

Safeguarding & Protecting Children Policy and Procedure (Children's Services)

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Safeguarding and Protecting Children POLICY

In this policy, safeguarding children and promoting their welfare means

- identifying needs and risks in the child's world to ensure their well being,
- protecting them from maltreatment,
- preventing impairment of their health and development, and
- ensuring that they grow up in circumstances consistent with the provision of safe and effective care.

Further information about definitions, categories and indicators of abuse are to be found in Appendix 1.

Our Basis and Values

At Barnardo's we believe in children – no matter who they are, what they have done or what they have been through. Our purpose is to transform the lives of the UK's most vulnerable children. Our vision is to realise Thomas Barnardo's dream of a world where no child is turned away.

Our Safeguarding and Protecting Children's policy and associated procedures reinforce our values, corporate responsibility and uphold our statutory duties. They demonstrate our compliance with UK legislation and other four nations government legislation, policy guidance, research and good practice. This is challenging and sensitive work and it is vital that our staff and volunteers understand their safeguarding responsibilities and know what to do to safeguard their welfare.

Our Approach to Safeguarding

Senior Management Responsibilities

There is a lead director responsible to the CEO for safeguarding across the organisation. The Corporate Director of Children's Services (England) is the designated safeguarding lead for the organisation and will work in line with national legislation and guidance. The Corporate Director is supported by the organisation's Head of Corporate Safeguarding who promotes safer working practices and oversight of allegations of serious incidents, case reviews, and appropriate training.

Corporate Audit and Inspection Unit (CAIU)

Barnardo's has in place a programme of internal audit and review that enables continuous improvement and learning, across all corporate and directorate levels. CAIU makes recommendations on key policies and procedures and safeguarding issues.

Procedures and Practice

The organisation has clearly defined procedures for identifying and taking action where there are safeguarding concerns about actual or suspected incidents or abuse. Each region/nation ensures there are designated individuals who are competent to advise staff and volunteers and can respond to safeguarding concerns, ensuring that actions are always respectful, professional and based on what we know to be good practice.

Safe Recruitment and Safe Practice procedures

Barnardo's has a rigorous and [robust recruitment](#) procedure in place to ensure that we appoint staff that are appropriately qualified and have the skills and knowledge to deliver a quality service.

Recruitment is undertaken in line with Barnardo's robust safeguarding principles, including references spanning 5 years disclosure and Enhanced Disclosure checks for all Children's Services posts. Existing staff and volunteers are re-checked periodically and/or at every three years. Barnardo's has invested in a new online DBS system that enables faster, easier and more secure turnaround on offending backgrounds.

Barnardo's has developed criminal record disclosure policies for each nation to ensure that it abides by the obligations of the Disclosure Barring Service, Disclosure Scotland, and Access NI, as appropriate, and to ensure that it complies with the spirit and requirements of the Rehabilitation of Offenders legislation.

All those who work for or on behalf of Barnardo's, including paid and unpaid staff, volunteers, and chaperones are required to sign and abide by the organisation's Safeguarding Code of Conduct.

Learning Development & Training

All staff, and volunteers in Children's Services, are required to complete a mandatory e-learning safeguarding module within the first two weeks of employment. Within the first year, they are also required to attend a one-day Safeguarding programme, and a two-day programme later follows this. Staff and managers working directly with children and young people are also required to attend bespoke safeguarding training courses in line with their specific responsibilities and must attend updated programmes every three years. It is the responsibility of the individual and their line manager to ensure mandatory training is completed. Managers who supervise volunteers and staff not working directly in children's services ensure safeguarding training is provided and regularly updated.

There are a range of training events delivered regularly by experienced training providers, topics include Child Sexual Exploitation, Domestic Abuse and the impact on children, working with Diversity and programmes on attachment and child development.

Supervision sessions and team meetings are used to discuss safeguarding issues, changes in regulation and best practice. All training and requirements for additional specialist training are recorded and discussed as part of an annual and mid-year Performance and Development Review (PDR).

Barnardo's Online Research and Information Service (Boris) provides evidence-based briefings, information and tools to support safeguarding practice development.

Managing Risk

Barnardo's operates an effective procedure for assessing and managing risks with regard to safeguarding children and vulnerable adults. The organisation has a procedure in place for reporting, recording and reviewing allegations and significant incidents, which in turn informs practice and the risk assessment and management procedures.

Records

Well-kept records are essential in situations where it is suspected or believed that a child or a vulnerable adult may be at risk of harm. The organisation has a clear policy on the management of records, confidentiality, and sharing of information. Trustees, staff, and volunteers are clear about what information can be shared with relevant people within and outside of the organisation

Links with other Policies

This safeguarding policy and procedure is supported by other organisational policies and procedures aimed at promoting safe and healthy working practices.

Purpose

The overall purpose of this policy and its associated procedures is to protect the welfare of children and young people using and receiving services we provide. This includes responding to direct concerns of safeguarding raised by children and young people.

Our safeguarding policy aims to achieve the following three objectives by being vigilant in the execution of our duties:

- Creating a culture where children are valued and their right to safety and respect is upheld.
- Actively managing risk to minimise circumstances where children using Barnardo's services may suffer harm.
- Working collaboratively with other organisations to ensure that children are safeguarded and protected.

Scope

These policies and procedures apply across all teams within Children's Services to ensure that all staff, volunteers and other workers are clear about their role,

responsibility and expectations in responding to any safeguarding concerns regarding children at risk.

Everyone who works or volunteers for Barnardo's or is a carer (fostering/adoption/short breaks) has a duty to safeguard and promote children and young people's welfare alongside a duty to recognise, respond and share concerns or worries about possible abuse and harm in a timely fashion. Everyone who works or volunteers for Barnardo's or provides a fostering/adoption placement will be supported to make decisions as to how to proceed in a way that is in the best interests and safety of the child or young person.

