwood Community Group Services we believe that the safety and welfare of our children & young people is of the utmost importance. It is the duty of all Norwood Community Group Services our staff & volunteers to protect each child from abuse and to be alert to the possibility of abuse.

The following Policy & Procedures have been adopted by the Trustee Board of and have been set up in accordance with the Sutton and Merton Area Child Protection Committee (ACPC) Guidance and the London Child Protection Procedures and Diocese of Southwark's Child Protection Policy.

2. Definition

Child protection relates to any child (under 18) who has suffered from, or may be at risk of physical injury, neglect, and emotional or sexual abuse. A full list of definitions is attached as **appendix 1**.

3. Recognition

The first indication of concern about a child's welfare is not necessarily the presence of an injury.

Concerns may be aroused by:

- Bruises, bite marks, burns/scalds, scars or fractures on a child's body;
- Remarks made by the child, another child, a parent or another adult;
- Observations of the child's behaviour or reactions;
- Unexplained changes in the child's behaviour or personality;
- Evidence of disturbance or explicit detail in a child's play, drawing or writing;

- Neglect - where lack of due care for a child is creating significant risk to their health & well being.

4. Designated person for child protection

Gynell Foster is the designated responsibility for child protection, as appointed by the Management Committee. Anyone who has a concern about a child should contact this person on 07943496625 immediately. If that person is not available you should contact Rathbone Youth Office on 0208 766 9292.

(Please refer to NCGS safeguarding Policy, 3.6 designated person page3)

The designated person will:

- Liaise with Local Education Authority, Social Services, Lambeth Area Child Protection Committee and any other agencies on individual cases of suspected or identified child abuse;
- Be responsible for co-ordinating action within Norwood Community Group Services on child protection issues;
- Ensure that all staff & volunteers are familiar with this Policy and Procedures;
- Raise awareness about child protection and arrange training as appropriate.

5. Safe Recruitment Procedures

Norwood Community Group Services recruitment policy stipulates that all staff (paid or voluntary) will have to complete an application form, detailing past work history and references. Individuals are then interviewed and references requested. Only on receipt of satisfactory references will a formal offer of employment or placement be made.

All staff and volunteers working directly with children (under 18 yrs) and any vulnerable adults are required to have an enhanced check through the Disclosure Service – the Government’s Disclosure & Barring Service (DBS) before commencement of work or placement. Norwood Community Group Services is registered with Cataphract Ltd.

Staff members (voluntary or paid) are thus required to fill out a CRB form and produce evidence as to their identity, in accordance with the Disclosure Service Guidelines. This information is then witnessed by the Designated Person responsible for child protection and signed as an acknowledgement of information produced.

Copies of all returned DBS checks and documentation pertaining to any child protection issues will be kept confidentially and securely locked within the organisations administration office.

Staff can undergo training and induction whilst waiting for the checks to clear, but cannot undertake any unsupervised face-to-face work until satisfactory

checks have been received. **This training will include mandatory child protection awareness.**

6. The role of individual staff / volunteers

All staff & volunteers working for Norwood Community Group Services must be aware that a child may be the victim of abuse. Concern about a child or young person must be discussed with the Designated Person immediately so that, if necessary, a referral can be made without delay. In urgent situations, referral must not be delayed.

Individual staff or volunteers should not investigate concerns. This is the role of the statutory agencies. However, if a child does say something, it is vital to listen carefully, so that it can be reported accurately.

7. Confidentiality

Our children & young people have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that only those with a 'need to know' should be privy to it.

Procedure - what to do:

Concern may arise from observations of the child (e.g. injury, behaviour, appearance and nature of play or work produced) **or** as a result of something said by the child, another child **or** an adult.

Do not delay:

- 1.** Tell a **Designated Person** - as soon as you can. See emergency contact numbers attached to this policy and procedure.

Early referral gives more time to help the child and family before the situation becomes severe or serious. When necessary, early referral gives more time for others to protect the child.

