Safeguarding and Child Protection Policy, Procedures and Guidance

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Declaration

I have read Nacro's Safeguarding and Child Protection Policy and Procedure, agree to abide by its principles and understand that failure to do so may result in disciplinary action, and that if I have concerns about the application of the policy or procedure, I may raise these concerns either with my line manager, the Director of Human Resources and Organisational Development, or as a grievance or harassment in accordance with Nacro's procedures.

I understand that signing this declaration does not in any way affect my statutory right to raise a grievance concerning any area of my employment.

Print name	
Signature	
Department or project	
Directorate	
Date	

Education Staff Only

I have read Part One and Appendix A 'Further Information' of the Keeping Children Safe in Education statutory guidance for schools and colleges.

Signature	
Date	

A copy of the DfE Keeping Children Safe in Education can be found on One Space: http://onespace.nacro.org.uk/sites/intranet/safeguarding/documents/keeping_children_safe_in_education.pdf

Part 1: Policy

1. Purpose

1.1 Nacro fully recognises its responsibilities in safeguarding learners and service users. This policy is relevant to all learner's/service users, trustees, visitors, volunteers, staff, stakeholders and external organisations or individuals including contractors working within the Nacro estate or externally on behalf of Nacro that have access to learners and service users through Nacro.

1.2 This policy and procedures has been developed in accordance with the principles established by the Children Acts 1989 and 2004; the Education Act 2002; and in line with government publications 'Professional Standards for Teachers and Trainers in Education and Training - England' 2014, 'Working Together to Safeguard Children' 2015 and 'Keeping Children Safe in Education' 2016.

1.3 Nacro is committed to ensure that we protect young people and vulnerable adults from maltreatment and ensure that it:

- Provides a safe environment for all of its students to learn and, or reside in
- Identifies children and young or vulnerable people who are suffering, or likely to suffer significant harm, and are protected from maltreatment. Takes appropriate action to help ensure that such children and young or vulnerable people are kept safe, both at home, at Nacro and online.
- Ensures that children and young people are growing up in circumstances consistent with the provision of safe and effective care enabling them to have optimum life chances and to enter adulthood successfully[1].
- Refers concerns that a child; young or vulnerable person might be at risk of significant harm to Social Services or an appropriate agency.
- Raises awareness of issues relating to the welfare of children and young or vulnerable people and the promotion of a safe environment for learners and service users.
- Staff and managers understand the risks posed by adults or young people who use the internet to bully, groom or abuse children, young people and vulnerable adults and support them in learning how to keep themselves safe.

[1] Department for Education (2015) Working together to safeguard children. A guide to inter-agency working to safeguard and promote the welfare of children

- Aids the identification of children and young or vulnerable people at risk of significant harm, and provide procedures for reporting concerns.
- Establish procedures for reporting and dealing with allegations of abuse against members of staff. Recruits staff and volunteers safely ensuring all necessary checks are made and reviews policies and procedures annually. All staff and Trustees will receive safeguarding awareness training and updates.
- Training all staff working with children and young or vulnerable people adequately to familiarise them with protection issues and responsibilities and Nacro's procedure and policies, attending appropriate refresher training annually.
- Has a senior member of Nacro's executive leadership team with lead responsibility for protection issues, supported by a designated safeguarding team.

2. Legal Framework

2.1 Nacro delivers its services in line with relevant current legislation (set out in the list below) which underpins the roles of practitioners, and as outlined in Working Together to Safeguard Children.

- The Children Act 2004 – Sections 10, 11, 12 and 13
- The Children Act 1989 – Sections 17 and 47
- Working Together to Safeguard Children 2015
- Keeping Children Safe in Education Statutory guidance for schools and colleges 2016
- Safeguarding Vulnerable Groups Act 2006
- The Education Act 1996/2002/2011
- The Protection of Freedoms Act 2012
- Human Rights Act 1998
- Data Protection Act 1998
- Prevent Strategy 2011
- Channel Duty Guidance 2015
- Ofsted Inspection Framework 2015
- Domestic Violence, Crime and Victims Act 2004
- Female Genital Mutilation Act 2003
- Mandatory Reporting of Female Genital Mutilation – procedural information
- Sexual Offences Act 2003
- The Munro Review 2011 and 2012 – A review of child protection: - a child – centred system and moving towards a child centred system.
- The Care Act 2014

3. Application of Policy (range and scope)

3.1 This policy covers all learner's/service users, trustees, visitors, volunteers, staff, stakeholders and external organisations or individuals including contractors working within the Nacro estate or externally on behalf of Nacro.

3.2 Nacro's Safeguarding and Child Protection Policy, Procedures and Guidance addresses all aspects of safeguarding and child protection. Where Nacro's staff are working in, or seconded to a host organisation e.g. a prison, they will be bound by the host agency's policy and procedures as well as having to adhere to Nacro's own policy, procedures and guidance.

3.3 The following subjects are covered within this policy:

- Recognising Abuse and Neglect
- Effects of Domestic Abuse on Children and Young People
- Forced Marriage – a Form of Domestic Abuse (New Law)
- Safeguarding Guidance for Work Related Experience
- Stalking Policy
- Child Sexual Exploitation (CSE)
- Female Genital Mutilation (FGM)
- Neglect
- Missing Children
- Children Missing from Education
- Prevent
- Trafficking
- Drugs
- Bullying including cyberbullying
- Allegations of abuse made against other children
- E-Safety
- Mental Health

4. Links With Other Policies/ Documents

Data Protection Act	Freedom of Information Act	Information Security Policy
Learner Guide to Attendance and Punctuality (EDU)	Acceptable Behaviour Policy (EDU)	Health and Safety Policy
Anti-Bullying Policy (EDU)	Comments and Complaints Policy	Incident Policy and Procedures (HOU)
Service User Substance Misuse Procedure (HOU)	Weapons Procedure (HOU)	Search and Restraint Policy (EDU)
Incident Policy and Procedure	ICT Acceptable Use Policy	Equality and Diversity Statement
Code of Conduct for Nacro Employees	Social Media Policy	Whistle Blowing Policy
Work Experience Policy (EDU)	Disciplinary Policy and Procedures	

5. Interpretation

5.1 The Children Act 1989 defines a child 'as anyone who has not yet reached their 18th birthday'. Where a child has received social care support (in the form of care) up to their 18th birthday, the local authority has a duty to support them up to their 21st birthday should they require additional services. Duties and eligibility for support may also extend until their 25th birthday[2]. This definition is broadly the same across England and Wales and therefore these principles can similarly be applied across Nacro's work in both England and Wales.

5.2 Throughout this policy and associated procedures, reference is made to children and, or young people. 'Young Person' refers to someone who is over the school leaving age of 16 years and under 18 years. This policy does not apply to 14 – 16-year-old learners who fall under the jurisdiction of the school which they attend and the local authority policies relating to that age group.

[2] See part III, section 23 of the Children Act 1989

5.3 Nacro recognises that some adults are also vulnerable to abuse; accordingly, Nacro's Safeguarding and Protection of Adults Policy and Procedure[3] provides procedural guidance in its application to safeguarding adult service users. The statutory framework introduced under the Care Act 2014 applies to any person aged 18 or above whom:

- Has needs for care and support (regardless of the level of need and whether or not the local authority is meeting any of those needs);
- Is experiencing, or is at risk of abuse or neglect; and
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

Prior to the introduction of the Care Act 2014 a vulnerable adult was defined by the Department of Health (No Secrets 2000). Now local authorities must promote wellbeing when carrying out any of their care and support functions in respect of a person, and that person should be enabled to participate as fully as possible in decisions at every stage in their care.

6. Responsibilities of Managers and Staff

6.1 This policy requires that all staff must:

- Take any suspicions and/or allegations of abuse or risk to children seriously and respond swiftly and appropriately through the provision of child protection procedures contained in this document.
- Ensure and support the timely sharing of information with relevant authorities when there are concerns about a child's welfare.
- Contribute to effective partnership working between all those involved in providing services for children, you people and vulnerable adults.

6.2 All work with children, young people and families must remain focused throughout on the individual needs of the child. In terms of service delivery, Nacro expects its interventions to achieve the best possible outcomes for the child and, in doing so, that its managers and staff adhere to these policies, procedures and practices which:

- Enable and support staff – whether paid or voluntary – to maintain professionalism and high standards of practice
- Treat children, young people and vulnerable adults with respect
- Provide a safe physical environment

[3] Safeguarding and Protection of Adults Policy and Procedure can be found on Nacro's Onespace at: http://onespace.nacro.org.uk/sites/intranet/housing/service%20users/safeguarding%20adults%20revised%20version%20-%20mar%2015.pdf

- Promote safe practices and challenge poor and unsafe practices
- Promote an anti-bullying culture
- Enable Nacro's managers to recruit staff and volunteers safely and in the best interests of the children, young people and vulnerable adults Nacro works with
- Ensure all contractors and those involved in commissioned pieces of work are vetted appropriately
- Provide instructions, guidance and support to staff, and where appropriate, to children when situations and allegations are disclosed
- Monitor and quality assure relevant policies, procedures and practices in line with the corporate frameworks.

7. Policy Statement

7.1 Nacro is committed to safeguarding and protecting the welfare of those who use its services, working in partnership with the child their family and other agencies as appropriate.

7.2 Nacro's Safeguarding and Child Protection Policy, Procedures and Guidance accords with legislation, statutory guidance and national and local best practice guidance. Particular reference is made to the responsibilities that are set out in section 11 of the Children Act 2004, Working Together to Safeguard Children and the 'Every Child Matters Framework'[4]. In order to fulfil Nacro's commitment to safeguard and promote the welfare of children and young people the following will be in place:

- A clear commitment by Nacro's executive leadership team to the importance of safeguarding and promoting children and young people's welfare through the provision and subcontracting of services.
- Clear priorities for safeguarding and promoting the welfare of children and young people, explicitly stated in key policy documents and procurement strategies.
- Clear lines of accountability and governance within and across Nacro for the provision of services designed to safeguard and promote the welfare of children and young people.
- Effective complaints procedures that are in accordance with guidance from the local authority and locally agreed inter-agency guidance and procedures.
- Arrangements to ensure that all relevant managers, staff and volunteers undertake appropriate training to equip them to carry out their responsibilities effectively and keep this up to date by appropriate refresher training at regular intervals.

[4] Every Child Matters: Change for Children – 2004 and Every Child Matters - 2003 : https://www.education.gov.uk/consultations/downloadableDocs/EveryChildMatters.pdf

- All managers, staff and volunteers are made aware of their responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults.
- A culture of listening to and engaging in dialogue with children and young people – seeking their views in ways appropriate to their age and understanding and taking account of these both in individual decisions and the establishment, development and improvement of services.
- Human resources management and recruitment procedures and processes and contractual arrangements that take account of the need to safeguard and promote the welfare of children and young people, including arrangements for appropriate checks on new staff and volunteers.
- Clear processes which help to keep children and young people stay safe online by equipping staff and volunteers with the tools to understand, identify and mitigate the risks of new technology.
- Procedures for dealing with allegations of abuse against members of staff and volunteers.
- Arrangements to work effectively with other organisations to safeguard and promote the welfare of children and young people, including formal written arrangements for sharing appropriate whistle blowing procedures.

7.3 In carrying out its duties Nacro's managers will ensure that Nacro's services work in partnership with local safeguarding boards and other statutory and voluntary agencies and that constructive relationships and developed and maintained. In carrying out the responsibilities outlined in this document, Nacro's staff may also need to read/refer to other internal policies including Data Protection as listed above.

7.4 Safeguarding activity is undertaken at all levels of service provision. It is essential that staff recognise their specific responsibility within the process and all staff are committed and able to undertake this activity. Support and training will be available to managers, staff and volunteers so that they are prepared to operate the procedures contained in this document effectively. Lack of compliance with the guidance and procedures contained in this document may result in disciplinary action being considered.

7.5 Nacro will undertake an annual review of its Safeguarding and Child Protection Policy, Procedures and Guidance.

8. Commissioned Services Delivered by Nacro

8.1 Statutory guidance (England and Wales) requires that where services are commissioned by statutory agencies, the commissioned service is expected to take statutory guidance requirements into consideration. In providing services on behalf of statutory agencies Nacro will comply with Section 11 of the Children Act 2004 (Working together to Safeguard Children)[5].

9. Young People Work Experience, Placements and Work Based Learning

9.1 Nacro will ensure that:

- A Health and safety work placement audit[6] is undertaken prior to establishing work experience placements
- Employers and providers are aware of and are carrying out their responsibilities in relation to safeguarding and the protection of children and vulnerable adults. Ensuring that providers have appropriate policies and procedures in place which are followed by all staff.
- Nacro staff and volunteers, employers and work placement providers are aware of the action to be taken and by whom, should a safeguarding issue be raised before, during or after a placement.
- Nacro staff are appropriately trained to carry out the health and safety work placement audit.

10. Cross Nacro Sites and Sub-Contracted Providers

10.1 Where learners or service users attend other Nacro sites or provision, including centres and facilities owned, leased by or used by sub-contracted partners for the purpose of engaging with Nacro learner's/service users, it is the responsibility of the Designated Safeguarding officer as identified in the structure chart (see point 17) to manage any concerns about those learner's/service users appropriately ensuring that there is good, effective and timely communication, liaison and information sharing up to Nacro's national Safeguarding Lead.