Barnardo's Safeguarding and Protecting Children Policy and Procedures must be followed alongside local inter-agency procedures, protocols & arrangements devised by Local Safeguarding Children Boards/Regional Safeguarding Children Boards/Child Protection Committees/Safeguarding Board Northern Ireland. Barnardo's [Safeguarding and Protecting Adults at Risk Policy & Procedure](#) should be referred to where appropriate.

Roles and Responsibilities

Accountability Framework

The Trustees have a duty of care, which includes taking necessary steps to safeguard and protect children. They will act in children's best interests and ensure that they take all reasonable steps to prevent any harm to them. Trustees also have duties to manage risk and to protect Barnardo's assets and reputation.

Barnardo's Trustees are responsible for ensuring that those benefitting from, or working with the organisation are not harmed in any way through contact with it

The Trustees must ensure that there are appropriate Safeguarding Policies and that they are implemented effectively. They also have a personal duty of care in relation to Safeguarding

The Chief Executive and the Corporate Leadership Team are the accountable senior managers responsible for the management of serious safeguarding incidents. The Corporate Director of Children's Services (England) is the designated safeguarding lead for the organisation.

Children's Services Region/Nation and Commercial Directors and Corporate Department Heads/Managers hold responsibility for the implementation of the Safeguarding and Protecting Children Policy and Procedures and effective management of safeguarding concerns in their department/division or region/nation. Locality Assistant Directors and Heads/Assistant Heads of Business hold delegated operational accountability for services.

Line managers and staff are responsible for ensuring that all safeguarding and child protection concerns are addressed through respective line management structures in accordance with this Policy and Procedure.

The **Head of Corporate Safeguarding** is responsible for providing advice and support to Directors and other senior managers on best practice in adhering to this Policy and Procedures, safer working practices and oversight of allegations, serious incidents, and significant case reviews. Locality Assistant Directors are also available to offer support and advice.

Safeguarding Leads provide additional Safeguarding advice and support in their Region, Nation, Business Line or Department in ensuring that Policy and Procedures are adhered to and in ensuring that there is oversight of all Serious Safeguarding Incidents, Allegations and Serious Case Review activity in their area of responsibility.

The People Team is responsible for consultation and advice in relation to the implication of safeguarding in Human Resources and Learning and Development issues.

All **Early Years Settings in England** subject to Ofsted Registration must identify a manager (at Team Manager level or above) in the setting to take lead responsibility for safeguarding children and liaison with local statutory Children’s Services agencies. This will include liaison with the Local Safeguarding Children Board which may be through the Locality Assistant Director and should also include communication with the Nominated Individual for Ofsted Early Years Services.

Statutory Guidance

Due to differences in definitions and terminology used across the four nations, a clear and consistent understanding of the different concepts and terminology is essential. Staff and volunteers are required to refer to Appendix 1, which offers broad definitions of key terms, but they should also access the statutory guidance relevant to their nation, which is listed below.

England: ‘Working Together to Safeguard Children: A guide to interagency working to safeguard and promote the welfare of children’ , 2015;
Northern Ireland: Safeguarding Board for Northern Ireland Procedures Manual , November 2017.
Wales: Social Services and Well-being (Wales) Act 2014 , Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015 . Social Services and Well-being (Wales) Act 2014 - Adult Practice Reviews
Scotland: Scottish Government 2014 National Guidance for Child Protection in Scotland for further clarification, as necessary and in accordance with their job role/departmental focus

Safeguarding and Protecting Children and Young People PROCEDURES

1. Communicating Safeguarding Responsibilities

Action: Line Managers

1. Ensure that all staff/volunteers are aware of this Policy & Procedure and any relevant codes and practices.
2. Ensure local contact numbers are displayed in an accessible place for staff and volunteers to include, as relevant, Local Authority/Trust referral teams (children and adults) and the Local Area Designated Officer (LADO) or equivalent, or Gateway Services in Northern Ireland.

2. Code of Conduct and Professional Boundaries

The Safeguarding Code of Conduct and the associated Professional Boundaries policy supports staff and volunteers by making clear what is expected of them in terms of their conduct and behaviour; it assists them to raise concerns without fear of recrimination and reduces the risk of misplaced or malicious allegations being made against them.

2.1 Induction (all departments)

Action: All Staff/Volunteers

Ensure that you have read, fully understand, and signed the [Code of Conduct](#). It is your responsibility to speak to your line manager if you are not clear or require further clarification.

Action: Line Managers

Ensure all staff and volunteers have fully understood and signed the code of conduct.

2.2 Professional Boundaries

Action: All Staff/Volunteers/ Foster Carers

1. Professional Boundaries must be an integral part of supervision. It is an opportunity to reflect on the quality of the professional relationship established with children, young people or adults, the nature of the work and to ensure that any challenges in maintaining professional boundaries can be addressed in an appropriate manner.
2. Do not visit service users outside of planned working hours; invite them to your home or to be part of your family or social network (unless you are a foster carer or short break carer). Any exceptions to this must be discussed and agreed with your line managers.
3. Ensure that if you live and work/volunteer within your own community, you are clear about professional boundaries when any of your own family or children has

friendships with service users' children or siblings and that this is discussed with your line manager.