The Designated Person may consult with the Local Education Authority, Social Services, and Merton Area Child Protection Committee. A flow chart of what to do and who to contact is explained further in a Referral Flow Chart (**appendix 2**).

- 2.** **Make written notes** - as soon as you can, write down your concerns and record the facts accurately on the Child Protection Incident Form, available from admin office (**appendix 3**). Be clear when you are expressing an opinion and what your opinion is based on.

These notes must be given to the Designated Person immediately and will help to ensure accuracy in recalling events.

3. Concern about what the child or someone else says

Listen - do not ask questions or interrogate.

Remain calm - If you are shocked, upset or angry the child will sense this and this may prevent them from talking further.

Reassure - The child has done nothing wrong - tell her / him it is all right to talk.

Do not promise to keep it secret - Tell the child that what they have said cannot be kept secret and that you will tell someone who can help.

4. Remember

If in doubt, consult with senior staff members or Designated Person. Do not ignore concerns, even if these are vague. **Your first responsibility is to the child.**

5. Contact with the family.

Before speaking to the child's family, you should talk to the **Designated Person**, who may consult outside the bounds of Norwood Community Group Services.

In cases where a physical injury causes concern, it may be appropriate to discuss this with the parent or carer. If the explanation suggests the injury was non-accidental (or a failure to protect the child from harm), the parent or carer should be informed of the need to refer the matter to Social Services.

In cases of possible neglect or emotional abuse, the concern is likely to have built up over a period of time. There may have been discussion with the family about sources of help (e.g. Social Services, NSPCC), but if concerns persist, there must be an immediate referral to Social Services Referral and Assessment Team.

Where there are suspicions of sexual abuse, the Designated Person will seek immediate advice from the Social Services Department before discussing the matter with the family.

6. Concern about a member of staff or volunteer

Allegations or concerns about a member of staff or volunteer must immediately be referred to a statutory agency.

7. Requests for assistance by other agencies

Norwood Community Group Services should assist local authority Social Services or the Police when they are making enquiries about the welfare of children. Information about a child must therefore be shared on a 'need to know' basis.

When such requests are received by telephone, **always** maintain security by checking the telephone listing before calling back.

Always advise the designated person of this contact.

8. General issues

All staff & volunteers must observe the above policy and procedures at all times and adhere to the Norwood Community Group Services Child Protection Code of Conduct (**appendix 4**).

Parental Consent needs to be sought for all individual children & young people taking part in any on or off site activities/events, using Registration & Parental Consent Form (**appendix 5**).

As part of overall good practice risk assessments should also be carried out for all on & off site activities, with staff taking full responsibility for using measures to reduce risk for activities within Norwood Community Group Services.

This policy & procedures will be reviewed annually and/or as required by any stipulation within ACPC Guidance, The London Child Protection Procedures and the Diocese of Southwark's Child Protection Policy.

EMERGENCY CONTACT DETAILS

- **Referral to Southwark Social Services 020 7525 3838 (Office hours)**

- Walworth Police Station 020 7701 1212
- Greenwich Social Services 020 8305 0218
- Streatham Police Station 020 8649 2225
- Lambeth Social Services 020 86708131
- Lambeth Police Station 020 7326 1212
- Lewisham Social Services 020 8314 9517
- Lewisham Police Station 020 8690 1212
- Wandsworth Social Services 020 8871 6622
- Wandsworth Police Station 020 7350 1122
- Croydon Social Services 020 8686 4433
- Croydon Police Station 020 8667 1212
- Brixton Police Station 020 8649 2025
- Advice can also be sought from a CCPAS Churches Protection Advisory Service who run a 24 hour help line 01322 667207
- Jamal Abdur Rahman (CEO) Norwood Community Group Services 07931919585
- Rathbone Youth Office on 0208 766 9292
- Norwood Community Group Office 020 8766 9286

Date Implemented:	Future Review Dates					
	2008	2009	2010	2011	2012	2016
Date reviewed	January	January	January	January	January	January
Date approved By Trustees	April	April	April	April	April	April

Appendix 1:

Definitions of Child Abuse Taken from The London Child Protection Procedures

Child abuse and neglect is a generic term encompassing all ill treatment of children including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the child's health or development.

