



*New Heights Warren Farm Community Project will be referred to as New Heights or NHWFCP throughout this policy*

## **SAFEGUARDING AND CHILD PROTECTION POLICY AND PROCEDURE**

### **1. INTRODUCTION**

- 1.1 Safeguarding is about how we as professionals set about working with each other to make the world we live in safer for us all, not least vulnerable children and adults. In relation to children, we do this by ensuring that we are committed to providing services so that all children receiving such services are able to fulfil their full potential within a safe and nurturing environment ensuring that children's wellbeing and safety are paramount.
- 1.2 The scope of this policy refers to the safeguarding and protection of children. However the policy does refer to the New Heights Adult's safeguarding and protection for person aged 18 years and over to assist in identifying the designated leads in the respective areas easily. There is a separate policy for Adult's safeguarding.
- 1.3 Child Protection refers to when somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Effective child protection is essential as part of the wider work to safeguard and promote the welfare of children. Safeguarding and promoting welfare therefore includes:
- Protecting children from abuse and neglect.
  - Preventing impairment of children's health or development.
  - Ensuring children are growing up in circumstances consistent with the provision of safe and effective care.
  - Take action to enable all children to have the best life chances.
- 1.4 **This document addresses two specific aspects of safeguarding:**
- To provide a clear and specific guidelines enabling staff to deal appropriately and effectively with child safeguarding issues including child protection concerns.
  - To ensure, as far as possible, that all staff representing New Heights are fit to work with children.
- 1.5 The term 'staff' in this policy and procedure refers to *all* employees, volunteers and anyone involved in paid or unpaid work on behalf of New Heights Warren Farm Community Project (NHWFCP).

### **2. OVERALL AIMS AND PURPOSES**

- 2.1 New Heights is committed to providing services to children and families based on the overriding principles that the safety and well-being of children and young people are paramount; and that all staff and volunteers have a duty to protect, safeguard and promote the welfare of children and young people.
- 2.2 New Heights is committed to working within the guidelines issued by Local Safeguarding Children's Boards (LSCB) and therefore this policy must be read in conjunction with the relevant geographical Local Safeguarding Children's Board policy and procedure. Please note LSCB's



guidelines are only published on their respective websites. See **Appendix B** for the e-links to Birmingham's LSCB and the link to Working Together to Safeguard Children Act 2018 (a guide to interagency working).

- 2.3 In addition to this policy , the LSCB's policy should be read. The Project's policy and procedure is the responsibility of the Project Manager.
- 2.4 New Heights acknowledges that the Local Authority (Children Services) and the Police have a statutory responsibility to investigate cases of suspected child abuse and so is therefore committed to working within the guidelines issued by the LSCB's. These bodies rely on the co-operation of other agencies and the sharing of relevant information in order to ensure that referrals/cases are dealt with appropriately. New Heights will provide assistance to Local Authorities and the Police to enable them to carry out their statutory child protection responsibilities.
- 2.5 In all cases where New Heights projects suspects that a child/young person is or is likely to suffer significant harm this will be reported to the appropriate authorities. In immediate and/or emergency situations New Heights staff will take whatever steps are practicable to protect the child/young person whilst awaiting response from statutory bodies. If the child/young person requires urgent medical treatment, arrangements should be made for the child to be taken to hospital.

### 3. LEGISLATION, OTHER POLICIES AND RELATED GUIDANCE

- Children Act 1989
- Children Act 2004
- Sexual Offences Act 2003
- Children and Families Act 2014
- Working Together to Safeguard Children Act 2018 (a guide to interagency working)
- Information Sharing: Advice to practitioners providing safeguarding services to children and young people, parents and carers.
- Safeguarding Vulnerable Groups Act 2006
- Birmingham Children's Trust Policies and Practice Guidance Manual
- Disqualification under the Childcare Act 2006 (February 2015)
- Human Rights Act 1998
- General Data Protection Regulations (2018)
- LSCB Safeguarding and Child Protection Procedures
- New Heights Local Project Policy and Procedures

### 4. DEFINITIONS AND SIGNS AND INDICATORS

- 4.1 In accordance with the Children's Act 1989, a **"child/young person"** is defined as a person under the age of 18 years. Vulnerable children means children -
- who are unlikely to achieve or maintain, or have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for them of social care services,

- whose health or development is likely to be significantly impaired, or further impaired, without the provision for them of social care services,
- who have a physical or mental impairment,
- who are in the care of a public authority, or
- who are provided with accommodation by a public authority in order to secure their well-being.