4. Inform your line manager if you have had a previous professional or personal relationship with service users in order to agree how best to manage confidentiality and risk and ensure that you operate in accordance with Barnardo's Policies and Procedures.
5. Bring any risk of potential breakdown of professional boundaries, however unintentional, to the attention of your line manager.
6. Only give out your personal mobile, home telephone numbers or home email in exceptional circumstances or emergencies and only with the agreement of line managers as a result of a risk assessment.
7. Never agree to be part of service user or their family's social networking sites or agree to be e-friends, unless this is an agreed part of the work and has been risk assessed by line managers (exceptions apply when they are also your family members).
8. Do not share personal blog addresses or other modes of personal communication, with service users with whom you are working.
9. Ensure you adjust privacy settings on your own personal social networking sites to prevent inappropriate content being shared with service users.
10. You should not approach service users in any social setting if they do not instigate the contact especially where their behaviour indicates that they do not want to be recognised or indeed identified as a user of the service.
11. You must not enter into a partner relationship with service users or members of their families. This constitutes a breach of professional boundaries and relevant codes of conduct/practice. If you become aware that the above situation has occurred in relation to a colleague, you must bring this to the attention of your line manager.

Action: Line Managers

1. Discuss any potential challenges or blurring of boundaries, which may arise for any worker or volunteer who lives and works within the same community. Agree how any such difficulties will be addressed should they arise.
2. Ensure that if staff or volunteers require regular telephone contact with service users that this is done through appropriate use of Barnardo's issued equipment.
3. Agree clear boundaries about the nature of an individual's work and their relationship to service users.
4. Use the supervision process to help workers reflect on their professional relationship with children, young people and adults at risk and identify if there are any warning signs that professional boundaries may be in danger of being compromised.

2.3 Personal Relationships and contact with service users outside of work

Action: Staff/Volunteers

Declare any personal relationships with any service user/s if they begin to attend your place of work/use services you provide.

Action: Line Manager

It is usually inappropriate for Barnardo's staff/volunteers to deliver a service or become the key workers to a friend or family member. If this situation occurs, arrangements should be made for another staff member/volunteer to take over the case or key worker role. You must agree any exceptions to this (for example, where a parent of a service user volunteers with group work for disabled children) and the decision is recorded on the staff/volunteer file.

2.4 Self -disclosure of personal experiences

Action: Staff/Volunteers

It is not usually acceptable for a member of staff to self-disclose their personal experiences to a service user. There may be occasional exceptions to this where some self-disclosure is appropriate and professional judgement should be exercised. Boundaries relating to this must be discussed with your line manager.

Action: Line Manager

Ensure that you discuss issues of self-disclosure with staff so they are clear of the professional boundaries around this in relation to their role.

2.5 Continuing a relationship after the service or piece of work is complete

Action: Worker/Volunteer

It is not normally acceptable for a member of staff to have contact with a service user in a personal capacity once the service or piece of work you have been involved in is complete. Any exceptions to this must be agreed with line management and identify why continued contact does not compromise professional boundaries in any way.

2.6 Gifts and Hospitality

Action: Staff/Volunteers

You must not use a relationship with a service user or their family for personal gain. Gift-giving and accepting presents should only take place in line with [Barnardo's Policy on Gifts and Hospitality](#) and should be agreed with your line manager.

2.7 Concern about a breach/potential breach of professional boundaries

Action: Staff/Volunteers

1. Concerns about a breach or potential breach of professional boundaries by you or a colleague or external agency must be shared with your line manager. This should happen regardless of whether the breach of professional boundaries was due to initial intentions being well meaning. A breach of the Professional Boundaries may place a child/young person at risk of harm and you have a duty to act upon your concerns to safeguard children and families.
2. Where you feel unable to report the concern/s to your line manager, you should refer them to your manager's manager.
3. If you cannot raise issues through your line management or you consider the breach of professional boundaries not to have been dealt with appropriately, you should report via the use the [Whistleblowing Procedure](#).

Action: Line Manager

1. All potential breaches of professional boundaries should be taken seriously. The breach may not be a single event but a series of events and interactions, which together cause the individual to cross the boundary between what would be considered a professional relationship to a non-professional relationship.
2. Staff must be supported to address any concern about a breach of professional boundaries without the automatic risk of disciplinary proceedings. However, staff should be made aware of all possible consequences depending on the severity and nature of the breach including possible disciplinary action; dismissal; referral to Regulatory bodies, relevant Local Authorities, Disclosure and Barring Service, Disclosure Scotland and/or the police as appropriate.
3. Conduct an investigation to establish the facts and decide whether there is a disciplinary case to answer – refer to [Disciplinary Policy and Procedure](#).
4. All breaches of professional boundaries are to be recorded on individual staff files including any outcome of action taken. In cases where there is found to be 'no case to answer' the outcome should still be recorded.

3. Responding to safeguarding concerns

3.1 A child or young person discloses information to you about abuse or harm that they are experiencing (in person/on the phone/via email)

Action: Person receiving the information

1. Always offer reassurance, listen to, and take seriously, what they are saying. Never promise to keep secrets or be persuaded by the child or family not to take action if you are worried that a child is being harmed or is at risk of harm.