Children may be abused or neglected through the infliction of harm, or through the failure to act to prevent harm.

Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the child.

Working Together to Safeguard Children 1999 sets out definitions and examples of the four broad categories of abuse which are used for the purposes of registration and have now added two new ones:

- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse

These categories overlap and an abused child does frequently suffer more than one type of abuse.

PHYSICAL ABUSE

Physical abuse may take many forms e.g. hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

It may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child. This unusual and potentially dangerous form of abuse is now described as fabricated or induced illness in a child (see 9.1 of London Child Protection Procedures – downloadable from www.alg.gov.uk).

EMOTIONAL ABUSE

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to children that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person;
- Imposing developmentally inappropriate expectations;
- Causing children to feel frightened or in danger - e.g. witnessing domestic violence;
- Exploitation or corruption of children.

Some level of emotional abuse is involved in most types of ill treatment of children, though emotional abuse may occur alone.

SEXUAL ABUSE

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening and includes penetrative (i.e. vaginal or anal rape or buggery) and non-penetrative acts.

It may also include non-contact activities, such as involving children in looking at, or in the production of pornographic materials, watching sexual activities or encouraging children to behave in sexually inappropriate ways.

NEGLECT

Neglect involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health and development.

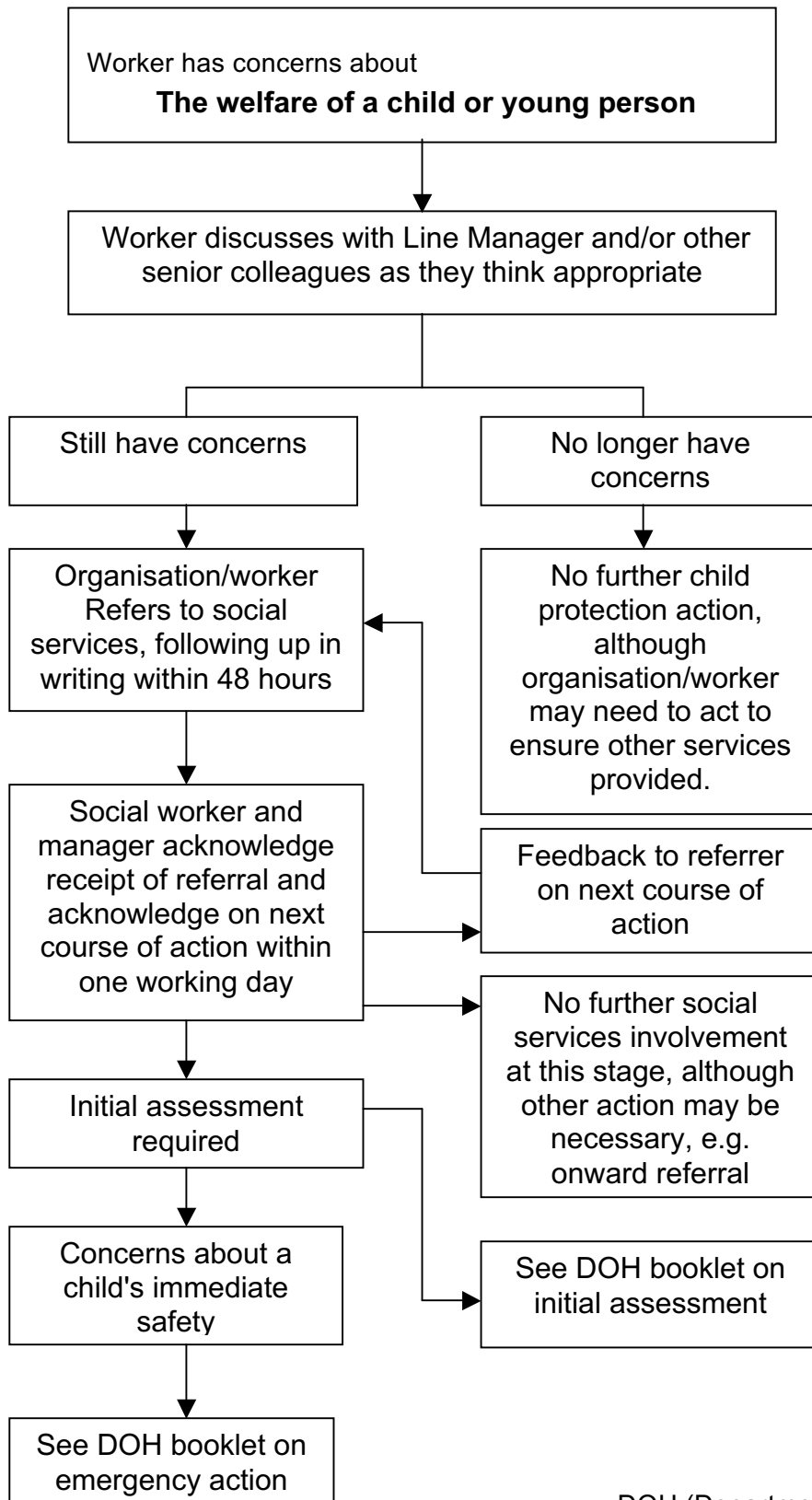
This may involve failure to provide adequate food, shelter or clothing, failure to protect from physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also include neglect of a child's basic emotional needs.