4.2 A vulnerable adult covers all people over 18 years who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation”.

4.3 The following definitions, signs and indicators can be found in **Appendix A**

- Safeguarding
- Child Protection
- Physical Abuse
- Sexual Abuse
- Emotional Abuse
- Neglect
- Child Sexual Exploitation (CSE)
- Child Trafficking
- Bullying and Cyber-Bullying
- Domestic Abuse
- Radicalisation and Extremism

## 5. KEY STAFF ROLES

- The Designated Safeguarding Lead (DSL) within New Heights New Heights is Project Manager Kerry Boffin.

The DSL has responsibility for ensuring that Safeguarding Children/Adult procedures are carried out by all staff and volunteers.

The Children’s DSL is responsible for supporting staff in dealing with all safeguarding issues including child protection. The DSL will act as the first point of contact for case discussions relating to children at risk of harm. The DSL has a responsibility to meet regularly with staff to provide support and guidance until the safeguarding incident has been resolved. It is recognised that safeguarding and child protection is challenging and stressful work. The DSL will fully support staff by providing opportunities to talk through anxieties they may have.

- 5.1 The DSL will ensure that any concerns about the welfare of children are recorded in a log and that such records are kept confidentially and securely. Recording should be clear, explicit in agreements and what action will be taken and who specifically will take the action. The DSL is responsible for ensuring that immediate action is taken where there is a specific child protection incident which poses a clear risk to a child’s safety.
- 5.2 If the DSL is unhappy about the response of Child Advice and Support Service, they will escalate concerns in line with the Local Safeguarding Children’s Boards resolution and escalation protocol. **See appendix B** for e-links.

- 5.3 The DSL will have specific responsibility for ensuring that the Safeguarding Policy for adults/children will be reviewed updated every two years.
- 5.4 The DSL will be required to inform the Chair of Trustees (Mr Sean Flynn) of all safeguarding issues arising within the service the same working day and immediately should an allegation or concern involve a member of staff.
- 5.5 The DSL will have the appropriate level of skill, knowledge and experience to fulfil their role.
- 5.6 In the absence of the DSL, concerns are to be reported to Chair of Trustees Mr Sean Flynn.

## 6. ALL STAFF

- 6.1 All staff have the responsibility to safeguard children and therefore need to be aware of how to respond to all situations. The priority will be immediately safeguard the child and prevent further abuse occurring. Any action taken must remain focused on the welfare of the child.
- 6.2 Staff will adhere to the following basic principles in all cases:
- All concerns and allegations, whatever their origin, must be taken seriously
  - Never delay action that is necessary for the immediate safety of a child
  - Always record the reasons for the concerns in writing
  - Always reach a clear and explicit agreement with the DSL about who will take what action or agree that no action will be taken.
  - Whether or not further action is to be taken , always record in writing , any discussions held about a child's welfare and agreements about possible action
  - Never investigate whether or not a child has been abused, this responsibility lies with the Children's Social Care/ and/or the Police
  - Where necessary, work closely with the Project Manager/DSL in compiling a written referral to CASS (Child Advice and Support Service).
  - Ensure all referrals made are followed up with Children's Social care if no outcome is received within 48 hours.
- 6.3 Staff must report any concerns and allegations to the DSL.
- 6.4 Where there is an allegation against the DSL report directly to the Chair of Trustees.

