

Safeguarding Children and Young People Policy

Introduction

The Cleft Lip and Palate Association (CLAPA) recognises its legal duty of care to safeguard the welfare of all children and young people and is committed to a practice which protects children and young people from harm.

We recognise that:

- the welfare of the child/young person is paramount
- all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and their agencies is essential in promoting young people's welfare.

Policy statement

CLAPA has a duty of care to 'act prudently' and take all reasonable steps to ensure that all children and young people with whom the charity comes into contact through its activities, are safeguarded from harm.

Policy aims

- To provide protection for the children and young people who receive CLAPA's services, including the children of adult members or users
- To provide staff and volunteers with guidance and training on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm.
- This policy applies to all staff, including the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of CLAPA.

We will seek to safeguard children and young people by:

- valuing them, listening to and respecting them
- adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about child protection and good practice with children, parents, staff and volunteers
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- providing effective management for staff and volunteers through supervision, support and training.

We are also committed to reviewing our policy and good practice annually.

Code of Behaviour

Statement of Intent

CLAPA's policy is to safeguard the welfare of all children and young people by protecting them from all forms of abuse including physical, emotional, sexual, and neglect. (Appendix A).

The organisation is committed to creating a safe environment in which children and young people can feel comfortable and secure while engaged in any CLAPA activity or event. Staff and volunteers should, at all times, show respect and understanding for an individual's right, safety and welfare and conduct themselves in a way that reflects the ethos and principles of CLAPA.

CLAPA issues the following guidelines to all staff and volunteers working with children and young people:

Attitudes - staff and volunteers should be committed to:

- Treating children and young people with respect and dignity
- Always listening to what a child or young person is saying
- Valuing each child and young person
- Recognising the unique contribution each individual can make
- Encouraging and praising each child or young person

Lead by Example – staff and volunteers should endeavour to:

- Provide an example, which they would wish others to follow
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person, child or adult working with children and young people
- Respect a young person's right to privacy

One to One Contact – staff and volunteers should:

- Avoid, where possible, spending time alone with children or young people, away from others
- Not meet children or young people outside organised activities, unless it is with the knowledge and consent of parents and a senior member of staff
- Ensure that, if privacy is needed, a member of staff is informed of the meeting and its whereabouts
- Not take children or young people alone in a car on journeys, however short. Where this is unavoidable, it should be with the full knowledge and consent of the parents, a senior member of staff and after checking whether there is adequate motor insurance cover.

Physical Contact – staff and volunteers should never:

- Make unnecessary physical contact with children and young people. If physical contact is unavoidable, such as providing comfort for a distressed child, or physical support, for example, in contact sports, it should only take place with the consent of the child or young person.
- Do things of a personal nature for children or young people that they can do for themselves
- Engage in sexually provocative or rough physical games, apart from structured sports activities

General – staff and volunteers should:

- Be aware that their actions may be misinterpreted, no matter how well intentioned
- Never draw any conclusions about others without checking the facts
- Never allow themselves to be drawn into inappropriate attention-seeking situations such as tantrums or crushes
- Never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about, or to a child or young person, even in fun

Relationships – staff and volunteers:

- Who are involved in relationships with other members of staff or volunteers should ensure that their personal relationships do not affect their role within CLAPA or the work of the organisation.

Sharing information about safeguarding and good practice with children and young people, parents, staff and volunteers

CLAPA will endeavour to ensure that, should individuals have concerns, they will be listened to and taken seriously.

It is the responsibility of the Director of Development / Designated Safeguarding Officer (DSO) and Chief Executive to ensure that information is available to, and exchanged between, all those involved in this organisation and its activities. Some information is confidential and should only be shared on a strictly need-to-know basis.

Children and Young People

Children and young people have a right to information, especially any information that could make life better and safer for them. CLAPA will act to ensure they have information about how, and with whom, they can share their concerns, complaints and anxieties.

When sharing information, CLAPA staff and volunteers will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing.

Parents

Parents / guardians are ultimately responsible for their children's welfare at all times and they should be assured that their children are involved with a credible organisation.

CLAPA will ensure that full information about its activities for children and young people is publicly available.

CLAPA's Safeguarding Policy will be made freely available to all who request to see it.