(Please refer to Norwood Community Group Services safeguarding Policy page 14, Appendix A recognising signs and symptoms of abuse.

Appendix 2:

What to Do - A Flow Chart for Referral

What to do if you're worried A child is being abused?



DOH (Department of Health)

Appendix 3:

Child Protection – Incident Report Form Norwood Community Group Services

"The welfare of the Child is paramount"

CHILD PROTECTION - INCIDENT RECORD FORM

Your Name:

Your Position:

Child's Name:

Child's Date of Birth:

Date and Time of any Incident:

Your Observations:

Exactly what the child said and what you said (Remember; do not lead the child –

record actual details. Continue on separate sheet if necessary)

Action Taken so far:

**This section to be filled in by the designated worker
External Agencies Contacted (Date & Time)**

<p>POLICE</p> <p>Yes/No</p>	<p>If Yes – Which Station & Officer:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>
<p>MERTON REFERRAL & ASSESSMENT TEAM:</p> <p>Yes/No</p>	<p>Name:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>
<p>SOUTHWARK DIOCESE CHILD PROTECTION ADVISOR</p> <p>Yes/No</p>	<p>Name:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>
<p>LOCAL AUTHORITY</p>	<p>Name:</p>

Yes/No	Contact Number: Details of Advice Received:
Other (e.g. NSPCC)	Which: Name: Contact Number: Details of Advice Received:
Reporting Person	
Print Name:	
Signature:	
Date:	

- Remember to maintain confidentiality on a **need to know** basis only if it will protect the child.
- Do not discuss this incident with anyone other than those who need to know.
- A copy of this form should be sent to Lambeth Referral & Assessment Team after the telephone report and to the Designated Child Protection Officer.