2. It is not your job to investigate, verify what is being said, or examine the child; this is the statutory responsibility of the local authority/child protection services and/or the Police. However, it is important to ascertain relevant information and it may be necessary to undertake some enquiries before making a referral, including full name, age, mobile number, email address and any involvement with Barnardo's services and a brief outline of what happened to them.
3. Explain the process to the child: that you will need to pass this information on, to whom, the reasons why and possible actions.
4. Consult with your line manager or other responsible manager to agree the course of action but do not delay if this would place a child at increased risk. You must record the incident in detail as soon as possible, or at least within 24 hours of being made aware.
5. **If the child is present and is at immediate risk of harm**, take the appropriate course of action to secure the immediate safety of the child unless to do so would put you or others at risk.
This could include:
 - a. Calming angry or upset children or adults;
 - b. Contacting 999 emergency services, if necessary on their behalf;
 - c. Contacting local child protection/Gateway Services/Children's Services directly or seeking vital medical assistance.
 - d. Contact your Departmental or Region/Nation Safeguarding Lead Manager or Head of Corporate Safeguarding or Head Office Children's Services (020 8498 7712) during normal office hours and the Police outside of office hours.
6. If you receive a telephone call from a child please take as much detail as possible, including full name, age/date of birth, contact details, email address, mobile number, any involvement with Barnardo's services and if they say they are being harmed a brief outline of what is happening to them. If the child is in immediate danger, advise them to call the Police; you must also contact the Police to check that the child has referred the concern to them. If the child is not in agreement with this/not able to do this, you have a duty to call the police and pass on any information you have.

If the child is not in immediate risk or harm

7. If the child is in receipt of a Barnardo's Service and is not in immediate danger, inform them that you will ask one of the Service's staff to call them back and refer the matter immediately to the Service. Contact details for services can be found on [B-hive](#). You must speak to a member of staff in the Service. If no one is available, contact the Region/Nation Senior Manager Duty Rota (as applicable), the Head of Corporate Safeguarding (07775 532 316), or Head Office Children's Services (020 8498 7712) to ensure that action is taken as soon as possible and within 24 hours. You must ask for confirmation in writing of the action that has been taken, following this referral.
8. If the child is not in receipt of a Barnardo's Service and not in immediate danger, advise them they need to contact or offer to contact on their behalf:
 - a) Their local authority for support and advice; or
 - b) Child line (0800 1111).

9. In such circumstances, you must record what your concerns are, identify what action has been taken, and pass this record to the relevant service or agency. Records must be completed and stored in accordance with the [Recording Policy](#) for Children's Services staff as soon as possible.
10. Inform a senior member of staff/line manager immediately of your actions and share your record of the incident. Ensure that the relevant local authority is notified.

Action: Line Manager

1. If we are aware that the child is subject to a Care Order or an ongoing Child Protection Investigation, is named on the child protection register (Scotland) or has a child protection plan, any new incident must be referred to the lead professional/allocated social worker/local child protection services and information shared accordingly.
2. In Scotland, if we are aware that the child is subject to an interim compulsory supervision order or compulsory supervision order (Children's Hearing (Scotland) Act 2011), information about the incident should be referred to the allocated Social Worker/ Lead Professional who will update the Reporter & other relevant persons.
3. In England and Wales, if you are concerned that the child is, or may be at risk of, being trafficked, or a victim of slavery, servitude, forced or compulsory labour, you must adhere to local inter agency protocols and liaise with the local children's social care/ duty service or Police to discuss whether a referral to the [National Referral Mechanism](#).
In Scotland and Northern Ireland it is only children who may be the victim of trafficking that can be referred to the [National Referral Mechanism](#). In these circumstances it is suggested that advice is sought from the Head of Corporate Safeguarding Regarding the Process.
4. If the child is not subject to a current child protection plan or child protection or care proceedings, a supervision order or at risk of being trafficked, or is not known to the service, you must make a clear assessment of whether the information received from the responsible worker is deemed to be a child protection referral i.e. the child is at risk of significant harm. If you are unsure of the course of action you should take, you must seek guidance through the line management structure. (N.B. in Scotland some areas operate the 'Named Person' system where concerns of a child and young person's wellbeing can be shared as appropriate)
5. If your assessment is that the child is suffering, or likely to suffer, significant harm, a referral must be made to the local children's social care duty team/local child protection service/Gateway Services. For further detail, see [Section 3.3](#)
6. If your assessment is that a referral is not needed, you must identify what course of action is to be taken to respond to the concerns identified and ensure that all decisions and the reasons for them are recorded on the child's file in accordance with [Barnardo's Children's Services Recording Policy & Procedure](#). Where there is some form of assessed need refer to relevant services, using agreed local protocols.

7. If there is a disagreement between the Barnardo's responsible manager and responsible member of staff about the need to report concerns to child protection services, the line Assistant Director/manager's manager must be consulted to make a final decision.
8. Ensure all decisions and agreed actions are recorded on Content Server Service User Recording (SUR) in accordance with [Barnardo's Children's Services Recording Policy and Procedure](#)

3.2 Working with Children/Young People where there are existing safeguarding and child protection concerns

Action: Line Manager

If it is known that a child/young person is subject to a Child Protection Plan, is on the Child Protection Register, or deemed to be in a high risk situation (e.g. at risk of sexual exploitation, trafficking or missing); you must consider and record any risks/potential risks to the child/young person and identify any actions required on the child/young person's Content Server Service User Record. Recording must be undertaken in accordance with the [Barnardo's Recording Policy & Procedure](#).

3.3 Referring Child Protection Concern

Action: All Staff/Volunteers

In accordance with the [Information Sharing Policy & Procedure](#) - a child's need for protection must always be the primary concern.

1. Decisions to inform the child and parent/carer about any referral will be informed by local inter-agency protocols; an assessment of any increased risk of harm to the child; and the possibility of prejudicing any subsequent police investigation. If in doubt about the decision and timing of informing a child and their family, seek advice from the line manager or local child protection services.
2. Following consideration of the above, if you assess there is a risk, tell the child, as appropriate to their age and understanding, and parent/carer, that the referral will be made.
3. Contact must be made with the appropriate child protection services or police following local inter-agency procedures.
4. Share with child protection services any other relevant information or known risks about the child and family within the context of their wider family and environment.
5. Agree with child protection services what the child and parents/carers will be told about the next steps, by whom and when and actions which need to be taken.
6. Referrals of suspected child abuse must always be confirmed by encrypted email or recorded delivery using local referral protocols to the local child protection service or Gateway Services within 24 hours. In Northern Ireland, this should be

done using a UNOCINI or the Barnardo's referral form. A copy of the referral must also be shared with Barnardo's Assistant Director.

7. Ensure you inform your line manager and record all actions, decisions, risk assessments, and contact in accordance with the [Barnardo's Children's Services Recording Policy and Procedure](#).
8. If you become concerned that the situation has escalated and it seems that the child or young person is at increased risk of significant harm you must immediately contact the police and local child protection services to seek guidance on what to do.
9. If child protection services do not make further contact with Barnardo's within three working days (five working days in Scotland), you must contact them for an update.
10. If you are not satisfied, that the child protection service's response adequately safeguards the child then you must inform your line manager who can make representations on Barnardo's behalf. See **Escalation Procedures** in [Section 3.4](#).
11. In Wales the (pathway for the safeguarding referral criteria have been reduced to 'a child at risk of harm' under the SSWBA, 2014. The definition of a "child at risk" is a child who:
 - Is experiencing or is at risk of abuse, neglect or other kinds of harm, and
 - Has needs for care and support (whether or not the local authority is meeting any of those needs).

There is a new duty for relevant partners of a local authority to report children at risk. If a partner has reasonable cause to suspect a child is at risk it must inform the local authority of that fact.

When a child has been reported under Section 130 of the SSWBA 2014, the local authority shall make enquiries to enable them to decide whether they should take action to safeguard or promote the child's welfare under section 47 of the Children Act 1989 i.e. practitioners will still need to use the Children Act 1989 section 47 in the same way as they do now when responding to safeguarding referrals

3.4 Escalation of Child Protection Concerns where there are professional disagreements

Action: Person Making Referral

1. If the decision of the child protection service does not agree with your service's assessment of the level of concern this must be recorded on Content Server Service User Recording (SUR) in accordance with the [Barnardo's Children's Services Recording Policy & Procedure](#)
2. Discuss with your line manager to clarify what action needs to be taken. If your line manager is not available, you must refer your concerns up the line management chain until you are able to speak to a manager.

3. If you disagree with your manager's decision and have evidence to suggest that the child is not adequately safeguarded you should seek advice from the line Assistant Director, the Safeguarding Lead, the Head of Corporate Safeguarding or another senior manager in Barnardo's Children's Services. You should do this with your direct line manager's agreement if possible but you have the right to raise your concerns regardless of your line manager's consent. This should also be recorded on the file. In this event the [Whistleblowing Policy](#) may be used.

Action: Line Manager

4. All notes of discussion/disagreement must be recorded on SUR in accordance with the [Barnardo's Children's Services Recording Policy & Procedure](#).
5. If you disagree with the decision made by the Local Authority/Child Protection Services, you must contact the local authority manager for discussion. Follow up your concerns in writing within 24 hours.
6. Inform your line Assistant Director and discuss possible actions and options available. In Scotland, discuss the need for a referral to the Children's Reporter on grounds outlined in S.67 Children's Hearings (Scotland) Act 2011).

Action: Assistant Director, Children's Service

1. If the response is still not deemed satisfactory, contact your equivalent level manager in the statutory agency to discuss your concerns.
2. Follow up your concerns in writing with the statutory agency within 24 hours.
 - a. If agreement is still not reached through this route, then discuss next steps with your Region/Nation Director to consider: making representation to the relevant director in the local authority or trust; or Local Children's Safeguarding Board/Area Child Protection Committee.
 - b. In Scotland you may consider an immediate referral to the Children's Reporter on care and protection grounds as outlined in S.67 Children's Hearings (Scotland) Act 2011.
3. If intervention at this level still fails to resolve the concerns discuss with the Corporate Director for Children's Services (England) who holds accountability for safeguarding.

4. Responding to Safeguarding Allegations Against Adults who work for or on behalf of Barnardo's

1. A safeguarding allegation is one where information comes to light from any source, which suggests that an adult working for or on behalf of Barnardo's has or may have:
 - Caused significant harm to a child or vulnerable adult
 - Committed a criminal offence against a child or adult or
 - Behaved in such a way that calls into question their suitability to work with

children or vulnerable adults.

This includes historical information about abuse an adult may have experienced as a child whilst in receipt of services from Barnardo's.

2. The management of an allegation of abuse may involve one or all of:
 - a police investigation of a possible criminal offence
 - enquiries and assessment by children's social care about whether a child is in need of protection or in need of services
 - consideration by an employer of disciplinary action in respect of the individual.

Action from member of staff or volunteer who has a concern about an adult working for or on behalf of Barnardo's who works with or is in contact with a child or young person.

1. Inform your line manager or other responsible manager and the relevant senior manager at Assistant Director or Director Level immediately. Action must have been taken and recorded within 24 hours (including weekends and bank holidays).
2. If the allegation involves a staff member or volunteer in Retail or Fundraising & Media then immediately alert the Area Business Manager (Retail) or Assistant Director/Deputy Director (Fundraising/Media).
3. It is not your job to investigate the allegation. Your job is to listen, ensure you have the basic details so you can record what was said, and respond appropriately. For further information see [Guidelines for responding to Allegations against Adults](#).
4. If for any reason you do not feel able to alert a line manager then the [Whistleblowing Policy and Procedure](#) must be followed.

Action: Responsible Senior Manager

(see additional [investigation guidance for managers: responding to external investigations into safeguarding/gross misconduct allegations](#))

1. Upon receiving information, ensure the safety of any child or young person. If a crime has clearly been committed, police and the local authority child protection services/Trusts/Local Authority Designated Officer (LADO) will need to be contacted as a matter of some urgency. If there are other children who could be at risk (e.g. other children in the household/service) these details must also be shared.
2. Advice and guidance should be sought from the Head of Corporate Safeguarding or Director of Children's Services (England). The relevant People Team should be advised of the allegation. In consultation with the LADO/local child protection

services/Trusts, a risk assessment should be conducted within 24hrs to decide whether the person concerned can continue in their role or whether a period of suspension is required or a temporary redeployment is appropriate.

3. Do not inform the member of staff/volunteer against whom the concern/allegation has been made of the nature of the allegation until consultation has been undertaken with the relevant local authority and where necessary police. The responsible Director must ratify any decision.
4. If the allegation concerns a volunteer then a decision must be made as to whether to suspend their volunteering activities. This must be confirmed in writing.
5. If the allegation involves harm or risk of harm to a Barnardo's service user then you must consider whether the Content Server Service User Record should be sealed and the relevant IS Account Manager, or in their absence the IS Helpdesk, requested to arrange this. Advice must be sought from the Head of Corporate Safeguarding.
6. Consult with People Team to agree next steps regarding the member of staff/volunteer. Any officer, tasked with undertaking further enquiries or conducting an investigation under disciplinary procedures must be competent in child protection matters and be of sufficient seniority to enter into discussion with external agencies. Any action must be agreed with the Head of Corporate Safeguarding and the Local Authority Designated Officer (LADO) or Social/Health Care Trust as appropriate. These procedures must be followed in conjunction with [Barnardo's Disciplinary Procedures](#).
7. As soon as possible, agree with the Health/Social Care Trust/Child Protection Agency who will ensure that parents/carers or children are kept informed about the allegation and how they will be kept updated on any progress of the case and its outcome.
8. Any other local authority with responsibility for the child and any relevant partner agencies must also be notified of the allegation and/or investigation within 24hrs. In some circumstances, the Local Authority or Health and Social Care Trust where the Barnardo's staff, volunteer, or carer resides may become involved if the allegations have implications for the care of their own children.
9. Ensure the [Allegations Against Adults Reporting Form](#) has been completed and signed off by the Senior Manager (Assistant Director or above), as soon as possible (always within 24 hours) and sent to those named in the circulation list.
10. The reporting form must be monitored and regularly updated by the responsible Assistant Director/Regional Business Manager when there is significant new

information, and/or reviewed quarterly and when the outcome of the investigation is known.

11. Ensure that staff involved with an investigation are aware of the support options available. Refer to Bhive for information on 'Sources of Support'.
12. Senior managers are responsible for ensuring that any support offered is kept separate from the managers involved in the investigation. (Children's Services Volunteering Advisors must be contacted to signpost appropriate support).
13. Notify the Local Authority Designated Officer (LADO) in English authorities or senior managers in the relevant Local Authority or Health and Social Care Trusts in Wales, Scotland, and Northern Ireland of the conclusion of any internal investigation.
14. At the conclusion of a case all required regulatory referrals or notifications must be made and a decision made and recorded by Children's Services and the People Team as to whether the person will be referred to the Disclosure and Barring Service (England, Wales and Northern Ireland) or Disclosure Scotland that is under the Protection of Vulnerable Groups Scheme (Scotland).

5. Reporting of Serious Safeguarding Incidents

1. A serious safeguarding incident is defined as:
 - Unexpected or avoidable death of child/young person/adult at risk in receipt of services from Barnardo's
 - Serious harm to child/young person/adult at risk, where a life-threatening outcome required intervention by Barnardo's staff/volunteers,
 - Actions of a service-user which has caused death or serious injury serious harm to another child or adult.
 - A 'Near Miss' where an unplanned event or incident did not result in serious injury, harm or illness, but had the potential to do so and only a fortunate/timely break in the chain of events prevented a serious outcome for the child/vulnerable adult.
 - An incident likely to result in adverse media attention and/or potential reputational damage for Barnardo's
 - An incident that is serious enough that it may lead to a Serious Case Review, and/or any case which indicates organised crime or large scale abuse,
 - A safeguarding incident likely to raise concern about Barnardo's policies or procedures;
 - A safeguarding incident which raises concern about possible radicalisation of any member of staff/volunteer/adult/child/vulnerable adult
 - Where a registered provider (residential or early years) is required to close by an external body following safeguarding concerns

Action: Line Manager

1. If a member of your team is involved in a serious safeguarding incident and/or any of the above situations apply, you must complete a [Serious Safeguarding Incident Form](#) within 24 hours and send it to your region/nation or departmental director and to all those on the circulation list detailed on the form.
2. If a current service user has died you must also complete the [Death of a Service User form](#) and send to all those on the circulation list detailed on the form.
3. If the incident also relates to Health and Safety, a [Barnardo's Incident Reporting Form](#) (BIRF) should be completed (see [guidelines on reporting Serious Incidents](#)).

6. Safeguarding and Social Media

Social Media Guidance for staff working with children and young people

What do we mean by Social Media?

'Social media' in this document means any electronic communication that enables people to stay in touch online. This includes apps in which you and others contribute to both shared and private conversations with organisations, communities and individuals.

Background

Social media has become an important part of everyday life. It is an exciting and engaging way of keeping in touch with friends and family, as well as people, groups and brands beyond daily life. Social media at Barnardo's covers both private conversations (e.g. Whatsapp) and public conversations (e.g. Facebook). Although these are obviously very different types of communications, our safeguarding responsibilities apply to both cases.

Many of the children and young people in our care expect to use social media as a default method of communication – even more than talking face to face or on the phone. As we have started using social media more regularly, the number of stories about inappropriate use of technology, grooming behaviour and an inability to challenge colleagues has grown, which means that Barnardo's needs clear practice guidance for workers and organisations around safer working practice in this area.

Individuals who work with children and young people, or adults who are their parents and carers, whether in a voluntary or paid capacity, must always keep their professional role in mind regardless of the method of communication with a child.

All communications with a child, regardless of how they take place, should be considered to carry the same weight. As a professional supporting a child or young person, you should ensure you document online conversations, chats or interventions as well as you would through any other channel, for instance face-to-face or phone conversations. **All communications with a child or young person, regardless of channel, must be recorded in their care record.**

What happens if a Barnardo's person abuses their access to social media?

This guidance refers to best, safe and poor practice regarding the use Social Media. Barnardo's Safeguarding Code of Conduct outlines the behaviour expected of all staff, workers and volunteers, and treats any breach the same whether it is online or offline.

Inappropriate use of social media may breach Barnardo's Safeguarding Code of Practice, IT Code of Practice and Data Protection Policy and could put the lives or livelihoods of children at risk. Failure to use social media appropriately may result in disciplinary action being taken, up to, and including dismissal, or result in the termination of an individual's working agreement or involvement as a volunteer with Barnardo's, as appropriate. In certain circumstances breaches may also result in reports to Regulatory bodies, relevant Local Authorities and/or the police, as appropriate.

Make sure you are confident in your use of social media before you begin, and never feel pressured to communicate with children, service users, families or other professionals through any channel that you are not personally comfortable with.

Communicating with service users, families and professionally online, including through social media

General guidelines –

- **YOU** are responsible for the data on your mobiles, tablets and computers.
- **DO NOT** behave in a way that could suggest that you are trying to develop a personal relationship with a child or adult at risk
- **DO NOT** post any content that could be deemed defamatory, obscene or libellous
- **DO NOT** post comments that exhibit or appear to endorse irresponsible or criminal behaviour of any kind

Appropriate

1. If you are unsure who can view online material, assume it is public. Remember - once information is online you have relinquished control.
2. If your manager is unsure about your use of devices, apps or the internet, share this document with her/him and use it as a guide to agree how you should use social media to communicate with service users and families.
3. Set sensible privacy settings for all devices, apps and sites that you use. Ensure all devices you own, including your mobile phone, are protected with a password/ PIN. When you get a new device, make sure you protect it immediately.
4. Wherever possible, try to separate 'home' and 'professional' life online. Use your work email for work; don't use your home email for work. Use a separate 'professional' account on social media wherever possible for online contact with service users, their families and other professionals. If you have a work device that you can use for communicating about work, don't use your 'home' devices.
5. Make sure that all publicly available information about you is accurate and appropriate.
6. Although online conversations may be referred to as 'chat', Barnardo's treats them as written documents. You should therefore always treat them the same as any other written documents you receive.
7. Make sure you know Barnardo's code of conduct so you can use work devices and accounts appropriately.

Inappropriate

1. Don't give out any more personal information than you need to service users, their families or other professionals. This includes mobile phone numbers, social media accounts, and personal website details. Try to keep 'home' and 'professional' life separate online.
2. Try not to use personal devices or accounts for professional use. If you have to use your personal mobile phone to communicate with service users, make sure you treat all communications with them as if you were in a face-to-face or phone meeting.
3. Remember you are responsible for the content of all written chats, conversations or social media shares on any device just as if you were at work.
4. Don't add, or allow a service user to join, your contacts/friends list on your 'home' social media, email or other online platforms.
5. Don't take photos or videos of service users families or other professionals without permission. Never use your own digital camera/ video for work, including the camera on your mobile phone. If you do take photos or video, make sure you transfer it to the appropriate Barnardo's system as soon as possible.
6. If something inappropriate happens, don't delete it. It is better to tell your manager something has happened than to have to try to explain why you tried to cover it up.

Specific guidance – social media

Social media at Barnardo's covers both private conversations (e.g. Whatsapp, Instagram) and public conversations (e.g. Facebook, Twitter). Although these are obviously very different types of communications, our safeguarding responsibilities apply to both cases.

Best Practice

If you can, create a separate 'professional' profile for use with service users, families and professionals, and keep it separate from your 'home' profile.

Discuss with your manager that you are using, or intending to use, social media to communicate with service users or families, so that everyone is comfortable and confident that it is being used appropriately.

If your manager is unsure, share this documents with her/him and use it as a guide to agree how you should use social media to communicate with service users and families.

Safe Practice

If you cannot or do not want to create a 'professional' profile, only use your personal profile to communicate with service users with your manager's knowledge or permission.

Set sensible privacy settings for every social media site or app that you use. When you start using a new channel, make sure you set sensible privacy settings for that channel too.

If you can use a 'professional' profile, ensure you understand what other people in your groups or circles can see, and ensure you post things which are only appropriate and relevant to your job. Think twice before commenting on something which could put your professional reputation at risk – for example, don't provide opinions on social or medical situations unless you are an expert, and don't speak on behalf of your service unless you are the appropriate person to do so.

Poor Practice

Don't share images of yourself or anyone else without permission. Under no circumstances share pictures of children or adults in your care without express written permission to use them on social media – contact the Media Team if you need to do this.

Don't mix 'work' and 'professional' profiles. Don't share details about yourself that service users, families or professionals don't need to know.

Don't accept friend requests from people you don't know – especially on your 'professional' profile.

Specific guidance - mobile phones

Don't use your personal mobile phone to communicate with children/ young people, their parents/carers and adults who may be at risk.