## 7. PROCEDURE FOR STAFF RESPONDING TO CHILD PROTECTION CONCERNS

- 7.1 **Injured Children** - When a child has an injury, staff will assess whether urgent medical help is necessary, if so, staff will contact 999 and inform emergency services of any concerns. They will ask the parent/supervisor of the child how the injury occurred and record verbatim any response. If the injury is accidental this will be recorded in accordance with our Health and Safety Policy and Procedure. However if staff, using their professional judgement, consider the injury may be caused as a result of abuse they will immediately contact the DSL.
- 7.2 Other circumstances – In all other circumstances where there is concern that a child is suffering or likely to suffer significant harm or where the child gives information detailing abuse, staff will:
- find a suitable place in which a child can talk freely.
  - reassure the child.

- make time to listen carefully to what the child is saying.
- try to communicate with the child that is appropriate to their age, understanding and preference (this is especially important where the child may be disabled or where English is not their first language).
- in circumstances where a child has an injury, but no explanation is volunteered, it is acceptable to enquire how the injury was sustained.

**Staff will not:**

- interrupt the child
- prevent them freely recalling events
- promise confidentiality
- ask leading questions
- attempt to investigate allegations, as this may jeopardise a police investigation
- take photographs
- tape record or video a conversation
- ask children to remove clothing

## **8. RECORDING**

- 8.1 Staff must keep a detailed and factual record of the discussions of the disclosures made by the child or any other person as per the local projects recording and policy procedures. These must be made as soon as possible after the disclosure is made and should be recorded on the Incident recording form (**Appendix C**).
- 8.2 The record will include the following:
- date and time it was written
  - name and signature of the staff member recording
  - actual words used by the child
  - if marks or injuries are apparent, the record will describe them and include where on the child the marks/injuries were seen
  - personnel present (including names, address(s), gender, date of birth, names of person with parental responsibility and any other primary carers/persons present and what was said by these persons).
  - details of any statements made by the persons who were caring/responsible for the child at the time of the injury
  - details of any witnesses, including anyone else who heard what the child said, saw marks or injuries or noticed behaviour indicative of abuse.

## **9. REPORTING AND REFERRING**

- 9.1 If any member of staff/volunteer who has welfare concerns about a child's welfare must discuss with the Designated Safeguarding Lead (DSL) within the same day. Concerns may arise out of a series of relatively minor issues about inadequate standards of care or a result of one specific incident which poses a clear risk to a child's safety (for example an assault on a child).

- 9.2 The Designated Safeguarding Lead (DSL) will discuss and advise of action to take in context of the severity of the safeguarding concerns and in respect of the project's own reporting procedures. Responses may include:
- Monitoring the situation carefully and keeping records of all concerns and the reasons why no contact or referral was made to the responsible Local Authority/CASS at this stage.
  - Gathering more information before deciding whether to make contact with or making a referral to Children's Advice and Support Service (CASS).
  - Contacting the Police in the event of a criminal offence being committed or suspected of being committed against a child.
- 9.3 Where a decision is made to report concerns to Children's Advice and Support Services, the matter must be reported verbally and referred on the same day, initially by telephone, followed by a written referral. CASS can be contacted on **telephone number: 0121 303 1888 and email [cass@birminghamchildrenstrust.co.uk](mailto:cass@birminghamchildrenstrust.co.uk)**
- Outside normal office hours any concerns about the welfare of a child should be referred to the **Emergency Duty Team on 0121 675 4806.**
- A written record of the referral will be held alongside a New Heights Incident Report and securely stored on New Heights electronic central safeguarding file and / or client file (where the child / parent / carer accesses a service).
- 9.4 Monitoring and recording of the outcome of the referral should be obtained and recorded on New Heights Incident Report and saved to the child / parent/ carers file, detailing what action, if any, will be taken.
- 9.5 The outcome and conclusion of any investigation by Local Authority Children's Services or Police will also be recorded on the child's file.
- 9.6 All staff and volunteers, in pursuit of their duty to safeguard, protect and promote the welfare of all children/young people will co-operate with Local Authority/Police/LSCB's in any enquiry and attend meetings as required when the purpose is to protect and promote the wellbeing of children/young people.
- 9.7 **Consent is not** required by the parents or guardians if you are referring a matter of concern about the children in their care to CASS. However to ensure transparency in the working relationship with the parents guardians, it is good practice that the referrer must advise parents/carers that such a referral has been made and preferably on the same day. The exception would be if the referrer considers by informing the parents/guardians this would put the children at further risk. Please record the reason clearly in the children's records.
- 9.8 In relation to all projects, a record must be maintained by the project manager regarding all such referrals to the Local Authority Children's Services, CASS and/or the Police regarding any concerns of a child or children. The procedure must also be specified within the projects own safeguarding and child protection policy. The record must include the following:
- Date of Referral
  - Description of concerns/allegations
  - The name of the worker and agency/Local Authority of who the concerns were referred to
  - Action to be taken by the respondent of the referral
  - Follow up action taken to check progress of referral including dates and outcome.
  - Outcome of the referral and the closure date of the referral
  - Project Manager to maintain monthly reports of all such referrals and forward to the Head of Service/DSL
  - Information relating to vulnerable children and service users contained in any email must password protected



## **10. STAFF SUPPORT**

10.1 Child Protection work can be challenging and stressful. New Heights recognises that while staff and volunteers may be competent and feel confident in exercising their judgement when undertaking this work, they should always have access to support and supervision (usually your line-manager), as the stressful nature of the work should not be underestimated. Peer Supervision is another form of support and should be encouraged by senior management for all staff where possible.

## **11. PROCEDURE FOR ALLEGATIONS AGAINST A PERSON IN A POSITION OF TRUST**

- 11.1 A person in a position of trust is anyone who carries out work, paid or unpaid on behalf of an agency, which has access to children or privileged information about children as part of their work.
- 11.2 If allegations are made against New Heights staff or volunteers, it is important to recognise the different strands and area or responsibility, namely:
- Safeguarding/Child Protection issues
  - Any necessary criminal investigation
  - Any necessary use of New Heights' disciplinary procedures
- 11.3 Any allegation of expression of concerns against staff/volunteers will be brought to the attention of the Project Manager or the Chair of Trustees in their absence. The project manager in receipt of this information will notify the Chair of Trustees of allegations immediately and agree action to take.
- 11.4 The full evidence will be made available to the member of staff subject to the allegation as soon as is agreed appropriate by the relevant investigation professionals ( Project Manager, Chair of Trustees, Police, Social Care or any other investigating officer).
- 11.5 Action in respect of the alleged perpetrator will be taken in line with NHWFCP Disciplinary Policy and Procedure. A key decision to be made is the need to remove or suspend the member of staff/volunteer without prejudice.
- 11.6 All staff should be aware of their duty to raise safeguarding concerns. It should be noted that the failure of a member of staff/volunteer to act appropriately to safeguard and promote the welfare of children will lead to invoking of the Disciplinary Policy and Procedure.
- 11.7 Any enquiries under the Safeguarding/Child Protection procedures will take priority over any internal investigations under disciplinary procedures. Once a decision has been made to investigate under the Child Protection procedures or an investigation has concluded, it remains for the NHWFCP to decide whether or not to pursue the matter further under the disciplinary procedures.
- 11.8 The full evidence will be made available to staff subject to the allegation as soon as is agreed appropriate within the ongoing needs of any investigation by the police, Local Authority, or by any disciplinary process.



## 12. SHARING INFORMATION

12.1 There are certain legal restrictions on sharing/disclosure of information. These are:

- Common Law Duty of confidence and confidentiality
- Human Rights Act 1998
- Data Protection Act 1998

But in general the law does not prevent the sharing of information with other practitioners/appropriate agencies, if public interest in safeguarding and child's welfare overrides the need to keep information confidential. The key factor is the rule of proportionality; is the proposed disclosure a proportionate response to the need to protect the welfare of the child/young person.

Where this is the considered view, New Heights will support staff in a referral to the responsible Local Authority.

**IMPORTANT:** Staff/volunteers should not assume that someone else has passed on the information and all staff are individually responsible for safeguarding and child protection concerns.

## 13. CONFIDENTIALITY

13.1 The general position is that if the information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the person's consent. In practice, this means that all service users information (whether held on paper, computer, visually or audio recorded or held in memory of the staff/volunteer) must not normally be disclosed without the consent of the service user. It is irrelevant how old the service user is or what state of his/her mental health is, the duty still applies.

13.2 There are three circumstances where making disclosures of confidential information is lawful, which are:

- Where the individual to whom the information relates to has consented
- Where disclosure is necessary to safeguard the individual, or others, or is in the public interest: or
- Where there is a legal duty to do so, for example, a Court order.

## 14. SAFEGUARDING CHILDREN THROUGH SELECTION AND RECRUITMENT

14.1 New Heights recognises that during recruitment and selection processes, some applicants may show themselves to be unfit to care for children. As part of our staff and volunteer recruitment processes we will:



- Require applicants to provide details of all names used, and residential addresses covering the last 5 years, and to provide evidence of identity and their current address and 'right to work checks'.
- Require the applicant to provide the names of at least two referees. One of the current employer and previous employer. They should be able to comment on their work with children.
- If the applicant is seeking to volunteer or seeking paid work with children, for the first time, both references should be from people who can provide information that is relevant to their character, attitudes, behaviour etc. towards children.
- Not accept anyone on to the staff or as a volunteer unless both references have been received and verified with the referee.
- The applicant will undertake an interview process.
- Applicants who have been deemed appointable and an offer made will be required to provide all certificates in relation to their qualifications, any membership or registration required and/or declared, complete a health questionnaire and application to the Disclosure Barring Service. Again these will all need to be satisfied before being accepted.
- When we accept students on placement, we will confirm with the training establishment that appropriate criminal records checks have been completed.
- All new staff will receive a comprehensive induction to ensure that they have the knowledge and confidence to apply the Safeguarding and Child Protection Policy.

14.2 With reference to our existing workforce, New Heights Warren Farm Community Project will:

- Complete three yearly DBS checks
- Notify the Disclosure and Barring Service if we dismiss a member of staff or volunteer because they have harmed a child.
- Ensure staff and volunteers have clear job descriptions including a statement that they are expected to abide by our Safeguarding Policy
- Provide training, support and regular supervision to staff to ensure they clear about their roles and responsibilities in relation to safeguarding children.
- Challenge policy and practice that compromises children's safety.

## **15. TRAINING AND SUPERVISION**

- 15.1 All staff and volunteers should receive Safeguarding and Child Protection training (appropriate to their level) and supervision and support to enable them to recognise abuse, raise concerns with their supervisor/manager and know how to respond appropriately. This is viewed as core training by New Heights and is the responsibility of the Project Manager.
- 15.2 Refreshers training will be provided to all staff every two years (from the date of initial child protection training).
- 15.3 A record of training will be maintained on each individuals staff file.

## **16. INFORMING FACILITATORS OF SERVICES ABOUT SAFEGUARDING POLICIES AND CONFIDENTIALITY**

- 16.1 As part of the hire terms and conditions of New Heights, activity facilitators will be required to work within the guidelines of their own safeguarding policy framework. A copy of this should be



retained on the client file. Facilitators will also be issued with and required to read and sign New Heights' safeguarding Policy and Procedure.

- 16.2 A copy of New Heights Safeguarding summary and parents information will be provided to all facilitators of services at the point they sign their terms and conditions of hire agreement (please see appendix D & E). It is the responsibility of the service facilitator to ensure this is shared with parents and carers
- 16.3 There is a clear need, which has been highlighted in research, for agencies to share information where there is a child safeguarding concern including suspicion of child abuse or neglect. Facilitators of service will be informed that there are limits to confidentiality where safeguarding children issues are involved and in certain circumstances there may be a need to contact other agencies without first notifying them. This is a legal obligation and not a personal decision and should not be seen as a betrayal of trust but as a necessary and responsible way of protecting children within our service. There is clear justification for sharing information with or without consent when there is reasonable cause to suspect that a child is at risk of significant harm.
- 16.4 A summary of this policy/procedure and the name of the DSL will be displayed for the information of all visitors to New Heights premises.

## APPENDICES

### **Appendix A – DEFINITIONS AND SIGNS AND INDICATORS**

***Please note that the indicators listed are not designed to be a definitive or exhaustive checklist and they need to be looked at in respect of the entire context of a situation)***

**Safeguarding** is about how we, as professionals, set about working with each other in a child centred approach to make the place we work and live in safer for vulnerable children. We ensure that all children are able to fulfil their potential within a safe and nurturing environment.

What is **abuse and neglect**? There are a number of types of abuse and neglect and a brief explanation follow for each:

**PHYSICAL ABUSE** may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm to a child, including fabricating the symptoms of, or deliberately causing ill health to a child.

#### **SIGNS AND INDICATORS;**

- Unexplained recurrent injuries or burns
- Chronic running away
- Fear of medical help or examination
- Aggression towards others
- Fear of physical contact

**SEXUAL ABUSE** involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This includes grooming and on-line abuse.

#### **SIGNS AND INDICATORS;**

- Overly affectionate or knowledgeable in a sexual way inappropriate to the child's age
- Extreme reactions .e.g. depression, self-mutilation



- Personality changes
- Being isolated or withdrawn
- Lack of trust or fear of someone they know well
- Suddenly drawing sexually explicit pictures

**EMOTIONAL ABUSE** is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved or inadequate.

It may involve seeing or hearing the ill-treatment of another, including bullying / cyber bullying.

**SIGNS AND INDICATORS;**

- Delayed physical, mental and / or emotional developmental
- Over reaction to mistakes
- Extreme fear of any new situation
- Inappropriate response to pain
- Extremes of passivity or aggression

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

**SIGNS AND INDICATORS;**

- Constant hunger
- Poor personal hygiene
- Poor state of clothing
- Emaciation/obesity
- Untreated medical problems
- Developmental problems

**CHILD SEXUAL EXPLOITATION** is 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. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

**SIGNS AND INDICATORS;**

- Going missing frequently / truancy from education
- Drug and alcohol use
- Emotional symptoms, including eating disorders, mood swings and self-harm
- Frequenting places of concerns
- Returning after having been missing looking well cared for
- Possession of money and goods not accounted for
- Secrecy

**DOMESTIC ABUSE** is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. But it isn't just physical violence - domestic abuse includes any emotional, physical, sexual, financial or psychological abuse. It can happen in any relationship and even after the relationship has ended.

**SIGNS AND INDICATORS;**



- Aggression
- Display anti-social behaviour
- Suffer from depression or anxiety
- Not perform to their capacity at school/classes- due to difficulties at home or disruption of moving to and from refuge accommodation

**RADICALISATION AND EXTREMISM** - Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Extremism is vocal or active opposition to fundamental British Values (such as individual liberty, mutual respect and tolerance of different faiths).

**SIGNS AND INDICATORS;**

- Identity / personal Crisis
- Personal Circumstances such as personal experience of racism or discrimination
- Perceptions of injustice
- Experiences of Criminality

**BULLYING AND CYBER-BULLYING** is a behaviour that hurts someone else, for example name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere at school, at home or on-line.

**SIGNS AND INDICATORS;**

- Unexplained injuries;
- Lost or broken possessions;
- Low self-esteem
- Withdrawing from social situations;
- Change in attitude or behaviour;
- Truancy or feigning sickness;
- Declining grades and a lack of interest in school;
- Self-destructive behaviour;

**APPENDIX B- LCSB- Child Protection Procedures**

Birmingham Safeguarding Children's board website: Birmingham Children's Trust Policies and Practice Guidance Manual

Working Together to Safeguard Children- A guide to interagency working to safeguard and promote the welfare of children: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>