Appendix 4:

Child Protection – Code of Conduct

Norwood Community Group Services

CHILD PROTECTION CODE OF CONDUCT

All children and young people must be treated with equality, dignity and respect. It is expected that any staff member, group or organisation working with children & young people must carry out the following practices as a matter of high importance, both in centre based & off site activities:

Organisational Responsibilities:

1. All groups, volunteer helpers and paid staff are to be given a copy of these guidelines and where appropriate a copy of the Norwood Community Group Services
2. Child protection policy. Staff (paid & unpaid) must also follow the Norwood Community Group Services
3. Recruitment Procedures and agree to have a disclosure DBS check carried out.
4. There should always be at least two adults supervising activities, which have been DBS checked or undergoing checks, no matter how small the group. If a child or young person is to be interviewed alone there should be two adults present or door left open in view of another adult. Where possible the gender of the adults, in a working or supervisory position, should reflect that of the group worked with or interview to be carried out.
5. No person under the age of 16 years of age should be left in charge of any children of any age and further more, no child or group of children or young people (under 18) should be left unattended at any time.
6. A register & record of attendance of children or young people attending activities e.g. youth club, Sunday school, crèche or excursions etc. should be kept for each session. Also written consent should be sought for any on or off site activities.
7. Confidentiality about children's, young people and adult's personal information must be practiced. Children/young people and parents have the right to expect that helpers will deal sensitively and sympathetically with their situation. It is important that information is only available to those who 'need to know' it. All volunteers, paid staff and helpers must respect issues of confidentiality.

8. It is important to keep a check on visitors & guests whether their visit is by invitation or unsolicited. This will ensure the welfare of children to be safeguarded at all times.
9. **A First Aid Kit & staff trained in first aid** should be available at all times, with clear information as to how to access it and where to get help in case of emergency. An **Accident Book** should be kept and any accidents should be recorded immediately in the book. Parents/Guardians are to be made aware of the accident by signing the book at the end of the session. Written permission from the parents/guardians is to be given to administer medication and the name of the medicine and the dosage is to be clearly written in a **Medication Book**. The person administering the medicine is to sign the Medication Book after each time medication is given.
10. All Health & Safety issues should be considered in the room(s) used. This includes all equipment and substances used and a separate risk assessment should be carried out for all activities and reviewed on a regular basis (see separate Off Site Activities & Risk Assessment Guidelines).
11. Photography & videoing events or activities can only be carried out with the full consent of parents/guardians. If publishing images on a web site or newsletter, names must be kept anonymous.

Staff Responsibilities:

12. Staff should promote activities that are fun, enjoyable and educational, ensuring fair play and challenging any bullying behaviour.
13. Any allegations or disclosure by a child must be treated seriously and dealt with in line with the Norwood Community Group Services
14. Child Protection Policy.
15. An adult should escort all children under the age of 8 years to the toilet. The adult is to wait outside the toilet with the outer door held open. Members of staff should as part of their supervision of activity areas, check the toilet areas from time to time.
16. At no time should any occasional volunteer or helper, who has not yet been CRB cleared, be left alone with or in charge of any children or young people. Furthermore all staff members (paid or unpaid) should avoid being left alone with any child for any significant period and under **no circumstances drive a child home alone**
17. All staff (paid & unpaid) must not involve themselves in rough physical or sexually provocative games and are to avoid inappropriate or intrusive touching of any kind, and are to control and discipline without physical punishment.
18. All staff (paid & unpaid) must not use any foul or abusive language and avoid making sexually suggestive comments to a child or young person, even in fun.

19. The child/young person should always be told why his/her behaviour is not acceptable and the reasons for applying a particular sanction. You must ensure that parents are fully informed and support whatever sanction is applied.
20. Parents/Carers should always be immediately informed if staff or volunteers have had to do things of a personal nature for a child such as changing clothing.
21. The leader in charge must be fully aware of fire safety and evacuation procedures in the event of an emergency and practice them at least once every six months (see fire safety procedures in community centre & individual halls).
22. Children with special needs should always be considered when running events and activities, this includes the adapting of equipment and activities appropriate to their individual needs.
23. Under no circumstances should any child or young person with prior arrangements for being collected by a parent/guardian, be left alone at the end of any session.