[5] Section 11 of the Children Act 2004 places duties in a range of organisation and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.

[6] See Pre-Placement checks -Employer engagement - Nacro Intranet

11. Learners Aged 14-16 on School Roll

11.1 Where young people are on the roll of another education establishment there should be protocols in place between the DSO or Deputy, via the Schools Links Co-ordinator and the designated tutors at the centre responsible for communication regarding for example unexplained absence or other concerns.

11.2 There will be liaison with the parent/carer and the Schools Link Co-ordinator.

11.3 The Schools Link Co-ordinator will identify individual young people of statutory school age, who are attending Nacro centres to ensure appropriate curriculum and safeguarding is in place for each individual learner.

11.4 The Schools Link Co-ordinator must be informed when a safeguarding issue concerns a pre-16 learner. Either the DSO or the Schools Links Co-ordinator will contact the Head Teacher in such circumstances without delay.

12. Learners/Service Users with Learning Difficulties and/or Disabilities

12.1 Research suggests that learners/service users with disabilities and/or learning difficulties are more vulnerable to abuse. The risks may be increased by their need for practical assistance and physical dependency including intimate care which may be delivered by a number of different carers, by possible communication difficulties and lack of access to strategies to keep themselves safe, or by increased risk that they may be socially isolated or may not understand that they are being abused.

12.2 Nacro staff who work with young people/service user's in any capacity must be particularly aware of and sensitive to how the effects of abuse or harm may present and be able to pick up on any changes in behaviour or presentation that might indicate a concern that should be shared immediately with the Designated Safeguarding Officer.

12.3 Nacro staff working with this client group will have important information about an individual's young person/service user's presentation, their levels of understanding and how best to communicate with them. All staff working with young people/service users with special educational needs or disabilities will receive appropriate training to enable them to meet the needs of the young person/service user appropriately and to recognise and report any concerns.

13. Intimate care and Toileting

13.1 Nacro is committed to supporting and meeting the needs of young people/service user's with disabilities and will ensure that no young person/service user is put at substantial disadvantage compare with their non-disabled peers.

13.2 If a young person/service user has particular needs which require intimate care or the administration of medication, a meeting will be held with the young person/service user, their parents/carers and relevant health professionals to ensure that an individual support plan is drawn up to meet those needs appropriately. The young person/service user's wishes and feelings will be taken into account and respected throughout this process.

14. Supporting Learners/Service Users

14.1 In line with the duty to 'help children achieve more' (Working Together to Safeguard Children 2013), Nacro will promote the many areas that support learners and service users to be successful and feel confident in terms of their:

- Physical and mental health and emotional well-being
- Protection from harm and neglect
- Education, training and recreation
- Contribution to society
- Social and economic well-being.

14.2 Nacro will support learners and service users by:

- Encouraging a sense of self-worth and assertiveness whilst not condoning bullying and aggression. Bullying in itself may result in the threshold of significant harm being met and we take seriously our responsibility to challenge bullying behaviours in accordance without anti-bullying policy
- Promoting a caring and safe environment within centres and housing
- Providing an environment where learners/service users are able to make positive relationships with staff and are better able to talk to staff about their lives.
  Provide opportunities through the curriculum for learners'/service users to learn strategies to protect themselves, ask for help and support and gain confidence in standing up for their rights and valuing and respecting others, e.g. through awareness raising activities and workshops including sexual health, anti-bullying, drug and alcohol support, gang prevention and health and well-being.

14.3 Safeguarding is promoted through a learner's/service users programme (induction, tutorial, enrichment and curriculum) and learner's/service users are encouraged to recognise their own responsibilities to safeguard themselves and others. Guidance and support for learner's/service users is available through a range of learner/service users support services including tutorial, counsellors and advisors. These aims are underpinned by the following Nacro policies:

- Observation of Teaching, Learning and Assessment Policy
- Bullying and Harassment Policy
- Complaints procedure
- Acceptable Behaviour Policy
- ICT Acceptable Use Policy

15. Safeguarding Structures

15.1 Nacro will provide a nominated safeguarding person, identified at a senior manager level. The nominated Strategic Safeguarding Lead is the Director of Housing, **Joanne Drew** and operationally **Paul Philips,** Head of Housing (North) and **Clare Kirk,** Assistant Principal –Learner Services who will oversee all aspects of safeguarding within and across Nacro, providing a critical evaluation of quarterly directorate monitoring reports and propose recommendations for the improvement of policy, procedures and practices across and within the organisation.

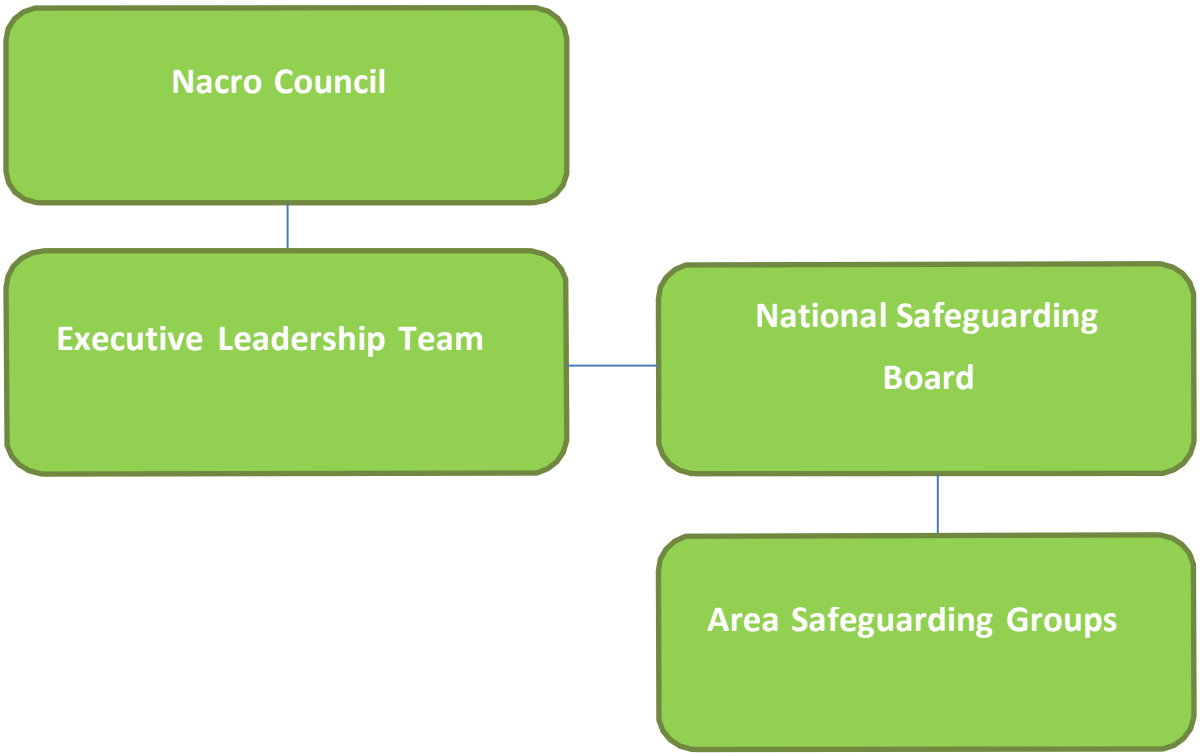
15.2 There will also be a group of staff appointed as Designated Safeguarding Officers. These nominated staff will receive designated safeguarding officer training provided by the NSPCC. They will have responsibility for assisting with day-to-day enquiries from staff and volunteers; offering consultation and advice where necessary and assisting with liaison with external agencies in respect of local safeguarding matters. In addition, they will be responsible for completing monthly monitoring forms. These officers will meet at least four times a year to assist the nominated safeguarding person to fulfil requirements within and across the organisation as a whole and to take an active role in ensuring the implementation of Nacro's safeguarding and Child Protection Policy, Procedures and Guidance amongst all managers, staff and volunteers.

15.3 The role of the Lead Trustee is to provide a bridge between the Executive Leadership Team and Nacro's Finance and Performance Committee to ensure that effective monitoring of the policy is in place and that all allegations and complaints are fed through to Nacro Council and that the organisation remains compliant with its own policy

and procedures. The Lead Trustee will ensure that the Nacro Council is made aware of any potential risk(s) to the organisation regarding specific allegations or the overall procedure. The lead trustee's key function is to work with the Director of Housing in ensuring corporate responsibility is adhered to under the policy.

15.4 Area safeguarding groups will review local practice, analyse reports and incidents and feed in outcomes to Nacro's Safeguarding Board, which will report to the leadership team, who in turn will keep Nacro Council informed of all relevant issues.

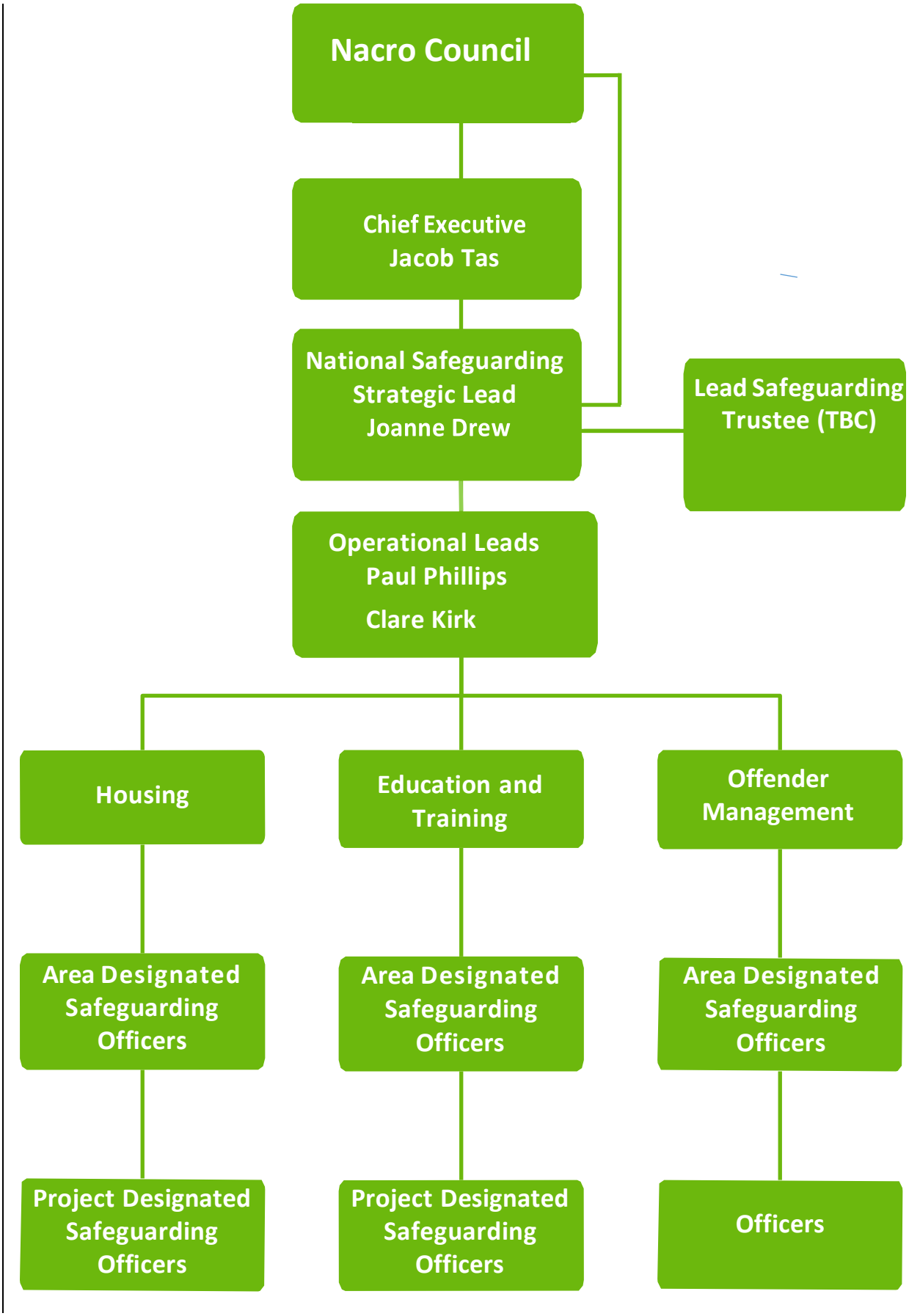
16. Governance Structure



17. Safeguarding Reporting Structure

17.1 For a full list of Nacro's current Area Designated Safeguarding Officers and Project Designated Safeguarding Officers refer to 'Safeguarding Officers contact details' located in the 'All users safeguarding folder' on the S drive. These details are also published on Onespace under the Safeguarding tab.

17.2 The following illustrates the lines of accountability in respect of safeguarding children and young people throughout Nacro:


Nacro Council
Chief Executive
Jacob Tas
National Safeguarding
Strategic Lead
Joanne Drew
Lead Safeguarding
Trustee (TBC)
Operational Leads
Paul Phillips
Clare Kirk
Housing
Education and
Training
Offender
Management
Area Designated
Safeguarding
Officers
Area Designated
Safeguarding
Officers
Area Designated
Safeguarding
Officers
Project Designated
Safeguarding
Officers
Project Designated
Safeguarding
Officers
Officers

Part 2: Abuse: Definitions, Signs and Concerns

18. Guidance on Abuse

The definitions and signs of abuse set out in part 2 are intended to serve as guidance only.

18.1 Abuse and Neglect

Abuse and neglect are forms of maltreatment of a child or young person. Somebody may abuse or neglect a child or young person either directly by inflicting harm, or indirectly by failing to act to prevent harm. Children and young people 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 by another child or children or young person(s). The following definitions and signs of abuse have been extracted with permission, from the NSPCC's 2010 child protection fact sheet[7].

18.2 Definitions

18.2.1 There are four types of child abuse. They are defined in the UK government's guidance – 'Working Together to Safeguard Children' as follows:

1. Physical abuse
2. Emotional abuse
3. Sexual abuse
4. Neglect

18.2.2 Bullying is not defined as a form of abuse in 'Working Together' but there is clear evidence that it is abusive and will include at least one, if not two, three or all four of the defined categories of abuse. For this reason, it is included here below.

19. Physical Abuse

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

20. Emotional Abuse

20.1 Emotional abuse is the persistent emotional maltreatment of a child or young person such as to cause severe and persistent adverse effects on their emotional development.

[7] https://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/

It may involve conveying to children or young people that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may include not giving the child or young person opportunities to express their views, deliberately silencing them or making fun of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children or young people. These may include interactions that are beyond the child or young person's developmental capability, as well as over-protection and limitation of exploration and learning, or preventing the child or young person participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children or young people frequently to feel frightened or in danger, or the exploitation or corruption of children or young people. Some level of emotional abuse is involved in all types of maltreatment of a child or young person, although it may occur alone.

21. Sexual Abuse

21.1 Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching the outside of clothing. It may also include non-contact activities, such as involving children or young people in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or young people to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people.

22. Self Harm

22.1 Self-harm is a wide definition that includes eating disorders, self-injury, risk-taking behaviour and drug/alcohol misuse.

23. Neglect

23.1 Neglect is the persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child or young person'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 or young person from physical and emotional arm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment

23.2 It may also include neglect of or unresponsiveness to, a child or young person's basic emotional needs.

24. Bullying

24.1 Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group). The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children and young people to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self- harm). All settings in which children and young people are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies.

25. Domestic Violence

25.1 Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

25.2 Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence and escape and regulating their everyday behaviour.

25.3 Coercive behaviour is an act or pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

25.4 It is important to note that the definition includes young people aged 16 or over, therefore staff must be vigilant to domestic violence within young people's relationships and refer this as a child protection concern to the Designated Safeguarding officer.

25.5 Living with domestic violence is a form of emotional abuse and is included in the definition of emotional abuse as, 'seeing or hearing ill treatment of another'. If staff are aware that a learner or service user is witnessing, hearing, living with or experiencing domestic violence, they should inform the Designated Safeguarding Officer.

26. Young Carers

26.1 In many families, learner's/service users contribute to family care and well-being as part of normal family life. A young carer is a child who is responsible for caring on a regular basis for an adult or sibling who has an illness or disability.

26.2 Caring responsibilities can significantly impact on the young person's health and development. Nacro staff should report any concerns to their local DSO who will assess the situation and if appropriate refer to Children's Social Care a young carer who is:

- Unlikely to achieve or maintain a reasonable standard of health or development because of caring responsibilities
- At serious risk of harm through abuse or neglect
- Providing intimate bodily care

27. Teenage Relationship Abuse

27.1 Teenage relationship abuse consists of the same patterns of coercive and controlling behaviour as domestic abuse. These patterns might include some or all of the following sexual abuse, physical abuse, financial abuse, emotional abuse and psychological abuse.

28. Allegations of Abuse made against other children (Peer on Peer Abuse)

28.1 Young people may behave in a harmful way to one another in a number of ways, which would be classified as peer on peer abuse. It is essential that our practice explores the many forms of peer on peer abuse and include a planned and supportive response to the issues. Some behaviours may be dealt with through Our Acceptable behaviour

policy. However some allegations might be of such a serious nature that they become safeguarding concerns. These allegations are most likely to include physical abuse, emotional abuse, sexual abuse and sexual exploitation; however we are aware that the abuse may take any form.

Specific safeguarding issues against another young person may include:

Physical abuse:

- Pre-planned violence
- Physical altercations
- Forcing others to carry out violence
- Forcing others to use drugs, alcohol or other substances

Emotional abuse:

- Bullying
- Threats and Intimidation
- Blackmail/extortion

Sexual abuse:

- Sexual assault
- Indecent exposure
- Indecent touching
- Showing pornography to others
- Forcing others to create/share/download indecent images
- Sexting

Sexual exploitation:

- Encouraging/enticing other pupils/students to engage in inappropriate sexual behaviour
- Photographing or videoing other children performing indecent acts
- Sharing images through social media

28.2 When an allegation is made by a young person against another young person which is of a safeguarding nature it should be reported to the Designated Safeguarding Officer as soon as possible as well as logged onto our incident management system.

29. Hazing / Initiation

29.1 Hazing is a form of initiation ceremony which is used to induct newcomers into an organisation such as a school, sports team etc. There are a number of different forms, from relatively mild rituals to severe and sometimes violent ceremonies. The idea behind this practice is that it welcomes newcomers by subjecting them to a series of trials which promote a bond between them. After the hazing is over, the newcomers also have something in common with older members of the organisation, because they all experienced it as part of a rite of passage. Many rituals involve humiliation, embarrassment, abuse, and harassment.

30. Abuse Linked to Faith, Belief and Culture

30.1 Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in criminal conviction of those using this form of abuse even if the intention is to help the child.

30.2 Child abuse may be linked to faith, belief and culture. Examples are belief in concepts of witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs), the evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context); ritual or multi murders where the killing of children is believed to bring supernatural benefits or the use of their body parts is believed to produce potent magical remedies; and use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation. Nacro staff will report any concerns to their local DSO for further investigation.

31. Private Fostering Arrangements

31.1 Privately fostered learner's/service users under the age of 18 are cared for by someone other than a parent or close relative) e.g. step-parents, siblings, siblings of a parent and grandparents) for 28 days or more. Nacro staff should make a referral to their local DSO who will notify Children's Social Care if:

- They become aware of a private fostering arrangement, which is not likely to be notified to the local authority so that the local authority can discharge its duty to satisfy itself that the welfare of the privately fostered young person/service user is satisfactorily safeguarded and promoted.

- They have doubts about whether a learner/service user's carers are actually their parents, there is evidence to support these doubts, including concerns about the young person/service user's welfare

31.2 Nacro staff should be aware that failure by a private foster carer or parent to notify a local authority of a private fostering arrangement is an offence.

32. Female Genital Mutilation

32.1 It is illegal in the UK to subject a child to female genital mutilation (FGM) or to take a child abroad or to aid or abet someone to take a child out of the country to undergo the procedure – Female Genital Mutilation Act 2003, amended by the Serious Crime Act 2015[8]. Nacro will work to the statutory guidance; 'Working together to Safeguard Children, March 2015'.

32.2 FGM is practiced in 29 African countries and therefore girls from those countries living in the UK are at risk of FGM and include those from Somalia, Kenyan, Ethiopian, Sierra Leonean, Sudanese, Egyptian, Nigerian, Eritrean, Yemini, Kurdish and Indonesian women and girls. Different countries have different words and terms for FGM. FORWARD UK[9] has a table of definitions. Despite the harm it causes, FGM practicing communities consider it acceptable to protect their cultural identity. The age at which girls are subject to FGM varies greatly from shortly after birth to any time up to adulthood. The average age is thought to be 6 – 12 years but it is also thought that the age at which girls are mutilated is dropping.

32.3 Although the age of learners and service users at Nacro is such that they are not necessarily in the 'high risk' category for FGM, a learner/service user may disclose that she is at risk of FGM, has suffered FGM or that she has a sister or family member who is at risk of mutilation.

32.4 Staff should be alert to the following indicators:

- The family comes from a community that is known to practice FGM
- A learner/service user may talk about a long holiday to a country where the practice prevalent
- A learner/service user may confide that she or a sister of family member is to have a

[8] https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/legislation-policy-and-guidance/

[9] FORWARD (Foundation for Women's Health Research and Development) are a leading African diaspora women's campaign and support organisation. http://forwarduk.org.uk/key-issues/fgm/

'special procedure' or to attend a special occasion

- Any female learner/service user born to woman who has suffered FGM or has a sister or relative who has been subjected to FGM must be considered to be at potential risk
- Section 5B of the Female Genital Mutilation Act 2003 (as inserted by section 74 of the Serious Crime Act 2015) places a statutory duty to report to the police where they discover (either through disclosure ..) that FGM has been carried out on a girl under 18. Information on when and how to make a report can be found at https://www.gov.uk/government/publications/mandatory-reporting-of-female-genital-mutilation-procedural-information
- Any information or concern about a learner/service user or member of her family being at risk of FGM must be reported to the Designated Safeguarding Officer as a matter of urgency and will be treated as an immediate child protection referral.

32.5 Nacro has adopted the principals as outlined in the 'Multi-Agency Practice Guidelines: Female Genital Mutilation'[10] alongside 'Working Together to Safeguard Children' to support Designated Safeguarding Officers in meeting the multiple needs of those at risk or affected by FGM. Nacro staff will promote awareness through tutorials and information sharing and provide staff, learners/service users with access to resources and documents such as:

- Home Office FGM resource pack[11] which contains case studies and resources and leaflets to use in different languages
- FGM App – Petals[12] has been created to help protect young girls and women from FGM. It includes information about FGM; personal stories; links to educational films and a quiz. It also provides details of where those affected or at risk can go to get help and advice and provides access to the NSPCC's National FGM Helpline at the touch of a button which works on most mobiles.

32.6 The Home Office have produced a free online training course 'Recognising and Preventing FGM'[13], with learning outcomes:

- Understand what FGM is and distinguish 4 types of FGM
- Identify key health risks and consequences of FGM
- State the legal position in the UK regarding FGM

[10] Female genital mutilation: Multi Agency practice guidelines : https://www.gov.uk/government/publications/female-genital-mutilation-guidelines

[11] https://www.gov.uk/government/publications/female-genital-mutilation-resource-pack/female-genital-mutilation-resource-pack

[12] http://petals.coventry.ac.uk/

[13] https://www.fgmelearning.co.uk/

- Understand how and when FGM is carried out
- Identify who is at risk of FGM and describe the key indicators
- List some of the common justifications for FGM
- Be aware of their role in preventing FGM and supporting those who have undergone FGM

Nacro will encourage all Designated Safeguarding Officers to complete the course.

33. Child Sexual Exploitation (CSE)

33.1 Sexual exploitation of children and young people under 18 involves exploitive situations, contexts and relationships where young people (or a third person or persons) receive something (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing and/or others performing on them sexual activities.

33.2 Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example, being persuaded to post sexual images on the internet/mobile phones with immediate payment of gain. In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitive relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and /or emotional vulnerability'.

33.3 Sexual exploitation may be organised or opportunistic. It may take place when a learner/service user is groomed using technology or is encouraged to think they are entering into a relationship. It may be linked to gang membership. Boys as well as girls are sexually exploited. Young people are vulnerable to sexual exploitation in many ways and the vigilance of staff is key in identifying possible signs or indicators. The Rotherham Serious Case Review into sexual exploitation of a group of young people identified the importance of further education colleges and providers in identifying and meeting the needs of vulnerable young people who might be at risk of this form of abuse.

33.4 Nacro has adopted the guidance set out in 'Safeguarding Children and Young People from Sexual Exploitation[14], particularly Chapter 5 – 'Preventing Sexual Exploitation'. Staff will work with learner's/service users to:

- Reduce their vulnerability

[14] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/278849/Safeguarding_Children_and_Young_People_from_Sexual_Exploitation.pdf

- Improve their resilience
- Disrupt and preventing the activities of perpetrators
- Reduce tolerance of exploitative behaviour
- Work in partnership with relevant agencies to bring about prosecution of abusers

Strategies include:

- Awareness raising and preventative education – by developing the knowledge and skills young people need to make safe and healthy choices including relationships and sexual health. Enabling them to avoid situations that put them at risk of sexual exploitation or to know who to turn to if they need advice and support.

33.5 Staff must be vigilant to any signs or concerns that a learner/service user may be sexually exploited. Any identified issues should be dealt with as a child protection matter and reported to the Designated Safeguarding Office as a matter of urgency.

34. Radicalisation

34.1 In February 2008 and latterly in 2010 the Government published guidance to local partners including colleges and private training providers on preventing violent extremism. While the guidance was prompted following examples of Al Qaida behaviour, it is also aimed at reducing the risk of radicalisation of vulnerable groups, including Animal Rights Groups; Far Right, Neo Nazi, White Supremacist ideology, Irish Nationalist and Loyalist paramilitary groups.

34.2 Nacro is committed to providing a secure environment for learner's/service users, where they feel safe and are kept safe. All staff at Nacro recognise that safeguarding is everyone's responsibility irrespective of the role they undertake. Nacro values freedom of speech and expression of beliefs/ideology as fundamental rights underpinning our society's values. Both young people/service users and staff have the right to speak freely and voice their opinions. However, freedom comes with responsibility and free speech that is designed to manipulate the vulnerable or that leads to violence and harm of others goes against the moral principles in which freedom of speech is valued. Free speech is not an unqualified privilege; it is subject to laws and policies governing equality, human rights, community safety and community cohesion.

34.3 The current threat from terrorism may include the exploitation of vulnerable people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children vulnerable to future manipulation and

exploitation. Nacro is clear that this exploitation and radicalisation should be viewed as a safeguarding concern. In adhering to this procedure, staff and visitors will contribute to Nacro's delivery of outcomes to all learners, as set out in s10 (2) of the Children's Act 2004. Nacro's British Values and Challenging Radicalisation, Extremism and Terrorism Procedure and Safeguarding Policy is one element within our overall arrangements to Safeguard and Promote the Welfare of all learner's/service users in line with our statutory duties set out at s175 of the Education Act 2002 and the Counter Terrorism and Prevent Duty 2015.

34.4 Nacro recognises the positive contribution it can make towards protecting its learners and service users from radicalisation to violent extremism. Nacro will continue to empower its learner's/service users to create communities that are resilient to extremism and protect the wellbeing of particular learner's/service users who may be vulnerable to being drawn into violent extremism or crime. It will also continue to promote the development of spaces for free debate where shared values can be reinforced.

34.5 Radicalisation is the process by which individuals come to support terrorism or violent extremism. There is no typical profile for a person likely to become involved in extremism, or for a person who moves to adopt violence in support of their particular ideology. Although a number of possible behavioural indicators are listed below, staff should use their professional judgement and discuss with other colleagues if they have any concerns:

- Use of inappropriate language
- Behavioural changes
- The expression of extremist views
- Possession of violent extremist literature including electronic material accessed via the internet and communication such as email and text messages
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

34.6 Channel is a Government programme which focuses on providing support to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

- Identifying individuals at risk
- Assessing the nature and extent of that risk
- Developing the most appropriate support plan for the individuals concerned

34.7 Nacro staff should be aware of signs of radicalisation and report any concerns about a learner/service user beginning to support terrorism and/or violent extremism to their local Designated Safeguarding Officer. To support staff in developing awareness and the skills to identify concerns all staff will complete the Channel General Awareness online course[15].

34.8 The Government has launched the educate against hate website. This is designed to equip professionals and parents with tools they may need to recognise and address extremism and radicalisation in young people. http://educateagainsthate.com/

35. Trafficking and Exploitation

35.1 A trafficked child or young person is coerced or deceived by the adult who brings them into the country. Trafficked children and young people are denied their human rights and are forced into exploitation e.g. domestic servitude, forced marriage, criminal activity, begging, and benefit fraud, acting as a drug mule, sweatshop or restaurant work. Learners/service users may appear to submit willingly through fear for themselves or their family, because their parents have agreed to the situation or because of bribes.

35.2 Recognition of trafficked and exploited learner's/service users will normally rely on a combination of general signs of abuse and neglect and issues concerned with the learner's/service user's immigration status. They may not be in possession of their own travel documents, be excessively afraid of being deported, be in possession of false papers, being cared for by an adult who is not their parent, presenting with a history of missing links and unexplained moves. Nacro staff should make a referral to the appropriate Designated Safeguarding Officer if they suspect a learner/service user has been trafficked.

36. Forced Marriage / Honour Violence / Killings

36.1 A 'forced' marriage is distinct from a consensual 'arranged' marriage because it is without the valid consent of both parties and where duress is a factor. A learner/service user who is forced into marriage is at risk of significant harm through physical, sexual and emotional abuse. Information about a forced marriage may come from the learner/service user themselves, or the learner/service user's peer group, a relative or

[15] http://course.ncalt.com/Channel_General_Awareness/01/index.html

member of the learner/service user's local community or from another professional.

36.2 Forced marriage may also become apparent when other family issues are addressed. e.g. domestic violence, self-harm, child abuse or neglect, family/young person conflict, absence from learning or a missing/runaway. Forced marriage may involve the learner/service user being taken out of the country for the ceremony, it is likely to involve non-consensual and, or under age sex and refusal to go through with the forced marriage has sometimes been linked to 'honour killing'. Young men as well as women are victims of forced marriage.

36.3 Nacro staff through the DSO should respond to suspicions of a forced marriage or honour based violence by making a referral to the relevant local Children's Social Care Team and if the risk is acute, to the Police Child Abuse Investigation Team. Nacro staff should not treat any allegations of forced marriage or honour based violence as a domestic issue and send the learner/service user back to the family home. It is unusual for families to deny that forced marriage is intended, and once aware of professional concern, they may move the learner/service user and bring forward both travel arrangements and the marriage. For this reason, staff should not approach the family or family friends or attempt to mediate between the learner/service user and the family as this will alert them to agency involvement.

36.4 Further information and advice can be obtained from the Forced Marriage Unit www.fco.gov.uk/forcedmarriage or 020 7008 0151 and the Honour Based Violence Helpline[16] 0800 599 9247.

37. Young Runaways

37.1 Nacro's policies and procedures for safeguarding to prevent young people from going missing and to protect them when they do go missing embodies the statutory guidance[17].

37.2 Some young people are pushed away from their homes by factors that make an environment difficult to live in, such as problems at home, difficult relationships, family breakdown and maltreatment or abuse problems in their education setting, including

[16] http://www.karmanirvana.org.uk/helpline/

[17] Statutory guidance on children who run away or go missing from home or care, January 2014: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307867/Statutory_Guidance_-_Missing_from_care__3_.pdf

bullying or personal problems such as mental health issues. Other young people are pulled away to be near friends and family or following grooming by adults for sexual exploitation or trafficking.

37.3 Nacro will support learner's/service users by enabling them to understand the dangers of running away and encourage them to seek support rather than run away. Some learner's/service users run away because they feel that there is no other option. Nacro is well placed to advise young people about the dangers of running away and to sign post available support. Where Nacro staff become aware of a young runaway they should report the matter to the local Designated Safeguarding Officer.

38. Learners missing in Education

38.1 It is important that staff are attentive to absences from school. A learner going missing from school is a possible indicator of abuse or neglect and such young people are at risk of being victims of harm, exploitation or radicalisation.

38.2 Staff must follow the attendance procedure to ensure that we are following the correct process for identifying any unauthorised absences from education, this is particularly important in relation to repeat incidences of absence. This will assist staff in identifying any potential risk of abuse and neglect, including sexual exploitation.

38.3 Nacro's education centres work in accordance with the statutory guidance Children Missing in Education (DfE 2016). Further information can be found within the guidance: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/550416/Children_Missing_Education_-_statutory_guidance.pdf

39. Gang Violence and Gang Grooming

39.1 Addressing the problem of gang involvement is a multi-agency issue. Nacro will work collaboratively with key local partners and where appropriate share information to safeguard young people at risk of gang-related harm.

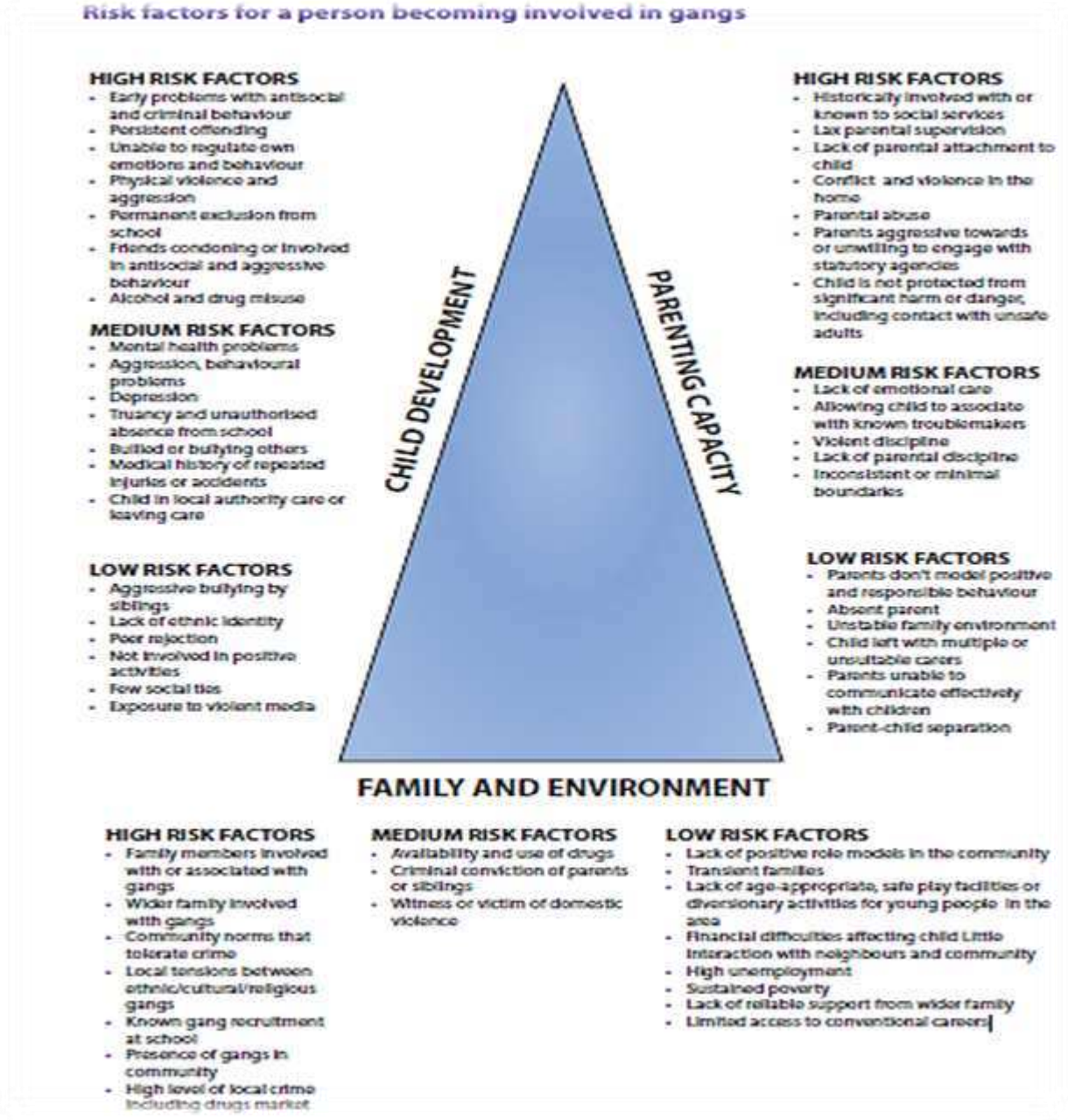
39.2 The role of safeguarding and child protection in relation to gangs should be both preventative and responsive – responding to the needs of those young people who are involved in gangs and at risk of harm as well as addressing the risk factors of other young people being drawn into gangs in the future.

39.3 Overall, children and young people who are particularly vulnerable to suffering harm in the gang context are those who are:

- Not involved in gangs, but living in an area where gangs are active, which can have a negative impact on their ability to be safe, healthy, enjoy and achieve, make a positive contribution and achieve economic well-being (Every Child Matters Outcomes)[18]
- Not involved in gangs, but at risk of being drawn in, for example, siblings or children of known gang members; or
- Gang-involved and at risk of harm through their gang-related activities (e.g. drug supply, weapon use, sexual exploitation and risk of attack from own or rival gang members).

39.4 There are particular risk factors and triggers that young people experience in their lives that can lead to them becoming involved in gangs. Many of these risk factors are similar to involvement in other harmful activities such as youth offending more generally or violent extremism. The diagram overleaf identifies the particular risk factors for a young person becoming involved in gangs. It ranges from those factors which are strong indicators of future involvement in gangs and medium and lower risk factors that increase the likelihood of future involvement in gang activity. This is based on the assessment triangle set out in Assessment of Children in Needs and their families[19].

[18] https://www.education.gov.uk/consultations/downloadableDocs/EveryChildMatters.pdf
[19] Framework for the Assessment of Children in Need and their Families: DoH; DEE and Home Office



39.5As part of the teaching and tutorial process, Nacro staff are well placed to pick up signs of anti-social behaviours, aggression, and bullying and gang activity amongst young people and identify those most at risk of harm as victims and/or the perpetrators. Poor academic achievement is one of the most consistently-reported risk factors found to increase the likelihood of violent behaviour and crime. Nacro staff will follow the behaviour management and anti-bullying and harassment procedures and if necessary work collaboratively with external bodies when managing gang related issues in centres.

40. Online Safety

40.1 This refers to the internet and other electronic forms of communication such as email, text messages, Facebook and other social media tools, which can be used to put young people and vulnerable adults at risk. There are many ways in which the various forms of technology can be used in a harmful way. Online safety risks can be summarised under the following headings:

Content

- Exposure to age-inappropriate material
- Exposure to inaccurate or misleading information
- Exposure to potentially harmful material, such as that inciting violence, terrorism, hate or intolerance
- Exposure to illegal material
- Illegal downloading of copyrighted materials e.g. music and films

Contact

- Grooming using communication technologies, potentially leading to abuse, radicalisation and other crime
- Bullying and harassment via websites, mobile phones or other forms of communication device

Commerce

- Exposure of children (under 18) to inappropriate commercial advertising
- Exposure and access to online gambling services
- Commercial and financial scams

40.2 Incidents and response

Incidents could include (but are not limited to); illegal activity such as gambling, bullying, abuse, hate crime, radicalisation and extremism, grooming and pornography.

Observations and concerns from staff members relating to online safety incidents should be reported to the Designated Safeguarding Officer. This includes but is not limited to:

- Grooming (including radicalisation and child sexual exploitation)
- Bullying and harassment
- Sharing explicit personal photos/video's
- Violence and weapons

40.3 Education and Training

Staff, volunteers, Trustees and learner's/service users are supported through education to develop the skills to be able to identify risks independently and manage

them effectively. This is done by using a range of opportunities and methods to embed online safety and the delivery of explicit sessions which include:

- Learner inductions and tutorial programmes covering topics such as developing critical thinking skills; the risk of downloading; posting and sharing images; the risks of posting personal information; and how to keep personal information safe.
- Staff safeguarding induction and up to date training at least ~~every three years~~annually
- Learner/service user and staff codes of conduct
- Safeguarding promotion, advertising and awareness raising across Nacro
- Bespoke Safeguarding sessions with specific groups of learner's/service users or individual learner's/service users
- Reading and acknowledging the Acceptable Use Policy

As part of Nacro's overall promotion and education of learner's/service users safe use of the internet and social media the following areas are covered:

a) Internet Grooming

Flattering someone into talking in a private chat room where they will be isolated or befriending someone on a social networking web page. Asking someone what problems they have to create the illusion of being a best friend and building up a sense of mutual love and trust, suggesting that they can discuss anything.

b) Sex Talk / Sexting

Engaging someone in explicit conversations or requesting explicit pictures from them. Further information on the subject, specific to learners can be found at the following location:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551575/6.2439_KG_NCA_Sexting_in_Schools_WEB__1_.PDF

c) Cyber Bullying

Using electronic forms of communication such as email, text, Facebook and other social media tools to send malicious or unkind messages to try and intimidate or threaten someone. Nacro seeks to educate learner's/service users through activities such as all education centres participating in Anti-Bullying Week coordinated by the Anti-Bullying Alliance[20]

[20] The Anti-Bullying Alliance is a coalition of organisations and individuals working together to stop bullying and create safe environments in which children and young people can live, grow, play and learn. Established by the NSPCC and NCB in 2002.

d) Safe Use of E-Technology

Nacro has an Acceptable Use Policy and a Social Media policy. Through induction and tutorials Nacro promotes appropriate use of technologies and social media with all learning centres participating in the national 'UK Safer Internet Day'. Usage of Nacro's WIFI by learners bringing their own devices is monitored to ensure the safe and appropriate use of E-technology and any concerns about inappropriate use will be flagged and followed-up as appropriate and where necessary referred to the appropriate Designated Safeguarding Officer.

e) Photography and Images

The vast majority of people who take or view photographs of videos of children do so entirely for innocent and legitimate reasons. Sadly, some people abuse children through taking or distributing images, so we must ensure that we have appropriate safeguards in place.

To protect learners and service users we will:

- Seek their consent for photographs to be taken or published (for example, on our website or in newspapers or publications)
- Use of the learner/service users first name with an image
- Ensure that the learner/service user is appropriately dressed
- Encourage learner's/service users to tell us if they are worried about any photographs that are taken of them.

41 Signs of Abuse

Recognising child abuse is not easy. In the context of working or volunteering for Nacro, it is not the member of staff or volunteer's responsibility to decide whether or not child abuse has taken place or if a child or young person is at significant risk of harm from someone. They do, however, have both a responsibility and duty to act in order that the appropriate agencies can investigate and take any necessary action to protect a child or young person. The following information should help managers, staff and volunteers to be more alert to the signs of possible abuse:

41.1 Signs of Physical Abuse

Most children and young people will collect cuts and bruises as part of the rough and tumble of daily life. Injuries should always be interpreted in light of the child or young person's medical and social history, developmental stage and the explanation given. Most accidental bruises are seen over bony parts of the body, e.g. elbows, knees, shins, and are often on the front of the body. Some children and young people, however, will

have bruising that is more than likely inflicted rather than accidental.

Important indicators of physical abuse are bruises or injuries that are either unexplained or inconsistent with the explanation given, or visible on the 'soft' parts of the body where accidental injuries are unlikely, e.g. cheeks, abdomen, back and buttocks. A delay in seeking medical treatment when it is obviously necessary is also a cause for concern, although this can be more complicated with burns, as these are often delayed in presentation due to blistering taking place sometime later.

41.1.1 The physical signs of abuse may include the following:

- Unexplained bruising, inconsistent marks or injuries on any part of the body
- Multiple bruises in clusters, often on the upper arm or outside of the thigh
- Cigarette burns
- Human bite marks
- Broken bones
- Scalds, with upward splash marks
- Multiple burns with a clearly demarcated edge

41.1.2 Changes in behaviour that can also indicate physical abuse:

- Fear of parents being approached for an explanation
- Aggressive behaviour or severe outbursts of temper
- Flinching when approached or touched
- Reluctance to get changed for example in hot weather
- Withdrawn behaviour
- Running away from home

41.2 Signs of Emotional Abuse

Emotional abuse can be difficult to measure, as there are often no outward physical signs. There may be a developmental delay due to a failure to thrive and grow, although this will usually only be evident if the child or young person puts on weight in other circumstances, for example when hospitalised or away from their parents' care. Even so, children and young people who appear well cared for may nevertheless be emotionally abused by being taunted, put down or belittled. They may receive little or no love, affection or attention from their parents or carers. Emotional abuse can also take the form of children and young people not being allowed to mix or play with others.

41.2.1 Changes in behaviour that can indicate emotional abuse:

- Neurotic behaviour, e.g. sulking, hair twisting, rocking
- Being unable to play
- Fear of making mistakes
- Sudden speech disorders
- Self-harm
- A fear of a parent being approached regarding their behaviour
- Development delay in terms of emotional progress

41.3 Signs of Sexual Abuse

Adults who use children and young people to meet their own sexual needs abuse both girls and boys of all ages, including infants and toddlers. Usually, in cases of sexual abuse it is the child or young person's behaviour that may cause those working with them to become concerned, although physical signs can also be present. In all cases, children and young people who speak about sexual abuse do so because they want it to stop. It is important, therefore, that they are listened to and taken seriously. It is also important to remember that it not just adult men who sexually abuse children and young people – there are increasing numbers of allegations of sexual abuse of children against women and sexual abuse can also be perpetrated by other children or young people.

41.3.1 The physical signs of sexual abuse may include the following:

- Pain or itching in the genital area
- Bruising or bleeding near the genital area
- A sexually transmitted disease
- A vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy

41.3.2 Changes in behaviour which can also indicate sexual abuse include:

- Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn
- Fear of being left with a specific person or group of people
- Having nightmares
- Running away from home
- Sexual knowledge which is beyond their age or developmental levels
- Sexual drawings or language
- Bed wetting

- Eating problems such as over eating or anorexia
- Self-harm or mutilation, sometimes leading to suicide attempts
- Saying they have secrets they cannot tell anyone about
- Substance misuse
- Suddenly having unexplained sources of money
- Not being allowed to have friends (particularly adolescence)
- Acting in a sexually explicit way towards adults

41.4 Signs of Neglect

Neglect can be a difficult form of abuse to recognise, yet it can some of the most lasting and damaging effects on children and young people.

41.4.1 The physical signs of neglect may include the following:

- Constant hunger, sometimes stealing food from other children
- Constantly dirty or 'smelly'
- Loss of weight or being constantly underweight
- Inappropriate clothing for the conditions

41.4.2 Changes in behaviour which can also indicate neglect may include:

- Complaining of being tired all the time
- Not requesting medical assistance and/or failing to attend appointments
- Having few friends
- Mentioning being left alone or unsupervised

41.5 Signs of Bullying

Bullying is not always easy to recognise as it can take a number of forms. A child or young person may encounter bullying attacks that are physical (pushing, kicking, hitting, pinching and other forms of violence or threats), verbal (name-calling, sarcasm, spreading rumours, persistent teasing) or emotional (excluding someone, tormenting, ridiculing or humiliating them).

41.5.1 Persistent bullying can result in:

- Depression
- Low self-esteem
- Shyness
- Poor academic achievement
- Isolation

- Threatened or attempted suicide
- Emotional withdrawal
- Unexplained change in 'normal behaviour' for that child

41.5.2 The following are signs that a child may be being bullied:

- Coming home with cuts and bruises
- Torn clothes
- Asking for stolen possessions to be replaced
- Losing dinner money
- Falling out with previously good friends
- Being moody and bad tempered
- Wanting to avoid leaving their home
- Aggression with younger brothers and sisters
- Doing less well at school
- Sleep problems
- Anxiety
- Becoming quiet and withdrawn
- Self-harm including concealment of this

41.5.3 Children and young people bullying other children and young people (including racist/homophobic attacks)

Staff must take seriously any concerns or allegations about children and young people who are bullying other children or young people and see these situations as safeguarding concerns and deal with them in accordance with the procedures set out in part 3 of this document.

41.6 Signs of Substance Misuse

The effects of persistent substance misuse drugs, alcohol, Novel Psychoactive Substances (NPS -Legal Highs) etc. can be significant and may require considerable assessment and intervention. Concerns about any child or young person using or supplying substances should be reported in the first instance as a safeguarding matter, with the line manager, Project Designated Safeguarding Officer and Area Designated Safeguarding Officer being informed and the safeguarding procedures outlined in part 3 of this document being followed.

42. Learners/Service Users with Learning Difficulties and/or Disabilities

42.1 Research identifies that learner's/service users with disabilities and/or learning difficulties are more vulnerable to abuse. The risks may be increased by their need for practical assistance and physical dependency including intimate care which may be delivered by a number of different carers, by possible communication difficulties and lack of access to strategies to keep themselves safe, or by increased risk that they may be socially isolate or may not understand that they are being abused.

42.2 Nacro staff who work with learner's/service users in any capacity must be particularly aware of and sensitive to how the effects of abuse or harm may present and be able to pick up any changes in behaviour or presentation that might indicate a concern that should be shared immediately with the local DSO.

42.3 Nacro staff have important information about individual learner's/service users; their presentation, levels of understanding and how best to communicate with them. All staff working with special educational needs or disabilities will receive appropriate training to enable them to meet the needs of the learner/service user and to recognise and report any concerns.

Part 3: Dealing with Cases of Abuse

43 This procedure applies to all Nacro learner's/service users, contracted or agency staff, volunteers or trustees whether they work in Nacro training centres, outreach centres, housing or other designated areas. The word 'staff' is used for ease of description. These procedures only apply to 'current staff'. Any allegations against a staff member who is no longer employed by Nacro will be referred to the police and the Local Authority Designated Officer (LADO).

44 Finding Unknown Children or Young People on Nacro's Premise

From time to time it may be that staff find a young person/service user in a project or on the premises without authority. In these circumstances, it may be that staff have concerns about the visiting young person/service user either because of their age, their behaviour or the circumstances in which they appear. In this situation, the member of staff should try and get some basic details about the young person/service user, without insisting on such information from the young person/service user themselves if this might put the young person/service user at further risk. If it transpires there are safeguarding concerns, then the Nacro safeguarding procedures must be followed.

45. Responding to a Young Person/Service user

If a young person/service user indicates that he or she is being abused or information is obtained which causes concern that the young person/service user is being abused, the person receiving the information must:

- React calmly so as not to frighten the young person/service user
- Tell the young person/service user that they are not to blame and reassure them that it was right to talk about it
- Take what the young person/service user says seriously, recognising the difficulties inherent in interpreting what is said by a young person/service user who has a communication impairment and/or differences in language
- Keep questions to the absolute minimum necessary to ensure a clear and accurate understanding of what has been said; if questions are necessary, ask open questions
- Not criticise the perpetrator
- Reassure the young person/service user, but not make any promises of secrecy which might not be feasible in the light of subsequent developments
- Explain what has to be done next and who has to be told
- Make a record of what has been said, heard and/or seen and sign and date the record

46. Identifying and Dealing with Concerns

It is not the responsibility of staff to decide whether or not abuse has taken place. But it is the responsibility of staff to act on, and report, any concerns. Concerns can manifest in a number of ways:

- Day-to-day concerns may arise as part of the child or young person/service user's daily activities. On the whole these are dealt with as part of the worker's relationship and engagement with that young person/service user.
- Child protection concerns which arise when workers are worried or have evidence that a young person/service user has been harmed or is likely to be harmed or where a young person/service user makes a disclosure.
- In all circumstances where staff have concerns, the matter must be reported to their line manager and to the nominated Project Designated Safeguarding Officer no later than the same working day.
- The incident must be recorded on the initial report from (see Appendix 1) as soon as possible after it has occurred and in any event on the same day. The concerns must be listed on the young person/service user's significant events chronology(see Appendix 4)
- Send a copy to the incident form to the line manager and the Project Designated Safeguarding Officer within 24 hours.
- Nacro's Incident Management System (IMS) must also be updated with the incident as

soon as possible after it has occurred and in any event on the same day to ensure that all concern/incidents are captured across the organisation and that they are monitored and responded to promptly by designated safeguarding representatives and through the line management reporting structure. (Please refer to point 52, p.52 for more details on the Incident Management System).

47. Initial Contact and Team Around the Young Person/Service User

Having reported the matter internally, it may be necessary and appropriate for a 'Team Around the Child (TAC) to be instigated using the relevant local authority's framework formally known as the CAF. For our purposes, this is equates to a Team around the Young Person/Service User.

47.1 A TAC is not appropriate for all of the young people and service users whom Nacro works with, including:

- Situations where an immediate statutory or specialist assessment is needed or is the most appropriate way to determine the support required
- Every young person/service user who may have additional needs. Local areas will need to determine where to focus their resources in line with local priorities. There is no automatic entitlement to a common assessment and having a common assessment does not guarantee the provision of particular services.

47.2 A TAC could be instigated in situations involving the following groups where Nacro cannot meet these needs alone:

- Unborn babies
- Those up to the age of 18 years generally, but extended beyond 18 where it is appropriate to enable the young person to have a smooth transition to adult services
- Those who have needs that are not being met currently
- Those who, without extra support, may not reach their goals
- Those who would benefit from an assessment to help a practitioner understand the young person/service user's needs, determine whether other services should be involved in providing support and engage further services
- Those who are particularly vulnerable, e.g. persistent truants, excluded learners, those working in prostitution and young runaways

47.3 Nacro's managers, staff and volunteers must remain vigilant to the changing needs and circumstances of a particular child or young person they may be working with and ensure that where risks, vulnerabilities and needs increase, a referral to the appropriate

agencies is made, regardless of whether an assessment under TAC has been completed or not (see Appendix 2 and 3 for more guidance on making referrals).

47.4 Initial contact must always be made with the duty team within children's services departments where:

- The staff member and/or their line manager forms the view that without such contact with children's services to instigate a referral the child or young person's vulnerability will increase
- The TAC process indicates that further intervention and support is needed.

47.5 If the TAC process is not being used by Nacro in this way, Children's services will then decide following our initial contact if they will escalate this to a referral.

47.6 While the staff member is responsible for reporting the matter to the line manager and the Project Designated Safeguarding Officer, the fact that neither of these individuals is available must not prevent or delay initial contact with the local authority if the staff member deems that this is necessary and appropriate. In any event, the initial contact must be made to the local authority children's services team responsible for the area where the child or young person is currently living, either temporarily or permanently. If the young person/service user is in immediate danger, the police must be contacted without delay.

47.7 Initial contact with the local authority must be made by telephone to the children's services department duty officer. If the young person/service user is already known to the children's services department, the relevant social worker should be contacted. Information shared will need to include basic details of the young person/service user, the events leading up to the referral, the analysis of the concern and what protective action is felt to be necessary. The date and time of the call and name of the duty officer or the social worker who took the call must be recorded contemporaneously on the Nacro learner/service user's record.

47.8 If a TAC is initiated by Nacro, the completed assessment form must be forwarded to the children's services department along with a copy of the significant events chronology. This must be sent on the day of the referral and the date and time of sending it recorded contemporaneously on the client record.

47.9 Once initial contact has been made we should receive feedback from children's services by the end of the next working day. If this is not received, we must maintain contact with

them until an outcome is received.

47.10 Advice and support will be provided by the Area Designated Safeguarding Officer and, where appropriate, the National Safeguarding Lead or his Deputy.

47.11 The Project Designated Safeguarding Officer must pass the completed initial report form onto the Area Designated Safeguarding Officer when all actions are complete within 48 hours.

48. Actions To Take When Making Initial Contact

48.1 Always ensure that the following elements are covered (see Appendix 2 and 3 for more guidance on making a referral).

48.2 Staff must gain consent of the young person/service user and/or family before making the contact. The only exception to this is where it is deemed the child will be placed at further risk or if this would delay action being taken.

48.3 The significant events chronology (Appendix 4) must be used to guide the initial contact to explain how persistent the concern has been and/or the impact on the young person/service user of the concerns.

48.4 If the initial contact does not instigate a referral, and the explanation for the referral not being made is not clearly understood and, or accepted by the Nacro member of staff making the referral, s/he must discuss this with the relevant Nacro Designated Safeguarding Officer who can assist with next steps which may involve escalating the matter within the children's services department. The Nacro Safeguarding flowchart at point 48 illustrates the key points in the procedure.

49. Nacro's Escalation Procedure

49.1 Whenever there is a concern and it is felt that an allocated social worker does not take on board the concerns that have been highlighted by Nacro or does not act on the referral in a timely manner the escalation should be followed as below once authorised by the Area Designated Safeguarding Officer and line manager.

- Step 1 – all concerns to be highlighted to the allocated Social Worker and a written record retained
- Step 2 – contact the allocated Social Worker's supervisor verbally again and record in writing in the central record

- Step 3 – contact the allocated Social Workers line manager put this in writing to ensure Nacro holds a centralised record
- Step 4 – contact the appropriate senior manager for example education the Assistant Principal. The Cluster Manager should also be alerted to the situation and will make a decision if it is necessary to inform any funders we may have to the concerns we hold and the issues experienced.

50. Common Assessment Framework

50.1 The Common Assessment Framework (CAF) is a process for gathering and recording information about a child for whom a practitioner has concerns in a standard format, identifying the needs of the Young person/service user and how the needs can be met. It is a shared assessment and planning framework for use across all children's services and all local areas in the UK. It helps to identify in the early stages the young person's additional needs and promote coordinated service provision to meet them.

50.2 Its purpose is to play a key part in delivering front line services that are integrated and focused around the needs of young people. Its aim is to support early intervention and improve joint working and communication between practitioners. It is described as a common language for assessment purposes, which gives a consistent view for delivering the most appropriate response.

50.3 The *Every Child Matters* framework[21] first introduced the Common Assessment Framework in response to concerns that the existing arrangements for identifying and responding to the needs of children were not achieving the five outcomes identified in the Every Child Matters agenda. The CAF was then developed so that practitioners in all agencies working with children and young people could communicate and work more effectively together. It is intended to provide a simple, non- bureaucratic process for a holistic assessment of a child's needs and deciding how these needs should be met.

50.4 The Common Assessment Framework should be used where one or more of these circumstances occur:

- It is identified that support from another agency is needed for a young person/service user and/or their family
- The young person/service user needs are not clear, or they cut across different professional disciplines or different aspects of the young person/service users life

[21] Every Child Matters: Change for Children – 2004 and Every Child Matters - 2003 : https://www.education.gov.uk/consultations/downloadableDocs/EveryChildMatters.pdf

- The effective of multi-agency interventions with the young person/service user and their family would be improved by focused co-ordination.

51. Safeguarding Procedure Flowchart

Part 4: Allegations Against a Member of Nacro's Workforce

52. Allegations Against a Member of Nacro's Workforce

52.1 Any suspicion or allegation that a young person/service user has been abused by either a member of staff, volunteer or trustee should be reported to the line manager and the Area Designated Safeguarding Officer. If either the line manager or the Area Designated Safeguarding officer is implicated in the suspicion or allegation, the matter must be referred to the next most senior person in the safeguarding structure (see point 17). In any event, both the Operational Safeguarding Leads and the National Strategic Safeguarding Lead director responsible for safeguarding must be informed of the allegation or suspicion.

52.2 A referral must be made to the LADO within 24 hours of the incident so that steps can be taken to protect the young person/service user and safeguard their well-being going forward. If the allegation is not demonstrably false at the outset and there is a cause to suspect that a young person/service user is suffering or likely to suffer significant harm, the LADO will immediately make a referral to the children's social care duty team (if the case is not known to children's social care already and initial enquiries have not already commenced) and request the initiation of child protection enquiries. If the referral meets the criteria set out in 'Working Together to Safeguard Children' a LADO strategy meeting will be convened within 72 hours. If action is required to safeguard any young person/service user involved, this action must not be delayed pending the LADO strategy meeting, but must take account of other ongoing investigations. The LADO should also be informed of any allegations referred directly to the police.

52.3 The allegation made may also lead to one or more of the following:

- A police investigation of a possible criminal offence
- Consideration of a disciplinary investigation using Nacro's disciplinary procedures
- Referral to the relevant scheme for consideration of barring (Independent Safeguarding Authority – ISA for England and Wales) or for consideration by professional bodies or regulators

The decision on all of the above must be referred to the national safeguarding lead (or in his absence his deputy).

52.4 The National Safeguarding Lead (or in his absence his Deputy) will, in consultation with the LADO, ensure that the parents or carers of any young person/service user or young people/service users involved in an allegation regarding a member of staff are told about the allegation as soon as possible if they do not already know about it. They should be kept informed about the progress of the case, and told the outcome where there is not a criminal prosecution. This includes the outcome of any disciplinary proceedings. In cases where a young person/service user may have suffered significant harm, or there may be, or is, a criminal investigation/prosecution, Nacro will co-operate with the children's services department and/or the police in their actions to support the young person/service users and their family or families following the allegation. In any event, Nacro will provide the children's services department and the police with the name and contact details of the national safeguarding lead or alternative more senior member of staff with whom they can keep in contact throughout any investigation. This will not preclude them from contacting other members of staff during the course of their investigation.

52.5 Nacro will follow its normal disciplinary procedures[22] in keeping the subject of allegations informed of the progress of the case, and will arrange to provide appropriate support to the individual while the case is on-going. Nacro will put its own disciplinary investigations on hold while relevant statutory organisations are conducting their own investigations.

52.6 Nacro's HR department will ensure that every effort is made to minimise publicity. The fact that a person tenders his or her resignation, or ceases to provide their services, must not prevent an allegation being followed up in accordance with these procedures. Nor can it override an employer's statutory duty to make a referral to the Independent Safeguarding Authority where circumstances require that.

52.7 Nacro's HR department will keep a clear and comprehensive summary of any allegations made where a disciplinary investigation is required. Details of how allegations were investigated and resolved and details of any action taken and outcome reached will be recorded on a person's HR file and a copy given to the individual. Such information will be retained on file, including for people who leave the organisation, at least until the

[22] For more information on Nacro's Disciplinary procedures please visit : http://onespace.nacro.org.uk/sites/Intranet/WorkingForNacro/HR/Absence/Pages/DisciplineandCodeofConduct.aspx

person reaches normal retirement age or for 10 years (if that will be longer). The purpose of the record is to enable accurate information to be given in response any future request for a reference. It will provide clarification in cases where a future Disclosure and Barring Service (DBS) disclosure (formerly CRB disclosure) reveals information from the police that an allegation was made but did not result in a prosecution or a conviction, and it will prevent unnecessary re-investigation if, as sometimes happens, allegations resurface after a period of time.

52.8 The possible risk of harm to young people posed by an accused person needs to be effectively evaluated and managed in respect of the young person(s)/service user(s) involved in the allegations and any other young people/service users in the individual's home, work or community life. In some cases, this will require the employer to consider suspending the person. In any event, suspension should be considered in cases where:

- There is cause to suspect a young person/service user is at risk of significant harm
- The allegation warrants investigation by the police
- The allegations are so serious that it might be grounds for dismissal

52.9 People must not be suspended automatically, or without careful thought. Nacro must consider carefully whether the circumstances of a case warrant a person being suspended from work/or from having contact with young people/service users until the allegation is resolved. The power to suspend is vested in the employer alone. Neither the local authority, the police or children' social care can require an employer to suspend a member of staff or a volunteer. However, where a strategy discussion or initial evaluation discussion concludes that there should be enquiries by children's social care and/or an investigation by the police, the LADO should also canvass police/children's social care views about whether the accused member of staff needs to be suspended from contact with young people/service users in order to inform Nacro's consideration of suspension.

52.10 In the initial consideration at a strategy discussion or joint evaluation, the agencies concerned, including Nacro, should share all relevant information they have about the person who is the subject of the allegation and about the alleged victim. Nacro should ensure they request at the outset that the police and any other agencies involved obtain consent from the individuals concerned to share the statements and evidence they obtain. This should be done as the investigation proceeds rather than after it is concluded. This will enable the police and Crown Prosecution Service (or national

equivalent) to share relevant information without delay at the conclusion of their investigation or any court case. The children's services department will adopt a similar procedure when making enquiries to determine whether the young person/service user or young people/service users named in the allegation is in need of protection or services so that any information obtained in the course of those enquiries which is relevant to a disciplinary case can be passed to the employer or regulatory body without delay.

52.11 In the event of a criminal investigation or prosecution, the police or Crown Prosecution Service should inform Nacro when a criminal investigation is complete, when a decision to prosecute has been taken, and of the outcome of any subsequent trial or criminal order. Action by Nacro, including dismissal, is not necessarily ruled out if the case is discontinued or the defendant is acquitted. The range of options available to Nacro, as the employer, will depend on the circumstances of the case. If the allegation is substantiated and the person is subsequently dismissed, Nacro, following discussion with the LADO, will determine whether a referral to the Independent Safeguarding Authority (England and Wales) is to be made. A referral must always be made if Nacro thinks that the individual has harmed a young person/service user, or poses a risk of harm to young people/service users, or if the person is subject to registration or regulation by a professional body or regulator (for example the General Social Care Council, General Medical Council etc.).

52.12 If it is decided on the conclusion of the case that a person who has been suspended can return to work, the line manager, in conjunction with Nacro's HR department, must develop a return to work plan. Depending on the individual's circumstances, a phased return and/or the provision of a mentor to provide assistance and support in the short term may be appropriate. Nacro must also consider how the person's contact with the young person/service user, or young people/service users who made the allegation can best be managed if they are still in the workplace.

52.13 At the conclusion of a case, Nacro's National Safeguarding Strategic Lead will review the circumstances to determine whether there are any improvements to be made to the organisation's procedures or practices to help prevent/manage similar events going forward. This will include issues arising from any decision to suspend a member of staff, the duration of the suspension and whether or not suspension was justified. The National

Safeguarding Strategic Lead's recommendations will be made in writing to Nacro's Leadership Team.

52.14 If an allegation is determined to be unfounded or malicious, Nacro's Operational Safeguarding Leads will discuss with the LADO whether or not the child should be referred to the children's services department for further investigation or intervention in the event that the child or young person may have been the victim of someone else's abuse. In the rare event that an allegation is shown to have been deliberately invented or malicious, the police should be asked to consider whether any action might be appropriate against the person responsible.

53. Whistle blowing

53.1 All staff have a responsibility for ensuring that children are fairly treated. If poor practice is allowed to continue unchecked, it could escalate with serious consequences. The action taken by staff to address poor practice not only protects children and young people, but also deters any suggestion that staff have colluded with poor practice that staff knew was occurring but chose to ignore.

53.2 Whistle blowing can also support a member of staff who is the subject of the concern. Their conduct may result from inexperience or lack of training that can be addressed by Nacro, or they may be under stress and be relieved when their conduct is questioned.

53.3 Staff who deliberately fail children and show no remorse or desire to improve are unlikely to welcome being exposed, but their conduct has to be confronted for the sake of the child and the reputation of the Organisation.

53.4 Staff must raise concerns with the operational safeguarding leads in the first instance. If however, the individual was involved in the wrongdoing, or there are concerns about raising it in this way staff must adhere to the Whistleblowing procedure where there is a concern about the conduct of a colleague.

53.5 Where staff feel that the appropriate action has not been taken through the organisations Whistle blowing procedure or feel unable to raise the concern, the NSPCC whistleblowing helpline is available for staff tor raise concern. Staff can call 0800 028 0285 between 8:00am and 8:00pm.

Part 5: Record Keeping and Information Security

54. Sharing information

54.1 In the carrying out of its duties and responsibilities in safeguarding children and young people, Nacro may need to pass information to the children's services/social services department and/or the police in order to assist with investigations. It is the duty of Nacro's Area Designated Safeguarding Officer to ensure that the member of staff involved and/or their line manager has passed all such information to the relevant authorities as requested and in line with the timelines outlined in part 3 above. It is also their duty to check that this has been done in accordance with these procedures.

54.2 For the sake of clarity, the information that must be passed on includes the incident report from which must outline the following:

- The nature of the allegation or concern
- A description of any visible bruising or other injuries
- The child or young person's account (using his/her own words)
- Any times, dates or other relevant information (e.g. from the significant events chronology, see Appendix 3 for further information)
- Whether the parent, carer, young person/service user is aware of the referral being made
- A clear distinction between what is fat, opinion and hearsay

54.3 Managers must make themselves aware of commissioners' requirements in respect of safeguarding incidents. It is usually a requirement for the relevant commissioner to be notified about those safeguarding incidents where a referral has been made to the relevant local authority children's services or local authority designated officer (LADO).

55. Records

55.1 All records must be signed, timed and dated. Members of staff and managers must not:

- Unduly delay reporting the matter by trying to obtain more information
- Destroy any handwritten notes made at the time of the incident in case they are needed by the courts

55.2 Copies of records and referrals must be kept in line with Nacro's policy and procedures on data protection. This allows for the disclosure of personal information without the

consent of the subject in certain conditions, including for the purposes of the prevention and detection of a crime, for example where there is a child protection concern.

55.3 All managers must ensure that data regarding young people/service users is correctly stored and managed in line with Nacro's data protection policy and procedures.

56. Nacro's Incident Management System (Incident Tracker)

56.1 All safeguarding incidents /concerns must be recorded as soon as possible after the incident has occurred and in any event within the same day on Nacro's Incident Management System (IMS), also known as the incident tracker. The purpose for this is to ensure that all concern/incidents are captured across the organisation and that they are monitored and responded to promptly by designated safeguarding representatives and through the line management reporting structure. The IMS is able to capture data on the number of referrals made to children's services, outcomes of referrals, the type of concerns being reported, emerging trends and themes both nationally and grouped by cluster geographical areas.

56.2 The Safeguarding Procedure flow chart at point 48 refers to this as part of Nacro's reporting requirements. Guidance on how to use the Incident Management System (IMS) can be found on the Nacro intranet.[23]

Part 6: Children and Young People Known to the Local Authority and/or Subject to Statutory Proceedings

57. Children and Young People Subject to a Child Protection Plan

57.1 A young person/service user subject to a child protection plan (previously referred to as 'Children on the child protection register') is a young person/service user who has been identified as having suffered harm, or who is likely to suffer harm.

57.2 Any young person/service user subject to a child protection plan will have a named key worker (usually the social worker) and these details should be listed in the young

[23] Incident Management System guidance to staff: http://onespace.nacro.org.uk/sites/Intranet/SharedServices/HealthSafety/Pages/Whatwedo.aspx

person's/service user's file. All concerns about the young person/service user should be directed to the key worker who is responsible for overseeing the young person/service user.

57.3 Every young person/service user will also have a multi-agency plan drawn up at the first conference held on the young person/service user. Staff must ask for copies of this plan once they become aware that a young person/service user is subject to such a plan.

57.4 If a staff member is involved with a young person/service user who becomes the subject of a case conference or multi-agency meeting co-ordinated by children's services, they will attend the meeting to represent Nacro's involvement with the young person/service user. In this instance, the nominated staff member will be required to produce a report outlining Nacro's involvement and any recommendations felt necessary in support of the young person/service user. The report will be submitted prior to the conference and will be read by all present, including parents and young people/service users if appropriate. In this respect it may be appropriate to share the report with the parents, carers and young person/service user (as age appropriate) prior to the meeting. However, the Nacro staff member should seek advice about this from the allocated Social Worker or relevant manager to ensure that it does not compromise the meeting. This must be approved by the Nacro Designated Safeguarding Officer or the Team Manager prior to submission.

57.5 If Nacro is working with a child or young person who is subsequently found to be currently (or recently) the subject of a plan, the member of staff working with the child or young person must liaise with the appropriate children's services department to request a copy of the plan that was/is in place. Similarly, if any multi-agency meetings have taken place, then copies of the notes of meetings must be requested. Any difficulty in obtaining copies of these documents must be referred to Nacro's area designated safeguarding officer.

58. Concerns About Sexual Offenders /Those Posing a Risk in the Community

58.1 Individuals who have convictions involving offences against a child or young person are registered on the sexual offender's register. If it becomes known that any such individual is visiting (or spending time in the vicinity of) a Nacro project/premises for any reason, the line manager and the area designated safeguarding officer must be informed (verbally and in writing) without delay. Similarly, if a member of staff has information that

someone who poses a risk to young people/service users has formed a relationship with someone using Nacro's services or has moved into the same household, these concerns should be reported in the same way and any decisions or actions recorded. A decision must be made whether the individual is excluded from visiting Nacro's 'living in' premises. This will be communicated verbally and in writing and where necessary Nacro will request the support of the police to deliver this information. Nacro will take legal advice and action to ensure exclusions are adhered to.

Part 7: Working in Partnerships with Others

59. Working together

59.1 Safeguarding and promoting the welfare of young people/service users – and in particular protecting them from significant harm – depends on effective joint working between agencies and professionals that have different roles and responsibilities.

59.2 In order to ensure and promote effective joint working, there need to be constructive relationships between individual workers, promoted and supported by those in the most senior roles within Nacro and across other organisations that Nacro works with. In order to do this individual service delivery projects across Nacro must establish links with other agencies – community or statutory – so as to ensure effective practices. This will include having named contacts, joint working protocols, information sharing protocols and presence on local forums. The local safeguarding children board for each area will be able to offer assistance in making the right contacts.

60. Working with Parents and Carers

60.1 It is important to recognise the responsibility of the parents and carers for the protection of the young person/service user that Nacro comes into contact with. This might include:

- Knowing who the parents/carers or other with parent responsibility of all the young people/service users are and having a record of contact details
- Assisting parents and carers to ensure that can identify staff working for Nacro
- Obtaining parental consent for activities using the appropriate Nacro standard from
- Ensuring that communications with parents take account of language or communication differences
- Advise parents and carers about Nacro's complains process and how to use it

- Conductions periodic surveys about specific issues with parents and carers using our service involvement feedback process
- Involving parents and carers in developing policies that promote safeguarding through our service user's own involvement process.

61. Involving Young People and Service Users

61.1 It is just as important to establish the active involvement of young people and service users. This will include the following:

- Supporting young people/service users so that they know who they can go to if they are worried or concerned
- Involving them in developing and improving relevant safeguarding activities through our service user involvement processes
- Really listening and taking account of what children and young people say or communicate using our service involvement feedback processes and one-to-one meetings
- Supporting young people/services users with other languages or communication needs to have their views taken into account
- Displaying Nacro safeguarding posters and information leaflets to encourage an open culture of talking about feeling safe and secure
  Working with young people/service users so they understand that certain behaviour will not be tolerated, i.e. bullying, racism.

Part 8: Corporate Systems in Support of Safeguarding Arrangements

62. Safer Recruitment

63.1 Nacro will prevent people who pose a risk to young people/service users from gaining employment with Nacro by:

- Ensuring the job description makes reference to the responsibility for safeguarding and promoting the welfare of young people/service users
- Ensuring that the person specification includes specific reference to suitability to work with children and young people
- Obtaining and scrutinising comprehensive information from applicants, and taking up references and satisfactorily resolving any discrepancies and anomalies within them

- Obtaining independent character references that answer specific questions to help assess an applicant's suitability to work with children and young people and following up any concerns
- Face-to-face interviews that explore the candidate's suitability for the post
- Verifying the successful applicant's identity
- Verifying that the successful applicant has any academic or vocational qualifications claimed
- Checking the successful applicant's previous employment history and experience
- Verifying that the successful applicant has the health and physical capacity for the job
- Completing any mandatory checks based on risk factors, e.g. DBS (formerly CRB) at the appropriate level and registration with the Independent Safeguarding Authority

64. Code of Conduct

63.1 Nacro's 'code of conduct' encompasses the following principles:

- The welfare of young people/service user's is paramount
- It is the responsibility of all adults to safeguard and promote the welfare of young people/service users. This responsibility extends to a duty of care for those adults employed or contracted by Nacro to work with young people/service users.
- Adults who work with young people/service users are responsible for their own actions and behaviour and must avoid any conduct which would lead nay reasonable person to question their motivations and intentions
- Nacro's staff must work, and be seen to work, in an open and transparent way
- The same professional standards must always be applied regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity
- Nacro's managers and staff must continually monitor and review their practice and ensure they follow the guidance contained in this document.

65. Support

65.1 Given the importance of equipping staff with the skills and knowledge in order for them to fulfil their duties and responsibilities, Nacro has developed induction, supervision and training procedures that reflect the guiding principles that are outlined in this document. For managers and staff involved directly in work with children and young people,

induction will reinforce Nacro's commitment to safeguarding and will include specific reference to:

- Role boundaries and professional propriety
- Individual safeguarding responsibilities, including what to do if concerns about a young person/service user's welfare arise and whistle blowing
- Provision of the name, contact details and responsibilities of area designated safeguarding officers and project designated safeguarding officers
- Provision of a copy of this document and associated codes of conduct to each member of staff who must sign to say they read and understood its content, as well as a training needs analysis for future safeguarding/role related training.

65.2 Line managers must ensure that they and the staff they manage are familiar with the following Nacro policies and procedures (which are available via OneSpace):

- *Recruiting Safely in Nacro*
- *Code of Conduct for Nacro Employees*
- *Disciplinary Procedure*
- *Dignity at Work Policy*
- *Equality and Diversity Statement*
- *Data Protection Policy*
- *Health and Safety Policy*
- *Whistle-blowing Policy*

65. Early Help and Intervention

65.1 The terms 'prevention' and 'help and intervention' are often used interchangeably across disciplines and in practice there will often be an overlap. An overview of how we use and will apply them in Nacro is outlined below:

- **Prevention** is essentially a broad set of universal and additional support that aims to prevent problems by building resilience, increasing protective factors and reducing risk factors facing young people/service users and their families.
- **Early Help –** also referred to as early intervention, includes:

- Help provided in critical early years of a child's life, when fundamental building blocks of future development are laid and to

- Help through a young person/service user's and families' life to respond, as soon as possible, when difficulties emerge in order to prevent problems from becoming entrenched or escalating

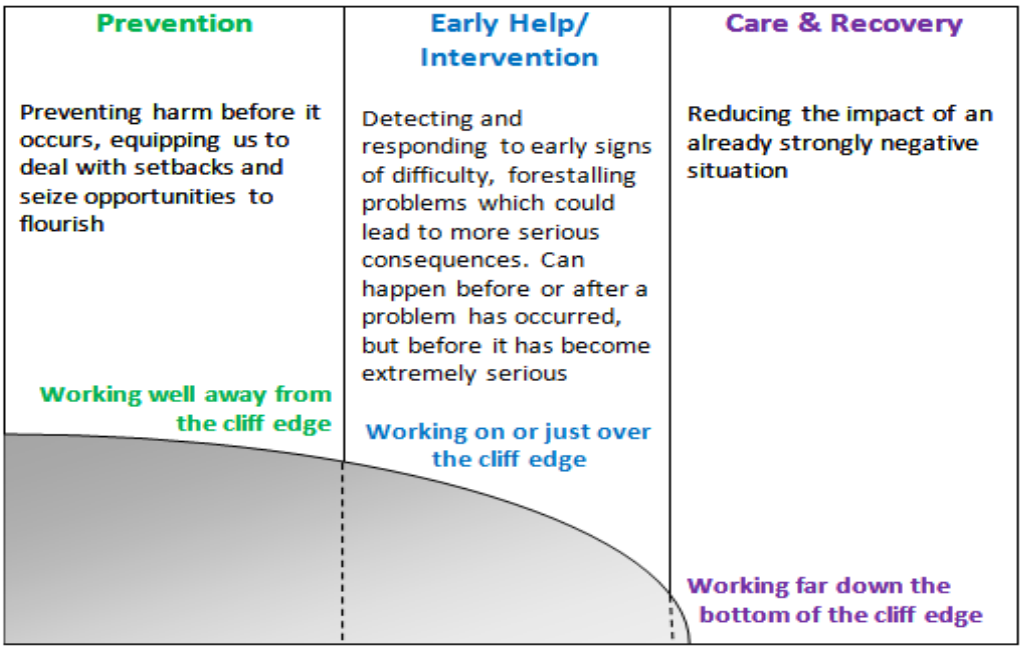
65.2 Nacro are adopting the Centre for Excellence and Outcomes in Children and Young People's Service (C4EO)[24] definition of early help which is detailed below:

Intervening early and as soon as possible to tackle problems emerging for children, young people and families with a population most at risk of developing problems. Effective intervention may occur at any point in a child or young person's life.

65.3 The UK Early Action Taskforce have provided a definition of delivery across prevention, early help and building a system able to:

- Excavate and uproot the causes of problems
- Invest in the quality of life now and in the young person's future, rather than store up even greater social, health and environmental problems
- Build readiness and invest in people's capabilities before they need welfare, rather than stepping in when people are not able to provide for themselves.

66. Definition of Delivery (UK Early Action Taskforce)



[24] Centre for Excellence and Outcomes in Children and Young People's Service: http://www.c4eo.org.uk/

67. Our Priority Outcomes

67.1 Young people and service users are resilient and have positive lifestyles and behaviours:

- Prevent youth violence
- Improve adolescent health (including sexual health and drug/alcohol use)
- Improve young people/service users social and emotional capabilities.

Child Protection: Initial Report Form

This form is to be completed for any incident, complaint, observed behaviour, activity or concern that would suggest a young person/service user (0-18 years) may be in need of safeguarding support services.

Section 1: **This section is to be completed by the person identifying the concern**			
Scheme / Project Name	Click here to enter text.		
Address incl postcode	Click here to enter text.	**Telephone Number**	Click here to enter text.
Date of incident/concern arising	Click here to enter a date.	**Time of incident /concern**	Click here to enter text.
Details of young person / service user who is subject of concern			
Name	Click here to enter text.	**Address incl postcode**	Click here to enter text.
Date of Birth	Click here to enter a date.	**Ethnicity**	Click here to enter text.
Parental responsibility	Click here to enter text.		
Names and details of other people involved in the incident	Click here to enter text.		
Details of incident and brief statement of concern: *(to include information from the young person/service user and/or the person reporting the incident/concern)*			
Click here to enter text.			
Immediate action taken/needed:			
Click here to enter text.			
Analysis of concern (what are the short/long/term implications to the young person/service user of this concern?):			
Click here to enter text.			
Category of concern			
Physical	☐	**Sexual**	☐
Neglect	☐	**Emotional**	☐
Domestic Violence	☐	**Harassment**	☐
Bullying	☐	**Other**	☐
Action taken as a result of concern (to include immediate actions):			
Click here to enter text.			

Follow-up action:	
1. Child protection/safeguarding referral	☐
2. Monitoring (commence or continue significant events chronology)	☐
3. CAF completed	☐
4. Log incident on Incident Management System (IMS)	☐

Important – A copy of this form to be sent within one working day to:			
Line manager:	Click here to enter text.	**Project designated safeguarding officer:**	Click here to enter text.
Name:	Click here to enter text.		
Date:	Click here to enter text.	**Time:**	Click here to enter text.

Section 2: This section to be completed only if a referral has been made to a social care department			
Date of Referral	Click here to enter a date.	**Time of referral**	Click here to enter text.
Children's services Department Office address:		Click here to enter text.	
Tel no:		Click here to enter text.	
Email:		Click here to enter text.	
Name of worker in the children's services department who took the referral:		Click here to enter text.	
Has referral been followed up in writing? ***(This must be within 48 hours)***		Yes ☐ No ☐	
If no, please give reasons: Click here to enter text.			
Has an initial assessment/referral/TAC form been sent to children's services?		Yes ☐ No ☐	
Have all appropriate staff been informed of the referral and its implications? If yes, indicate who has been informed If no, please give reasons		Yes ☐ No ☐	
Has the risk assessment been reviewed and updated?		Yes ☐ No ☐	
Has the support plan been reviewed and updated?		Yes ☐ No ☐	
Name and signature of person making this statement:		Click here to enter text.	
Date: Click here to enter a date.		**Time:** Click here to enter text.	

Send updates of this completed form to your Designated Safeguarding Officer and Faculty Manager/Project Manager

Appendix 2

Information to include in a referral

When seeking advice or referring information on to the local children's social care/social services department, always consider the following points:

- Why you are seeking advice or referring information and why you think the young person/service user is at risk
- Whether the young person/service user is currently safe and their present whereabouts
- The young person/service users name, date of birth, address, ethnicity, religion, spoken language and any disabilities
- Details of any siblings and whether they are thought to be currently safe
- The names of parents/carers (including the names of all those with parental responsibility), date of birth, addresses, whereabouts etch
- All available information about the concern
- Information about the young person/service user's general circumstances, including positive aspects about their care and development
- Any general information about the parent childcare, including positive aspects
- Any concerns about the parent(s)/carer(s) that may be pertinent
- Whether there are likely to be any communication issues between the family and those looking into the concerns
- Details of the family's GP and other professionals known to be working with the family
- Details of any members of the young person/service user's extended family or community who are significant to the young person/service user
- Details of any other person known to be living in, or regularly visiting, the household
- Information about any previous incidents or cause for concern which is relevant
- Your own full name, address, reason for involvement and contact details
- Whether the young person/service user and/or the parent/carer has given consent for this referral

Appendix 3

Significant Events Chronology

Nacro's managers and staff must use the significant events chronology to record basic factual events which will help build a picture of both what is happening for a young person/service user and the impact of those events.

The chronology must be held at the front of the young person/service users file, and basic factual events such as those outlined below should be recorded.

If it is necessary to document fully all the information as the chronology requires only that the basic factual event be recorded. It will be important each time an entry is made for the worker to review previous entries to ensure that no emerging concerns are being ignored and there has been full consideration of the risk of significant harm.

Please record service user information in date order of significant events and observations. Events should be recorded bearing in mind the impact of any incident that could affect the welfare, health and well-being of a young person/service user or increase the risk of significant harm to that young person/service user.

Events to be recorded should cover the following:

- New additions/changes to the family, i.e. birth of siblings, changes of partners of parents
- New relationships/friendships (to family OR individual young person/service user)
- Change of address
- Change of GP
- Health problems of household/family members
- Illness
- Mental health issues
- Accidents
- Incidents (including self-harming)
- Absenteeism
- Withdrawal from services (other agencies)
- Unemployment
- Offending/reoffending
- Use of drugs/alcohol
- Appearance

This list is not exhaustive and any other event not listed should also be recorded if a concern is raised. This information should be documented accurately and concisely as it may be shared with other agencies, used in case conferences and/or a court of law.

Appendix 3

Significant Events Chronology

Name:	Click here to enter text.	Address:	Click here to enter text.
Date of Birth:	Click here to enter a date.	Family Members:	Click here to enter text.
Next of Kin name and contact details:	Click here to enter text.	GP Address and contact details:	Click here to enter text.
Social Worker and contact details (tel no./email):	Click here to enter text.	Other agency involvement and contact details (tel no. /email):	Click here to enter text.

Date	Significant Event	Comments/Actions	Where else recorded	Print name
Click here to enter a date.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter a date.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter a date.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter a date.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter a date.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

Appendix 4

Staff guidance in relation to the recording of significant information relating to safeguarding children and young people

1. Definitions

(a) Initial report form

- A report to document an event or information that highlights significant harm has occurred or there is the potential for significant harm to occur should action not be taken. *Example – someone has been physically assaulted.*

Or

- A report to document an individual or family is deemed vulnerable due to an event or behaviour of themselves or another.

Or

- A safeguarding report may also be written if a pattern or trend of events/behaviour has been identified on a significant events chronology. *Example – staff have identified from the Significant Events Chronology an ongoing issue of severe poor personal hygiene.*

(b) Significant Events Chronology -

- A running record of significant events that is factual information that the young person/service user has informed us about, we witnessed and is significant to the young person/service user's life but does not meet the criteria for an incident or safeguarding report.

- A significant events chronology should be established for each young person/service user at move in. *Example – service user seen leaving the building at 02.00 with their child, warning letter issued, non-payment of rent this week.*

(c) Third Party Significant Events Chronology

(a) A running record of significant events or information that has been passed to us by someone other than the young person/service user. (This may include information the service user is not aware that we know, it may also be opinionated and may not be checked for authenticity). *Example – a service user tells you that the other service user in the house has been smoking cannabis; a midwife tells you a service user has missed an anti-natal appointment.*

2. Procedure Details

Appendix 1 - Section 1: Completion of initial referral reporting form

All reports should be typed unless there is an IT issue.

(b) Dates should be written in the following format – day of the week, date, month, year, i.e. Monday 1 January 2016

(c) Time should be written using a 12-hour clock, i.e. 11.00 am

(d) Details of incident and brief statement of concern -This section should relate to what happened only, what brought the event or issue to our attention.

- Details of incident and brief statement of concern should be written in the first person i.e. first name, surname…
- New people introduced within the body of text should be identified with their full name where known, followed by a bracket to identify who they are, i.e. Same Smith (Resident of Flat 1).
- Information should be factual, non-judgmental or opinionative and relevant to the event or issue at hand. Staff should avoid sentences such as they seemed; I though etc.

(e) Immediate action taken/needed – this section should include everything that happened and action staff took immediately after becoming aware of the event, issue or information, i.e. what did staff do to resolve the immediate imminent crisis, diffuse the situation i.e. administered first aid, call the emergency services or called the crisis team.

(f) Analysis of concern – this section is to analyse what your concern is from the event that has occurred or from the information staff have received. (This is bit what happened but why are concerned about what has happened).

EXAMPLE

Example - I am concerned that Sam Smith is at further risk of financial abuse and threat of physical harm from Jack Jones who is a neighbour of the project. I am concerned that Tilly Thompson is at risk of emotional abuse should further incidents of domestic abuse occur between her parents in her presence.

- **Category of concern** - staff should highlight all relevant categories that have been highlighted as 'actually happened' or the potential to occur without further intervention may happen.

- **Action taken as a result of concern** - this section should include all action that still needs to be taken to resolve/ address highlighted support needs / close off this report.

EXAMPLE

- Example – staff to ensure this report is shared with the allocated social worker/probation officer, staff to discuss reviewing the risk assessment/risk management plan with Sam Smith, allocated keyworker to discuss relevant signposting to other more specialist services i.e. addiction.

- **Follow up action** – staff to indicate action by ticking all relevant boxes.

- The staff member completing the form must sign the report form. It is the responsibility of the staff member initiating the report to ensure the report is concluded. This does not mean they must take all action to conclude it. Should they be unable to conclude the report they must seek immediate support and guidance from their allocated DSO or their Line Manager.

- The Line Manager/ DSO as agreed at project level must copy the report to the Area DSO

Appendix 1 – Section 2: Child protection /safeguarding referral

- This should be completed in all instances where information has been shared with Children's services whether this is through the Duty/ Emergency Duty Team or directly to an allocated social worker. (This ensures it is clearly documented when this information has been shared).

- Should information be shared as an initial contact to a Duty/Emergency Duty Team the relevant local authority 'safeguarding referral form' must be completed. No other form of written information in relation to an initial contact will be received by the local authority children's services team.

- Should information be shared directly to an allocated social worker staff may share our completed ‘initial safeguarding’ report form.

- Should further information need to be added to the report the following day it was initiated, staff should initial and date new entries. Additional information should not be saved separately to the report.

- All information should be typed.