- Warren Farm Community Project  
Registered Charity Number: 1196648

## **APPENDIX C – Incident Report Form**

Name and Role of Person Completing this form:	
Signature of person completing this form:	
Name and Signature of DSL:	
Date:	Time:

Location:
Date & Time of Incident:
Name/s of person's involved in the incident:
Description of the incident:

Witnesses (include contact details):
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Incident Reported to:	Date:
How was the incident reported (email, phone, face-to-face):	
Project Manager informed:	

Description of any follow up action to be taken:
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## **Appendix D**

### **SUMMARY OF SAFEGUARDING INFORMATION FOR VISITORS AND FACILITATORS OF SERVICES TO NEW HEIGHTS**

New Heights is committed to safeguarding children which means keeping children safe in a nurturing environment. We are committed to the highest standards in protecting the safety and well-being of children using our services.

We follow the principle of Birmingham Safeguarding Children's Board in taking a child-centred approach to safeguarding, this means

- Creating an atmosphere where all children can feel secure, valued and listened to.
- Recognising that one of the best ways to support a child is to provide support for the parents. **(see our 'advice to parents on keeping children and young people safe')**
- Actively working with parents and other children in promoting a violence free environment within our premises.
- Offering non abusive and effective means of teaching a child acceptable behavior.
- Recognising that some children may be suffering abuse and by being alert to the indicators of abuse, ensure any issues are reported to the Designated Safeguarding Lead.
- Recognising that abuse occurs across all socio-economic class structures, race, cultures, ethnicities, religions and professions.
- Working in partnership with other agencies and parents to access early help for children and protect children from harm through lawful sharing of information.
- Ensure that all staff having access to children have been checked as to their suitability through robust safer recruitment and selection processes.

**If you have a concern that a child is being harmed, or is at risk of harm you should contact the Designated Safeguarding Lead for New Heights.**

Project Manager on 07864589710

If the Project Manager is not available, please call Christine Walker (Trustee) : 07952407427

#### **STILL WORRIED ABOUT A CHILD?**

If you still have any concerns you can also contact:

**Birmingham Children's Trust -**

Children's Advice & Support Services (CASS) on **0121 303 1888**

Outside of Office hours please call **0121 675 4806** for the Emergency Duty Team

**NSPCC: 0808 800 5000**

**Children can call Child line: [0800 1111](tel:08001111)**

## **Appendix E**

### **Clubs & Activities for Children & Young People**

There are many clubs and organised activities for children running out of New Heights, but as a parent you will want to know that any activity your child is involved with is safe.

It is important for you as a parent to feel happy and confident about the arrangements you make for your child. To find out what is available here come and talk to the Designated Safeguarding Lead.

Your first choice may be made by your child showing an interest in a particular activity or saying that he or she wants to join a particular group – perhaps he or she has a friend who is already a member. If possible, talk to the parents of children who are already involved. Are they happy about the organisation? Are the children happy about the activities?

#### **If possible, come and watch the group in action**

- Do the activities seem to be suitable for the children taking part?
- Do you think the activities would be suitable for your child?
- Does the group seem well organised?
- Do there seem to be enough adults present for the number of children?
- Do the premises and equipment look safe?
- Do the activities seem to be carried out safely?
- Do the children seem to be enjoying themselves?

#### **If you and your child are still interested, ask about these points**

- How are the organisers recruited?
- How are they trained and what experience do they have?
- Do they have any qualifications?
- Are any checks carried out to make sure that they are suitable people to work with children?
- Is the group insured?
- Are there any rules that staff and helpers have to follow?

#### **Picking the right activities for your child is all about listening**

- **Listen to your child:**  
What does he or she want to do?
- **Listen to other children:**  
What do they say about the activities?
- **Listen to other parents:**  
Do they think that the activities for children are well organised?
- **Listen to your own feelings:**  
You often know when something is not right for your child even if you can't quite put your finger on why.
- **Listen to your child:**  
If something is beginning to go wrong, he or she may notice it before you do.

If you have a concern about a particular club or activity please speak to the Designated Safeguarding Lead – New Heights Project Manager; Kerry Boffin.