Additional Code of Conduct for Off Site & Residential Activities:

24. Planning for any off site activities should follow guidelines set out in the Norwood Community Group Services
25. Off Site & Risk Assessment Policy.
26. Where residential events or courses are organised, males should never enter all female rooms or vice versa.
27. If children/young people are to be taken on excursions, written permission should be obtained from the parents/guardian with parental responsibility. This permission may be obtained for a given time e.g. a term.
28. Parents should always be informed if their children/young people are to be transported in a car or other vehicle. Persons transporting children/young people on this basis need to be aware of insurance & license implications and make sure the correct level of cover is available for the vehicle being used. Drivers should also make sure that seat belts are used at all times.
29. There should always be a copy of all consent forms with information about next of kin of all children/ young people, voluntary helpers, leaders and paid staff; left with an identified emergency contact person from the organisation.
30. An information sheet detailing what to do in the event of an emergency should be provided for parents & young people, for any significant off site activity.
31. When an adult is on the excursion with his/her children and wishes another parent to look after his/her children, written permission must be given to that parent in charge of that child or children.

Appendix 5:

Norwood Community Group Services Information & Parental Consent Form

Activity or Project:

Name:	Surname:
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Address of Residence And Contact Telephone Number	Post Code:	Telephone Number:
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Date of Birth	/ /	Age	Male (✓)		Female (✓)	
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School you go to	
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Contact For Parent/Carer In Case of Emergency	Name:	Name:
	TEL:	TEL:

Medical Information

GP's Name Address & Tel. Number	Post Code:	Telephone Number:
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Please give the date of last Tetanus Injection if known	
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Please tell us about: <ul style="list-style-type: none"> Any Dietary requirements Medication taken regularly Disabilities Special educational needs Behavioural fits Allergies (e.g. penicillin) 	
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Ethnic Origin (Please Tick One Box Only)

Asian or Asian British		Mixed Heritage		White		Black or Black British		
Bangladeshi		White & Black Caribbean		British		Caribbean		
Indian		White & Black African		Irish		African		
Pakistani		White & Asian		European		Black Other		
Chinese		Other Mixed Heritage		White Other				
Asian Other		Other Ethnic Group (Please State)					Not Known/Prefer Not To Say	

**Please read the following information & sign below
(A copy will be given to all parents/carers & members)**

- I give my consent for the person named on this form to attend Norwood Community Group Services and for him/her to take part in activities on and off site during advertised session hours. I will ensure that my child understands that any rules and instructions given by staff must be obeyed at all times.
- I undertake to inform the Leader in Charge of any changes in the fitness of my child, which may affect any activities they take part in. I give consent for those in charge to give permission for my child to receive medical treatment in case of emergency, but only in the event that I cannot be contacted or present in time.
- I agree that if the person named on this form is responsible for any act, which damages the club premises or equipment, either individually or jointly with others. I will accept liability for the costs involved to remedy the damage, in proportion to the degree of involvement of my child causing the damage.
- I understand that from time to time Norwood Community Group Services may photograph or video events & activities for use in promoting the organisation or satisfying funding bodies that activity have taken place. I give consent for these images to be used for **these purposes only.**

Signed:

(Parent/Carer)

Date:

Signed:

(Parent/Carer)

Date:

Young Persons Contract

I agree:

- To show respect and courtesy to other members of the club and the staff of Norwood Community Group Services, both on and off site and to obey and instructions given by staff in relation to my safety.
- To show respect to the club equipment, premises and the surrounding area. I understand that I will be responsible for any damages I caused as a direct result of vandalism.
- To pay any subscriptions or fees for use of the facilities or events and understand that I will not be allowed to owe any money from one day to another or one event to another.
- To keep the centre tidy during each session and assist staff in clearing up.

Failure to abide by this contract may result in members being barred for a period of time and parents or carers being notified.

Signed:

(Member of Club)

Date: