

Child Protection and Safeguarding Policy



Review Cycle:	1
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Review Date	Author	Change History
09/01/18	CM	Amended Personal Care p7
10/09/18	CM	Updated WTSC 2018
26/11/18	CM	Full refresh and MSCB check
17/02/19	CM	Add Witchcraft reference
03/03/2020	CM	Add escalation procedures, update MSP and contact numbers

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1. Manchester Settlement Designated Child Protection Officers

Adrian Ball 0161 974 1302	Designated Person – Community and overall responsibility adrianball@manchestersettlement.org.uk
Clare McGlone 0161 974 1306	Designated Person – Childcare Services claremcglone@manchestersettlement.org.uk
Kerry Busuttil 0161 974 1305	Designated Person – Housing Service kerrybusuttil@manchestersettlement.org.uk

2. Statement of Purpose

Manchester Settlement is determined to ensure that all necessary steps are taken to protect from harm, those children and young people aged 0 -18*, that attend its projects and services. This policy establishes Manchester Settlement's position, role and responsibilities and clarifies what is expected from everybody involved within Manchester Settlement. It clearly highlights the importance placed by Manchester Settlement on the protection of children and young people.

Every child and young person who participates in the activities of Manchester Settlement should be able to participate in an enjoyable and safe environment and be protected from abuse. This is the responsibility of every adult involved in this organisation. Manchester Settlement works with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form. We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. We strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures. (please refer to our Equality and Diversity (Services) policy for further information).

Child Protection interventions provided by Manchester City or other council Children's Services, supplies support for families whose children are in need of safeguarding to promote their welfare and upbringing. All staff members should be aware of the possible indications of abuse or neglect (outlined on pg 3) and of the procedure for dealing with suspected cases. Any guidance given to parents, carers or children will be non-judgmental and unbiased.

Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used both in conjunction with Manchester Settlements other policies and procedures and in conjunction with the reporting of concerns guidelines and safeguarding guidance from Manchester Safeguarding Partnership (MSP)

Manchester Settlement takes account of the latest advice and guidance provided to help address specific vulnerabilities and forms of exploitation. Specific information and guidance can be found on Manchester Safeguarding Board website www.manchestersafeguardingpartnership.co.uk around;

- Domestic abuse; including controlling and coercive behaviour
- Substance miss-use including alcohol
- Mental ill health
- Forced marriage
- Witchcraft
- Private fostering

*The safeguarding of young adults aged 19 and over is governed by our Adult Safeguarding Policy

3. Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- Working together to safeguard children 2018
- Keeping children safe in education 2018
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

4. Responsibilities

Manchester Settlement will ensure that it safeguards and promotes the welfare of children, in relation to this policy safeguarding is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.
(Definition taken from the HM Government document 'Working together to safeguard children 2018').
- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) working at Manchester Settlement have a responsibility to report concerns to the Designated Person/s: Adrian Ball, Clare McGlone (Childcare)
- All staff (paid/unpaid) respect and promote the rights, wishes and feelings of children and young people.
- A child is defined as a person under the age of 18 (The Children Act 1989).

5. Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Support staff to notice the softer signs of abuse and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling

- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies in accordance with our Data Protection Policy

Manchester Settlement is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

Manchester Settlement aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection Induction, training and procedures and kept informed of changes to local/national procedures, including thorough annual safeguarding newsletters and updates
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by Manchester Safeguarding partnership, Tameside and other Safeguarding Boards
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
- Ensure that children are never placed at risk while in the charge of its staff
- Identify changes in staff behaviour and act on these as per our HR policies.
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or working on the premises including reporting such allegations to LADO and Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with its services and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by Manchester and Tameside Childrens Social Care

We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group and support them to learn how to keep themselves safe.

6. Help and Support for children and families – (Early interventions)

Manchester Settlement is committed to supporting the delivery of effective early help using The Multi Agency Levels of Need and Response Framework.

If a child may benefit from some support from Manchester Settlement or other agencies and services, we will talk to the parents/guardians about how they may be supported to access Early help by having an Early help assessment (EHA) For Early help advice contact the following hubs;

Manchester

North: 0161 234 1973

Central: 0161 234 1975

South: 0161 234 1977

Tameside Early Help – Public service Hub 0161 342 4260

7. Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

What to do if you're worried a child is being abused (advice for practitioners) 2015.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

8. Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess
- Persistently seeking attention.

9. Peer on peer abuse

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse, or sexual abuse. We will report this in the same way as we do for adults abusing children, and will take advice from the appropriate bodies on this area.

10. Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with a Manager.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with the designated safeguarding lead (DSL) and/or project manager.

11. Female genital mutilation

This type of physical abuse is practiced as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. This procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community¹. Symptoms may include bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If staff have concerns about a child relating to this area, staff should contact children's social care in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

12. Breast Ironing

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. Although this is unlikely to happen to children in the nursery due to their age, we will ensure any signs of this in young adults or older children are followed up using the usual safeguarding referral process.

13. Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

14. Sexual abuse

Action needs to be taken if the staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive preoccupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

15. Emotional abuse

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. Older Children may self harm, attempt suicide and persistently run away from home. Emotional abuse is harder to identify as the child is not likely to show any physical signs.

16. Neglect

Action should be taken if the staff member has reason to believe that there has been any type of neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving (at nursery) in the same nappy they went home in or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at Manchester Settlement. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

17. Domestic Abuse / Honour Based Violence / Forced Marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

18. Child sexual exploitation (CSE)

Working Together to Safeguard Children defines CSE as “...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.”

We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns we will follow the same procedures as for other concerns and we will record and refer as appropriate.

The Manchester Settlement Policy for safeguarding Children and Young People at risk of or abused through sexual exploitation provides an enhanced framework for this risk area.

19. Manchester Settlement Child Protection Procedures

When a child self declares incidents of potential abuse

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the service or organisation DSL
- The matter will be referred to the local authority children’s social care team (see reporting procedures).

20. Reporting of Suspicion and referrals of Abuse – physical, sexual, emotional, neglect

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding lead (DSL) as soon as possible.

- Staff will report their concerns to the DSL (in the absence of the DSL they will be reported to the Deputy DSL)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carer, such discussions will be recorded and the parent will have access to these records on request
- If there are queries/concerns regarding the injury/information given then the following procedures will take place:

The designated safeguarding lead will:

- Contact the local authority children’s social care team to report concerns and seek advice (if it is believed a child is in immediate danger we will contact the police)
- Inform Ofsted, where OFSTED guidance requires this.
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by LA children’s social care team)
- The designated safeguarding lead will follow up with Manchester or Tameside children’s social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2018). We will never assume that action has been taken,

21. Independent reporting procedures

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL or deputy DSL they should call Manchester or Tameside children's social care team, the police or an independent child protection agency such as the NSPCC and report their concerns anonymously.

22. Contact Telephone Numbers

Manchester Children's/adults Social Care	0161 234 5001
Manchester Designated Officer (LADO)	0161 234 1214
Tameside Children's social care	0161 342 4101 or 0161 342 2222
Tameside Designated Officer (LADO)	0161 342 4398
Ofsted	0300 123 1231
Non-emergency police	101
Government helpline - extremism concerns	020 7340 7264

Referrals to Manchester Childrens Services should be made by phone. These contact numbers are displayed on the staff notice boards.

23. Recording Suspicions of Abuse and Disclosures

Staff should make an objective record of any observation or disclosure, supported by their designated safeguarding lead (DSL). This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the DSL, dated and kept in a separate confidential child protection file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with Manchester or Tameside children's social care team and Ofsted. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. Manchester Settlement expects all members of staff to co-operate with children's social care, police, and Ofsted/other agencies in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

24. Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of Manchester or Tameside children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

25. Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from Manchester or Tameside or other applicable safeguarding boards.

26. Support to families

Manchester Settlement will take every step in its power to build up trusting and supportive relations among families, staff, students and volunteers..

Manchester Settlement continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of Manchester and Tameside local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

Once a child is referred to Children's social care they and the Area Child Protection Committee will make an assessment of the child's needs.

27. Post referral work with statutory services and escalating concerns

Following such a referral, Children's Services and possibly the police will undertake enquiries. Staff may be required to provide statements and attend an initial/ongoing child protection conference/s. Children's Services will inform staff of the outcome of any referral or actions relating to their disclosed concerns. Staff should monitor the well being of the child involved and inform the DSL of any further concerns. The Designated Safeguarding Lead will review children's safeguarding files to ensure actions required to safeguard the child have been completed.

28. Escalating concerns

Procedures for escalating a concern within the organisation – If you have a concern that the safety of a child or vulnerable adult may be compromised due to a failure of staff to act, you may take the matter to the Chief Executive and lead DSL Adrian Ball.

If you want to escalate your concern further you may contact Manchester Safeguarding Partnership for guidance, or report a concern independently to Manchester or Tameside social care or other independent agency or the police. The welfare of the child is paramount.

Escalating a concern or resolving professional differences – advice for practitioners

What to do when you are concerned about a decision or practice in a case involving a child or young person. The MSP has adopted the Greater Manchester Safeguarding Partnership (GMSP) Escalation Policy which can be found in the greatermanchesterscb.proceduresonline.com

and this is supported by the MSCB escalation flow chart. This policy has been developed to be used when resolving professional disagreements in relation to the safeguarding needs of children and young people, because disagreements over the handling of concerns can impact negatively on positive working relationships and consequently on the ability to safeguard and promote the welfare of children. Safeguarding and promoting the welfare of children is a responsibility shared by all agencies. Whilst the local authority is allocated a 'lead' role in coordinating responses

to risk, or causes, of significant harm to children, effective intervention is dependent upon inter-agency planning and multi-agency service responses. Constructive challenge amongst colleagues within agencies and between agencies provides a healthy approach to planning to keep children safe. However, sometimes an issue cannot be resolved and protocol/procedures are needed to escalate concerns, while keeping the focus of concern on the child and their needs.

Manchester escalation procedures can be found at www.manchestersafeguardingpartnership.com see appendix 5 procedure flow chart

29. Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by Manchester Settlement to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We will obtain enhanced criminal records checks (DBS) for all volunteers that have access to children or children's records. We follow safer recruitment procedures as outlined in our safer recruitment policy.

We have named persons within Manchester Settlement who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Leads (DSL), there is always at least one designated person on duty during all opening hours of the setting.

Designated Persons receive appropriate designated persons child protection training every 2 years, all other staff receive core level child protection training at induction and then every 3 years.

Our HR policies enable us to monitor changes in staff behaviours that may cause concern. Our whistleblowing policy provides all staff with a route to report concerns about the organisation without prejudice.

30. Visitors and security

We have procedures for recording the details of visitors to the nursery and other childcare settings. We take security steps to ensure that we have control over who comes into childcare/ young people settings so that no unauthorised person has unsupervised access to the children

All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use

As a staff team we will be fully aware of how to safeguard the whole environment and be aware of potential dangers on the setting boundaries such as drones or strangers lingering. We will ensure the children remain safe at all times.

31. Monitoring children's nursery attendance

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the OOSC/nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day so the nursery management are able to account for a child's absence.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the further emergency contacts will be used to ensure all parties are safe.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the Manchester or Tameside children's social care team to ensure the child remains safeguarded.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

32. Looked after children

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this may ask partners and parents that we are informed of information such as;

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

33. Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care. We have a Prevent Duty and Radicalisation policy in place. Please refer to this for specific details.

34. Online Safety.

We take the safety of our children very seriously and this includes their online safety. Please refer to the Online Safety policy for details on this.

35. Human Trafficking and Slavery

Please refer to our Human Trafficking and Slavery policy for detail on how we keep children safe in this area.

36. Mobile phones and cameras

Mobile phones and cameras other than those issued by Manchester Settlement are not permitted to be used in any of the childcare and public areas including the canteen area, classrooms, corridors, stairs, toilets that are accessed by children and staff.. Manchester settlement issued tablets may be used to record observations and take photos/videos with prior permission from parents. The content will not be shared or used without explicit written consent from parents.

37. Personal Care

Where a young child needs support to access the toilet or needs help with personal care ie; helped to change after an accident, staff should ensure that they and the child are safeguarded by ensuring the support offered is necessary and appropriate to the age and development of the child. The child's privacy must be maintained, the personal care should be logged and parents informed when they collect their child.

38. Allegations against staff, adults and volunteers procedure

An allegation is defined as a complaint or concern that may indicate that

- Has harmed a child
- Has displayed behaviour involving or related to a child that may constitute a criminal offence or
- Has behaved in a way that raises concern about the adult's suitability to work with children

Key points

- All allegations will be taken very seriously
- If an allegation is made against a member of staff the quick resolution of that allegation should be a clear priority to the benefit of all concerned. At any stage of consideration or investigation, all unnecessary delays should be eradicated.
- In response to an allegation staff suspension should not be the default option. An individual should only be suspended if there is no reasonable alternative. If suspension is deemed appropriate, the reasons and justification should be recorded by Manchester Settlement and the individual notified of the reasons.
- Allegations that are found to have been malicious should be removed from personnel records and any that are not substantiated, are unfounded or Malicious should not be referred to in employer references.
- Where an allegation is proven to be false or malicious the CEO may refer to specialist childrens services to determine whether the child is in need of special support or to help to understand if they are being abused elsewhere

The procedure for dealing with allegations

All allegations should be reported straight away to the Chief Executive. In the absence of the Chief Executive or where the Chief Executive is subject of the allegation or concern, reports of allegations should be made to the Chair of Trustees Personnel Committee

The allegation must be reported to the local authority designated officer (LADO) at Manchester/ Tameside /Other City Council responsible for providing advice and monitoring cases.

- When dealing with an allegation:
 - Ensure the immediate safety of the child/ren
 - Seek necessary medical treatment
 - Record in writing the time/place/details/any action then sign and date
 - Gather as much information as possible and clarify exactly what is being alleged.
- It is important that Managers or any other members of staff does NOT start to investigate the allegation. Any discussions with the alleged perpetrator must be kept to a minimum until Social Services and/or the Police have been informed

Allegation management procedures can be found on the **GMSP Procedures** website at greatermanchesterscb.proceduresonline.com

These procedures must be followed by all organisations providing services for children and staff or volunteers who work with or care for children in Manchester. Any organisations that commission services for children must ensure that their arrangements with those services are consistent with the requirements in this procedure.

Information for staff or volunteers facing an allegation

Further support and information can be found on the **ATL** website www.atl.org.uk/help-and-advice/ and at www.atl.org.uk/one-to-ones-lone-working

Keeping Children Safe in Education 2018 can be found on the government website www.gov.uk – a requirement within the guidance is that all staff should read it.

39. Local Authority Designated Officers (LADO)

Manchester LADO

Majella O'Hagan Tel: 0161 234 1214

majella.o'hagan@manchester.gov.uk

Referrals email to quality.assurance@manchester.gcsx.gov.uk

Follow a phone referral with a LADO referral form within 1 day of the allegation being made and email to the address on the form. See appendix 1 LADO referral form (Manchester)

Tameside LADO

Tania Brown Tel: 0161 342 4398

tania.brown@tameside.gov.uk

Referrals email to: ladoreferrals@tameside.gov.uk

If no criminal allegation has been made the Chief Executive (or designated person) will conduct an investigation by gathering and recording as much detail as possible from available sources of information. A range of HR related policies will also need to be considered, including

Staff Code of Conduct,

Grievance Procedure,

Disciplinary Procedure

For detailed procedure process, guidance and referral form see Appendix 1 and 2 below.

Manchester Settlement has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the DSL or Chief Executive at the earliest opportunity.

Appendices

- 1) Manchester LADO referral form
- 2) Manchester Settlement organisation reporting procedure flowchart
- 3) Manchester Settlement safeguarding cause for concern form Manchester

40. Appendix 1 - LADO Referral

Email to quality.assurance@manchester.gcsx.gov.uk

Referrer Details

Date of referral:

Person Name:

Referrer Position:

Referrer Service:

Telephone no:

E-Mail Address:

Subject Adult

Full Name:

Date of Birth:

Gender:

Address:

Disabled:

Employment Sector:

Name, Address & Tel No. for the Employer / Approving Agency:

Occupation / Job Title / Role:

Workplace Address:

Employment Start Date:

Reason for Referral:

Any other Role with Children:

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Child Details:

Name	Date of Birth	Reason for Contact

Actions taken by employer to date:

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Alleged Victim(s)

Child's details if Applicable:

Name	Date of Birth	Gender	Ethnicity (if known)	Disabilities (if known)	Address	Legal Status and whether looked after child	Details of Parents/ Guardians

Date of Incident:

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Brief Description of allegation or concern:

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Any other professional involvement:

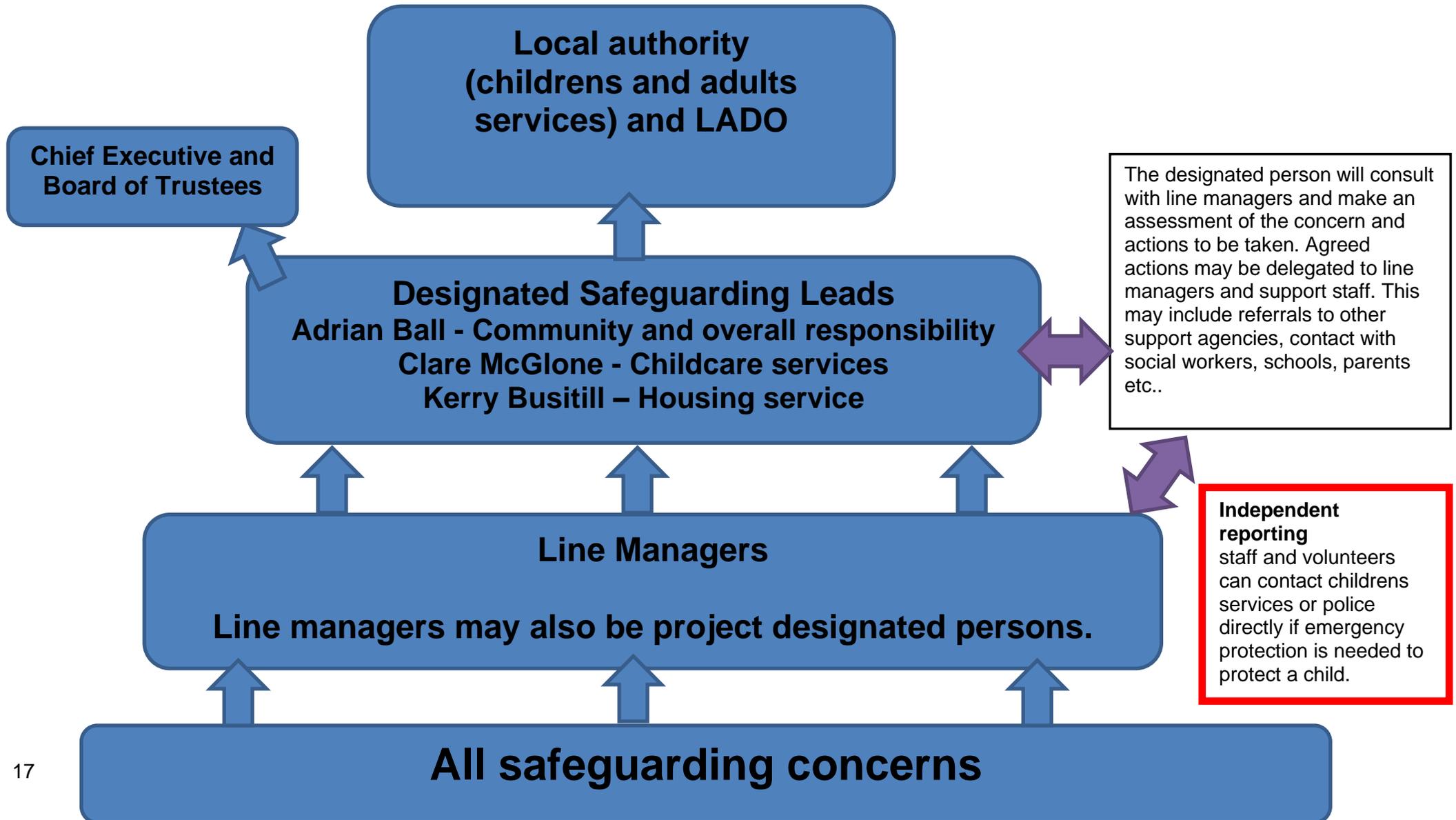
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Email to quality.assurance@manchester.gcsx.gov.uk

Appendix 2 - Manchester Settlement safeguarding reporting procedures

Safeguarding concerns must be reported directly to the lead designated person in the absence of a line manager and can be reported directly to the local authority either in the absence of the lead designated person or if necessary to ensure the safety of children and vulnerable adults.

The welfare of the child is paramount.



41. Appendix 3 - Safeguarding Children and young people – Cause for Concern form

Project :..... Date.....

Name of Child..... D.O.B.....

Name of person making report.....

Nature of Concern: (Please give full details of the nature of the concern, ensuring that you record dates, times, frequencies, as appropriate and any relevant conversations with the child)

Please continue on reverse if necessary

Once completed, discuss the concern with the Designated person (DP) as soon as possible (within one working day or immediately if an emergency).

Initial action taken: (this section might include details of initial enquiries with the child, consultation with the DP, contact with Manchester Childrens Services, any contact with or explanations from parents/carers etc.)

Further Actions required;

A designated person must sign this form, the concern form must then be given to the organisation designated person Clare McGlone.

Designated person..... Organisation DP.....

Signed..... Signed.....

Date received..... Date received.....

42. Appendix 4 – GUIDANCE - REQUEST FOR SOCIAL WORK SUPPORT FORM

THIS FORM DOES NOT NEED TO BE SUBMITTED but can be used as a guide to support your phone referral to Manchester Childrens social care

This form should be used to request support for a child or young person where you believe a child is unlikely to achieve or maintain a reasonable level of health or development without the provision of a social work service or where they are at immediate risk of suffering from significant harm.

The Children and Whole Family Decision Framework (below) will assist in you identifying what service or intervention is most appropriate for the child and family. Please indicate which level of Need is met.

Our Commitment:

The Multiagency Safeguarding Hub (MASH) are committed to responding appropriately and proportionately to your concerns with regard to the needs of children and their families and ensure the right support at the right time is given to the family. If you would like to contact MASH prior to making a referral please ring our consultation line on **0161 219 2895**.

We need you to:

- Discuss your concerns with the child and family if appropriate and where you can gain their consent.
- Reflect on the right support at the right time with your agency's safeguarding lead to determine that a request for a social work service is the most appropriate response for the child.
- Attach your completed Early Help Assessment.
- Tell us if you have sought advice from the Early Help Hubs before completing this request for support.

Help and Support Manchester:

www.manchester.gov.uk/helpandsupportmanchester

Level of Need	Level description / response	Referral Pathway
1	Child, Young Person or families whose needs are being met, or whose needs can be met by universal services	Universal Services
2	Child, Young Person or family with additional needs that can be met by single agency providing additional support or by signposting to an additional agency – complete an early help assessment (EHA)	Early Help Hub
3	Child, Young Person, or family who would benefit from a coordinated programme of support from more than one agency using the early Help Assessment, and Early help- complete an early help assessment (EHA)	Early Help Hub
4	Child, Young Person or family who requires intensive and coordinated support for complex issues via targeted services / Early Help Hubs and where support at Level 3 has not improved outcomes – an EHA should have previously been completed.	Early Help Hub
5	Child or young person at risk of, or suffering significant harm, due to compromised parenting, or whose needs require acute services or care away from their home – Referral to MASH 0161 234 5001	MASH

Request to Manchester Children's Care for support and intervention

Date of Request:		Time:	
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DETAILS OF CHILD(REN)

Child's name:		DOB:		Expected Date of Delivery (Unborn):	
		Age:		Language:	
NHS Number:					
Gender M/F :		Ethnicity:		Interpreter required:	
		Religion:		Communication Needs:	
Address:				Tenure Type:	
Postcode:		Tel No:		Disability:	Y/N
Name of carer/s:		Relationship and DOB :		Parental Responsibility:	Y/N
Child's GP		Tel No:		Education Provider:	

Family Composition/Significant Others

Name:	DOB:	Relationship:	Education Provider:	Address:	Tenure Type:	Parental Responsibility:

CONSENT

Professionals should seek to discuss concerns with the family and where possible seek the family's agreement in making a referral unless this may place the child at increased risk of significant harm.

Have parents / carer(s) been informed of this referral? Yes No

Has the child / young person given consent for this referral?

Have parents / carer (s) given consent for this referral? Yes No

Yes No N/A

If the answer to any of the above is **NO** please provide an explanation / details as it is essential for professionals to work in partnership with families, unless it would place the child at immediate risk of harm.

WHAT IS WORKING WELL?

- What existing support is in place for this child and family? What was the outcome of the early help assessment?
- Are there resources (e.g. family/friends/community) being accessed or services that are being provided to address the concern?
- What are the views of the children and family?

WHAT ARE YOU WORRIED ABOUT?

- Is there actual harm – what is causing the harm?
- What are the future dangers for the child(ren) / family should this concern not be addressed?
- What are the complicating factors that make the concern more difficult to deal with?

WHAT NEEDS TO HAPPEN NEXT?

- What changes do the family need to make? What do they think will help them?
- What do you think would help to decrease the concern and risk to the child and their family?
- What support would help the family to make the changes you have identified?
- Are there any issues for worker safety that need to be considered when planning a response?

--

EARLY HELP

Has an Early Help Assessment been completed? (This needs to be attached to this form)

<input checked="" type="checkbox"/> X No	If No – please state why not
<input type="checkbox"/> Yes	If Yes - Please attach with the Early Help assessment and Team around the Child plan/ minutes

Please briefly describe any services that have already been offered by your agency and / or other agencies and the outcome of these interventions:

--

Details of other agencies/provision involved with the Family / Child (ren)

Agency	Names of key professionals	Telephone No's / Address.	Current involvement.

REFERRAL FROM:

NAME	
JOB TITLE	
AGENCY	
ADDRESS	
TEL	
EMAIL	



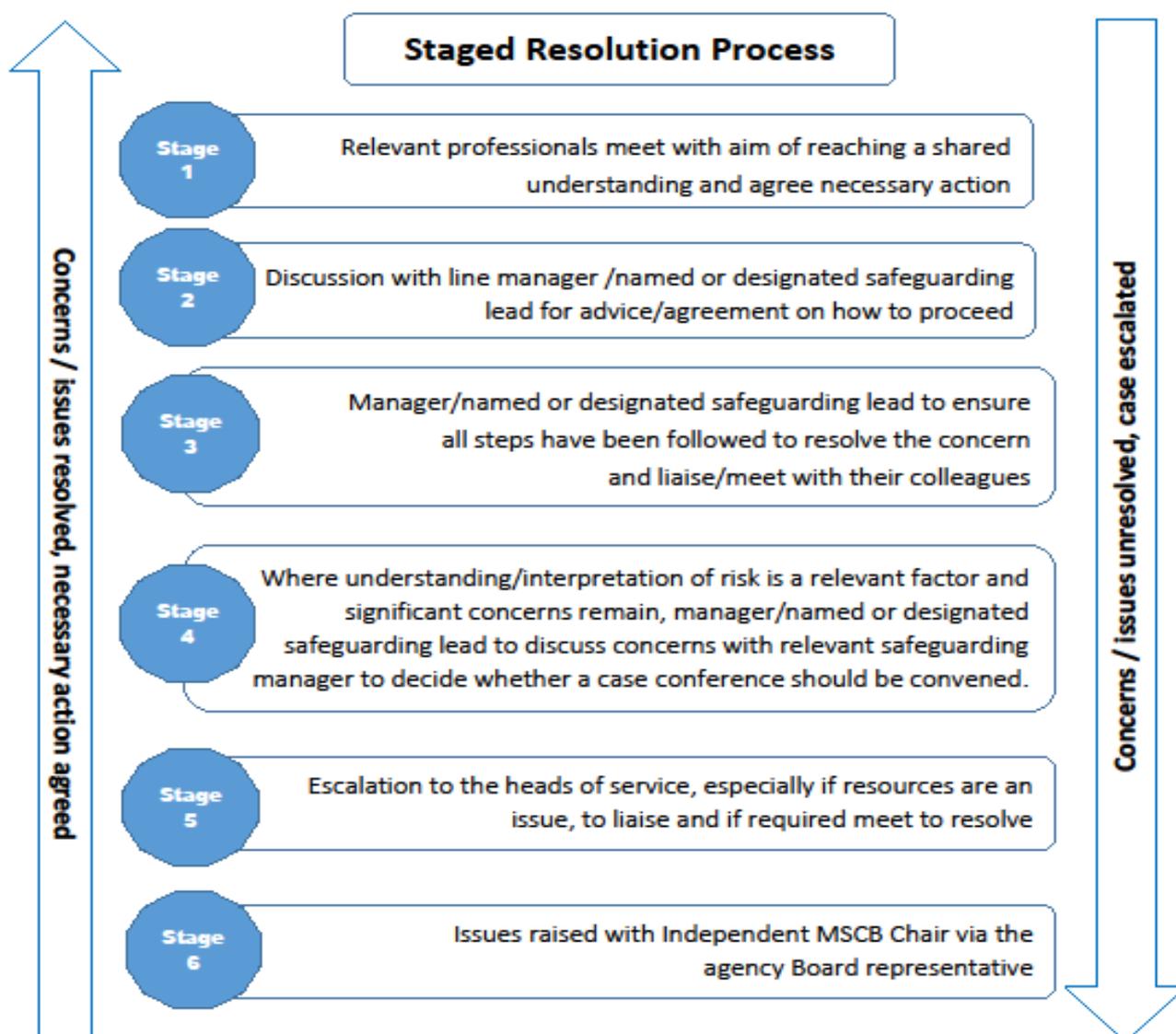


ESCALATION POLICY AND PROCESS

Principle of resolving difference of professional opinion

It is every professional's responsibility to 'problem solve'. Communication is extremely important and is the key to resolving professional misunderstandings or disagreements.

The aim must be to resolve a difference of opinion at the earliest possible stage, as swiftly as possible, always keeping in mind that the priority must be keeping the child or young person safe. In the unlikely event of issues escalating to Stage 6, the role of the MSCB Independent Chair is one of mediation; decision making responsibility remains with statutory agencies.



Issued September 2017

For more information visit www.manchestersafeguardingboards.co.uk