Staff and volunteers

As an organisation which provides activities for children and young people, it is imperative that, where relevant, CLAPA staff and volunteers are aware of their responsibilities under Child Protection and Safeguarding legislation and have a working knowledge of the relevant CLAPA policies and procedures. All Residential Weekend volunteers and Parent Contacts will receive training in Child Protection and Safeguarding.

Sharing information about concerns with agencies who need to know, and involving parents and children appropriately

Protecting children from harm requires maximum cooperation between children and young people, their families, communities and professionals. Where appropriate (i.e. where the parent is not suspected of abuse), parents will be involved in the raising of concerns about any child CLAPA comes into contact with. The Designated Safeguarding Officer (DSO) will liaise with the reporting staff member and also the authorities (where appropriate) to determine when and how to involve parents or carers in the reporting of concerns and or abuse.

CLAPA staff and volunteers working on a regular basis with children and young people under the age of 18 will receive training and support to follow safeguarding policy and procedures.

While the identification and confirmation of alleged or actual abuse should be left to the appropriate professionals, the concerns of staff and volunteers will be dealt with through strict procedures:

- A designated person(s) will have responsibility for dealing with all concerns
- A clear reporting procedure will be followed (Appendix B)
- Clear records must be maintained and should be kept confidentially and in a secure place (Appendix C). The DSO is responsible for its safekeeping and access.

Reporting a suspicion or allegation of abuse

A safeguarding concern is any incident whereby a child or young person is deemed to be at risk of harm. This could include any of the following:

- A child or young person tells a member of staff or volunteer that they are being abused
- A member of staff or volunteer is found to be communicating with a child or young person inappropriately

It is the responsibility of any member of staff or volunteer who has reason to believe a service user is at risk of harm to act upon those concerns by reporting them to the following:

Designated Safeguarding Officers

To report concerns or disclosures in the first instance contact:

Claire Cunniffe
Director of Development & Designated Safeguarding Officer (DSO)
Tel: 07854 298304
Email: claire.cunniffe@clapa.com

If the DSO is not available then the CEO as a designated person (DP) will be contactable for advice and required actions:

Rosanna Preston
Chief Executive
Tel: 020 7833 4883
Email: rosanna.preston@clapa.com

Appointed person

Trustee with responsibility for leading on and overseeing safeguarding children's issues is:

James Gay

Contact Address for both persons:

CLAPA
332B Goswell Road
London
EC1V 7LQ

The DSO / Chief Executive will inform the relevant external organisation of any incident / disclosure (see Appendix B).

Record Keeping

- All records, information and confidential notes relating to safeguarding concerns should be kept in separate files in a locked drawer or filing cabinet.
- Only the aforementioned Designated Person(s) will have access to these files.

Disclosure

In the case of a child disclosing abuse, staff / volunteers should:

- Never guarantee absolute confidentiality, as safeguarding children and young people will always have precedence over any other issues
- Advise that you will try to offer support, but that you must pass the information on. Explain what you have to do and whom you have to tell
- Listen to the child / young person, rather than question him / her directly. Offer him / her reassurance without making promises, and take what the child / young person says seriously
- Allow the child / young person to speak without interruption. Accept what is said – it is not your role to investigate or question. Remain

- calm, show compassion. Your role is to listen and record the facts given to you and receive these with impartiality
- Not probe for further information as this can affect any future legal proceedings. Show your support for the child or young person by listening to what the child or young person is telling you and passing no judgement
 - Record the discussion accurately, as soon as possible after the event. Try to use the child / young person's words or explanations – do not translate into your own words, in case you have misconstrued what the child / young person was trying to say.
 - Contact the DSO for advice / guidance. The DSO may then discuss the concern / suspicion with the relevant external organisation and, if appropriate, make a direct referral.
 - Ensure that, if either the DSO or DP are not available, or it is inappropriate to approach them (when the DSO or DP themselves is suspected of abuse), they make direct contact with the relevant organisation i.e. the Police or the Local Safeguarding Children Board
 - Record any discussions, or actions taken, within 24 hours and pass all written notes/records to the DSO in order that no confidential information is stored elsewhere regarding this concern.

Where staff have immediate concerns about the safety and wellbeing of a child or young person

If a staff member or volunteer has an immediate concern about the welfare of a child or young person or a child does not feel safe to go home, whilst leading or taking part in a CLAPA event or activity this should be reported to the local Children's Social Care/ Social Work service Emergency Duty/Out of Hours Team or the Police. Make clear that this is a child protection matter and take advice on what to do next.

Where CLAPA has loco parentis for children and young people i.e. on a residential weekend, then CLAPA staff take responsibility for safeguarding the child or young person from harm and should contact local Children's Social Care/ Social Work service Emergency Duty/Out of Hours Team or the Police before allowing the young person to return home if their parents or carers are suspected of abuse.

Local Safeguarding Children's Boards

Local Safeguarding Children Boards (LSCBs) were established by the Children Act 2004 which gives a statutory responsibility to each locality to have this mechanism in place. LSCBs are now the key system in every locality of the country for organisations to come together to agree on how they will cooperate with one another to safeguard and promote the welfare of children. Most LSCB's have their own website where contact details and information is available to support you to get advice, report concerns and access training.

The purpose of this partnership working is to hold each other to account and to ensure safeguarding children remains high on the agenda across their region.

Following carefully the procedures for recruitment and selection of staff and volunteers

CLAPA operates employment and supervision procedures that ensure the highest priority is given to issues relating to safeguarding children and young people.

CLAPA follows the Disclosure and Barring Service (DBS) guidelines for carrying out appropriate DBS checks for relevant staff and volunteers.

CLAPA's recruitment procedures for staff include the following provisions:

- Setting out full and clear Job Descriptions
- All applicants will supply information in writing which will include personal details, past and current work experience and any relevant qualifications
- All shortlisted applicants will be required to attend a formal interview
- Two written references will be taken up prior to any job offer being confirmed.
- A DBS check will be carried out for any member of staff working regularly with children and young people.

CLAPA's recruitment procedures for volunteers include the following provisions:

- Setting out clear Role Profiles
- Applicants will complete a Volunteer Application Form
- Applicants will be required to attend a Volunteer Induction Day or Parent/Peer Contacts training weekend, as appropriate.
- Two written references (three for Parent/Peer Contacts) will be taken up prior to the individual commencing their volunteering
- A DBS Check will be carried out for those individuals wishing to carry out either of the following volunteer roles:
 - Residential Weekend volunteer
 - Clinic Volunteer (if in a hospital primarily for children)

It is recognised that the decision to appoint a member of staff / volunteer is the responsibility of CLAPA, as an organisation and not of any one individual within it.

Providing effective management for staff and volunteers through supervision, support and training

CLAPA encourages the development of staff and volunteers through its ongoing support, supervision and training.

Induction

Each new member of staff / volunteer is made familiar with the relevant CLAPA policies and procedures.

Appraisals

Each member of staff undergoes an annual appraisal with their line manager.

Training

Safeguarding training is mandatory for all staff and volunteers in regular and or potentially unsupervised contact with children and or young people.

Any additional or ongoing training needs for staff are identified at the annual appraisal.

All new volunteers are required to attend an Induction Day and as part of the induction, familiarise themselves with CLAPA safeguarding policies. Regular contact and support is available to all volunteers, giving opportunity to raise concerns about their understanding or application of CLAPA policy and procedures. All volunteers are encouraged to attend other CLAPA events and training opportunities relevant to the role.

All new Parent and Peer Contacts are required to attend two day training course and encouraged to attend other CLAPA events and training opportunities relevant to the role.

Before each of the children and young people's Residential Weekends, a compulsory Safeguarding Children and Young People training session is delivered to all volunteers involved.

Support

All staff / volunteers should be appropriately and effectively supported by their line manager / named point of contact. This is discussed and planned at Volunteer Induction Days or at a later date through individual conversations with volunteers.

Appendix A – Working Together 2013 - Definitions of Abuse

A child or young person is anyone who has not reached their 18th Birthday.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child

or young person. It may also be caused when a parent / carer fabricates symptoms of, or deliberately induces illness in a child or young person.

Emotional abuse

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

It may involve:

- Conveying to children or young people that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person
- 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
- Imposing developmentally inappropriate expectations e.g. interactions beyond the child or young person's developmental capability, overprotection, limitation of exploration and learning, preventing the child or young person from participation in normal social interaction
- Causing children or young people to feel frightened or in danger e.g. witnessing domestic violence, seeing or hearing the ill treatment of another
- Exploitation or corruption of children or young people

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

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or young person 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 outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children 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.

Neglect

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 or shelter (including exclusion from home or abandonment)
- Protect from physical and emotional harm or danger
- Meet or respond to a child or young person's basic emotional needs
- Ensure adequate supervision including use of adequate care-takers
- Ensure access to appropriate medical care or treatment
- Ensure that his/her educational needs are met

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

It is also necessary to understand the consequences, both short and long-term, for children and young people who may suffer abuse.

Physical abuse

Physical abuse can range from over-chastisement, slapping with the hand, a belt, a stick or other object, to shaking, punching or throwing a child across the room. It can lead directly to neurological damage, physical injuries, disability or – at the extreme – death. Harm may be caused by the abuse itself and by abuse taking place in a wider family or institutional context of conflict and aggression. It also includes a parent/carer fabricating symptoms of or inducing illness in a child or young person. Some physical abuse is reactive; some may be clearly premeditated with intent to cause harm.

Emotional abuse

Emotional abuse can range from rejecting a child or young person, refusing to show a child or young person love or affection, or making a child or young person unhappy by continually belittling him/her or verbally abusing him/her. It has an important impact on a developing child's mental health, behaviour and self-esteem. It may also include developmentally inappropriate expectations including overly high expectations which the child or young person cannot fulfil. Domestic violence, adult mental health problems and parental substance misuse may be features in families where children and young people are exposed to such abuse. Emotional abuse may occur by omission or commission and it is important the problems for a child or young person's parents do not obscure professionals' view of the child or young person's emotional development.

Serious bullying, causing a child or young person to feel frightened or in danger, may now be regarded as emotional abuse. Failures of a school to deal effectively with bullying could be seen as neglect/failure of duty of care.

Sexual Abuse

Sexual abuse is the involvement of a child or young person in sexual activities that he/she does not understand, cannot give consent to and which are not acceptable by our society. This includes inappropriate touching, taking of obscene photographs, producing/trading in child pornography (including via the Internet) as well as attempted or actual sexual intercourse. Its adverse affects may endure into adulthood and affect the ability to build and maintain

affective adult relationships. Research indicates that about a third of victims of sexual abuse may become adult perpetrators

Neglect

This can range from ignoring a child or young person's developmental needs to not feeding or clothing him/her adequately and not properly supervising him/her. Persistent neglect can lead to serious impairment of health and development, and long-term difficulties with social functioning, relationships and educational progress. Neglect may occur by omission or commission – it is important that problems for a child or young person's parent do not obscure neglect of a child or young person in the family. Unborn babies may now be regarded as suffering neglect due to maternal substance misuse.

Possible Indicators of Abuse

The following is a list of signs and symptoms that may be consistent with abuse; NB some children and young people can exhibit one or more of these signs for other reasons. However, if there are concerns about a child or young person displaying any of these indicators, discussions should be held as soon as possible with the DSO. In simple terms, indicators can be *physical* e.g. marks and bruises, *behavioural* i.e. aggressive or withdrawn or secretive etc, *disclosures* i.e. a child or young person tells you something that indicates they are suffering abuse, *presentation/appearance* may be unkempt dirty etc.

Physical abuse - physical indicators

Unexplained bruises/welts/lacerations/abrasions:

- on face, lips, mouth
- on torso, back, buttocks, thighs
- in various stages of healing
- clustering forming regular patterns
- reflecting shape of article used, e.g. belt, buckle, electrical flex
- on several different surface areas
- regularly appear after absence, weekend, or holiday
- bite marks or fingernail marks

Unexplained burns:

- cigar or cigarette burns especially on soles, buttocks, palms or back
- 'immersion' burns, where hands feet or body have been forcibly immersed in very hot water
- patterns like electrical burner, iron etc
- rope burns on arms, legs, neck or torso

• *Unexplained fractures:*

- to skull, nose, facial structure
- in various stages of healing
- multiple or spiral fractures

Physical abuse - behavioural indicators

- flinching when approached or touched

- reluctance to change clothes for sports activities
- wary of adult contacts
- difficult to comfort
- apprehension when other children cry
- crying / irritability
- frightened of parents
- afraid to go home
- rebelliousness in adolescence
- reports injury caused by parents
- behavioural extremes- aggressiveness, withdrawal, impulsiveness
- regression to childlike behaviour
- apathy
- depression
- poor peer relationships
- panics in response to pain

Neglect – physical indicators

- consistent hunger
- poor hygiene
- inappropriate dress
- consistent lack of supervision, especially in dangerous activities for long periods
- unattended physical problems or medical needs
- abandonment

Neglect - behavioural indicators

- begging
 - stealing food
 - constant fatigue, listlessness
 - poor relationship with care-giver
- frequent delays in picking child up from playgroup or school

Sexual abuse - physical indicators

- difficulty in walking, sitting down
- stained or bloody underclothing
- pain or itching in genital area
- bruising, bleeding, injury to external genitalia, vaginal and/or anal areas
- vaginal discharge
- bed wetting
- excessive crying
- sickness

Sexual abuse - behavioural indicators

- inappropriate sexual behaviour or knowledge for the child's age
- promiscuity
- sudden changes in behaviour
- running away from home
- wary of adults
- feeling different from other children

- unusual avoidance of touch
- reporting of assault
- substance abuse (e.g. glue sniffing)
- emotional withdrawal through lack of trust in adults
- over compliance with requests of others
- frequent complaints of unexplained abdominal pains
- eating problems
- sleep disturbances
- poor peer relationships
- possessing money or 'gifts' that cannot be adequately accounted for
- inappropriate sexually explicit drawings or stories
- enuresis or soiling, especially at the end of school
- frequent non-attendance at school
- avoidance of school medicals

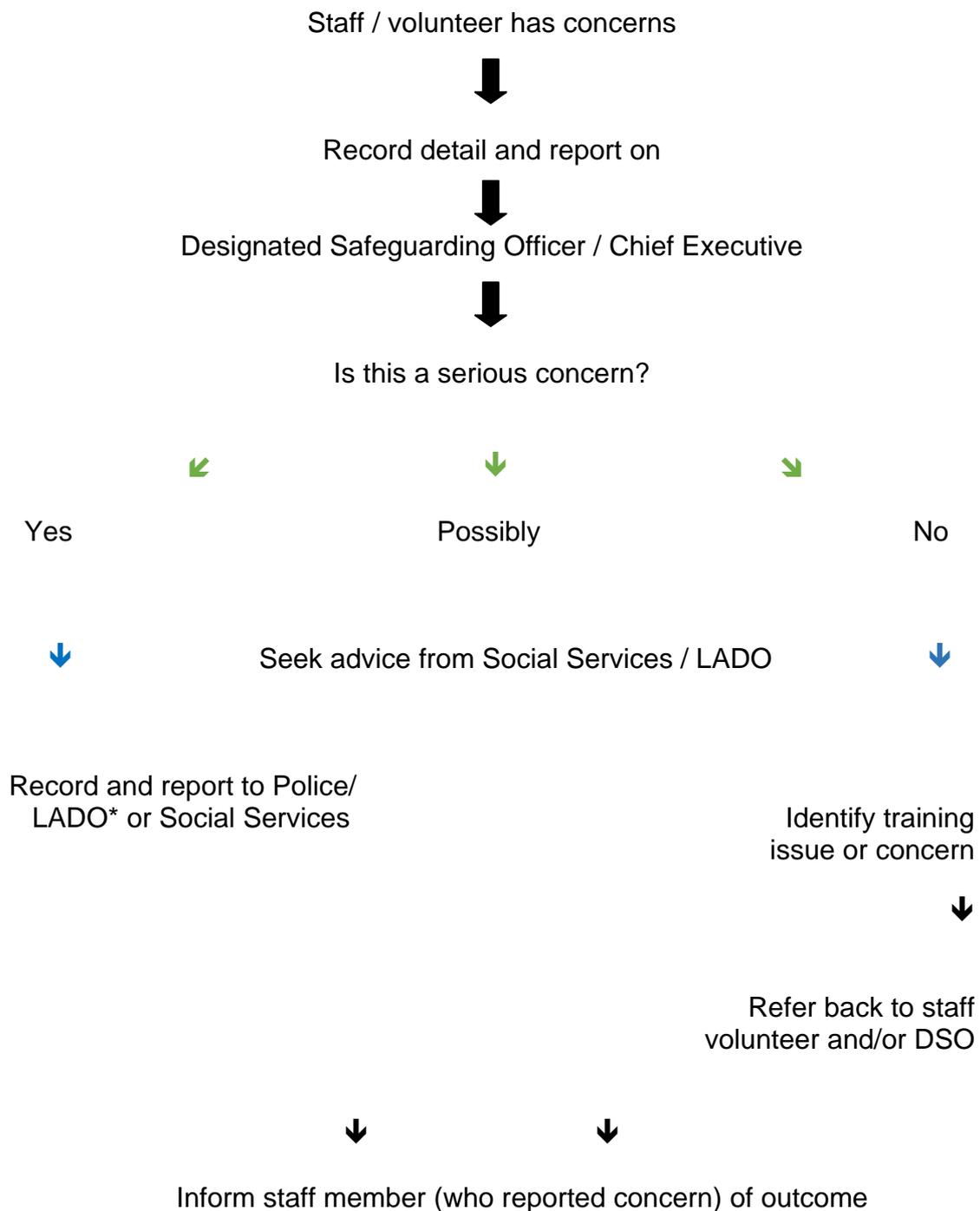
Emotional abuse - physical indicators

- failure to thrive
- delays in physical development or progress

Emotional abuse - behavioural indicators

- sucking, biting, rocking
- anti-social, destructive
- sleeping disorders, inhibition of play
- compliant, passive, aggressive, demanding
- inappropriately adult or infant
- impairment of intellectual, emotional, social or behavioural development

Appendix B – Reporting Procedures



*A LADO is a Local Authority Designated Officer working within Children’s Services and should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

Appendix C – Procedure for recording allegations or suspicions of abuse

In any case where an allegation is made, or a member of CLAPA staff or volunteer has concerns, a record should be made using the incident report form below and details should include, as far as is practical:

- Name of child or young person
- Age / date of birth (if known)
- Home address (if known)
- Name(s) and Address of parent(s) or person(s) with parental responsibility
- Telephone number(s) (if available)
- Where did the child / young person disclose this information?
- Date and time of disclosure
- Any special factors?
- Is the person making the report expressing their own concerns, or passing on those of somebody else? If so, record details.
- What has prompted the concerns? Include dates and times of any specific incidents.
- Area of concern:
 - Physical signs?
 - Emotional signs?
 - Sexual disclosures?
 - Behavioural signs?
 - Indirect signs?
- Has the child or young person been spoken to? If so, what was said?
- Have the parents been contacted? (This should be done by the DSO). If so, what was said?
- Has anybody been alleged to be the abuser? If so, record details.

COMPLETED INCIDENT REPORT FORMS MUST BE SUBMITTED WITHIN 24 HOURS

Incident Reporting Form

All incident report forms should be submitted to CLAPA within 24 hours of the incident which has occurred. If the incident is of a safeguarding nature and your concern is immediate please refer to the safeguarding policy and procedures and seek immediate assistance from the relevant authority.

All incidents should be reported in the first instance using this form to:
 Claire Cunniffe
 Director of Development
Claire.cunniffe@clapa.com

1. Who or what does this report concern?
 Service user Staff member or volunteer Other
If this report is regarding a service user please provide all details below, otherwise a name is sufficient.

Full name:
Date of birth:
Address:
Telephone number:

2. Date of incident: **Time of incident:**

Full address of incident:

Other people present:

Has anyone else already been informed?

	Name	Date and time	Method of communication
Name of Line Manager/Supervisor informed			<input type="checkbox"/> Email <input type="checkbox"/> Telephone <input type="checkbox"/> Direct conversation <input type="checkbox"/> Other, please state:
Anyone else, e.g. Police			<input type="checkbox"/> Email <input type="checkbox"/> Telephone <input type="checkbox"/> Direct conversation <input type="checkbox"/> Other, please state:

3. Factual log of incident (what was actually said or done?): *(please continue on as many numbered sheets as necessary, including your name and the date)*

4. Information provided by (name):

Title/position at CLAPA:

Today's date:

Daytime tel:

Home:

Mob:

Signed:

Appendix D – legal framework

CLAPA is committed to comply with:

- The Children's Act 2004

Appendix F - Safeguarding children declaration

Declaration for all relevant employees and volunteers at the Cleft Lip and Palate Association (CLAPA).

I hereby declare that I have read and understood the CLAPA Safeguarding Children Policy and that I agree to adhere by the practices and values of this policy.

Signed _____

Print Name _____

Member of staff / volunteer (please circle)

Job Title / Role _____

Date __ / __ / __