This includes phone calls, text messages, email or web-based communications e.g. Twitter

Best Practice

Barnardo's will provide equipment for you; make sure you know where to get it from.

If you use your 'home' mobile phone for work purposes, ensure you discuss with your manager how you are going to keep your 'home' and 'professional' profiles separate – especially for email, social media, photos, videos and any personal information you hold on your phone. If you are unsure, avoid using your home device for work.

Safe Practice

Set sensible privacy settings for all devices, apps and sites that you use. Ensure all devices you own, including your mobile phone, are protected with a password/PIN. When you get a new device, make sure you protect it immediately.

Poor Practice

Don't source or use your own equipment without your manager's permission. Register all devices that are going to be used for Barnardo's work with the Barnardo's IS department – call 020 8498 7777.

You retain service user contact details for your personal use.

Misuse of personal information may be a breach of policy. Workers may be vulnerable to allegations as well as capability/ disciplinary process.

Specific guidance – images, video and live-streaming

Pictures and video (especially live video) represent a particularly important part of privacy online. **Recording, saving or sharing pictures and videos without permission are amongst the most invasive breaches of a person's privacy – especially a child's.** It is likely that you would be in breach of your contract with Barnardo's, and potentially performing a criminal act, if you were to record or share images or videos of children or adults in your care.

Never record or share pictures or video of children or adults in your care, or live-stream video of them, without express written consent. If you plan to do so for media use, you must contact the Media Team if you need to do this for business purposes. Recording or sharing pictures or video without permission – including conversations on Facetime, Whatsapp or any other social media or communication app – is not allowed.

Never use live-streaming on social media (e.g. Facebook Live) in the course of their professional duties. If you need to use video in a professional setting, for example for a videoconference with colleagues and/or families or service users, only use private channels – e.g. Whatsapp or Facetime – and never a channel where others could join you without you knowing.

Treat a video call the same as a phone call or face-to-face meeting, and write it up appropriately on Barnardo's systems afterwards. If you think you have used images, video or live-streaming inappropriately, tell your manager at the earliest opportunity

Best Practice

Ensure you have permission from the service user, family or other professional to contact them in this way.

Ensure your manager is comfortable with you contacting service users, families or professionals in this way.

Safe Practice

Ensure you have explicit, written consent from all people on the call if you are recording it for sharing (for instance, for a presentation). Be clear how it is going to be shared.

Poor Practice

Don't use 'home' devices for professional communications with children. Remember that your 'home' mobile number is shared when you use WhatsApp or FaceTime from your 'home' phone.

Using the Internet

Be aware of the Barnardo's IT policy for the use of the internet on your work computer.

Best Practice

Learn how to update your apps and system software on your mobile, and make sure you keep it up to date.

Keep any other devices that you use for work up to date too – Windows, antivirus and security software all need to be updated regularly to keep you protected.

Understand how to search safely online and how to report inappropriate content either via Barnardo's IT section or via the CEOP report button.

Safe Practice

On Barnardo's devices, auditing software will keep track of your activity, including your browsing history. Ensure you don't use work devices inappropriately.

Set strong passwords (most sites will help you make sure you do this automatically). Make sure you use different passwords for different sites, so that if someone finds out your password for one, they don't have access to everything.

Poor Practice

If you access, download or share inappropriate or illegal material, your equipment may be seized or blocked, and you may be prosecuted.

If you are concerned about a child's activities online

Where you think a child or young person may be in immediate danger, always dial 999 for police assistance

Child Exploitation and Online Protection Centre (CEOP)

CEOP is a police organisation concerned with the protection of children and young people from sexual abuse and exploitation, with a particular focus on the online environment. It also runs an education programme called '[Thinkuknow](#)' for professionals to use with children and young people to help keep them safe online.

www.thinkuknow.co.uk

CEOP provides an online facility at www.ceop.gov.uk for people to report sexually inappropriate or potentially illegal online activity towards a child or young person, including grooming.

www.ceop.gov.uk

Childnet International

Childnet International is a charity that is helping to make the internet a safe place for children. It has developed a range of resources that aim to educate young people, parents, teachers and volunteers about safe and positive use of the internet.

<http://www.childnet.com/resources>

Internet Watch Foundation

The Internet Watch Foundation (IWF) is the UK internet hotline for reporting illegal online content. The IWF works in partnership with the technology industry, the Government and law enforcement agencies worldwide to remove such content from the internet.

www.iwf.org.uk

7. 'Missing' Children

7.1 A child who is not looked after by Barnardo's (fostering/adoption/residential) goes missing during a Barnardo's activity

Action: Responsible Staff Member

1. Risk Assessments should be completed for all activities in accordance with the Health & Safety Policy and Procedures. Where there are additional concerns about an individual child, an individual Risk Assessment should be completed in accordance with the Health & Safety Policy and Procedures and shared with relevant parties.
2. If a child or young person goes missing, and after initial search still cannot be found, the staff member must consider with their line manager and parents/carers, whether to notify the Police immediately or make further enquiries in relation to places where the child may have gone. This judgement should be informed by the level of the child's vulnerability or an assessment of risk to themselves or others (see paragraph 8 (1) & (2)). If contacting the Police, details of the risk assessment must be shared along with the child's details.
3. If a child is subject to a child protection (Section 47) enquiry or on a child protection plan, child protection register, or a supervision requirement, then the Local Authority/Trust must be informed immediately. If it is out of hours, the Duty/Out of Hours on call service should be contacted.
4. If a child or young person has particular vulnerabilities, or has gone missing on several occasions, and the situation could lead to serious harm, this should be recorded as a serious incident using the [Serious Safeguarding Incident Form](#).
5. Staff should ensure that once the child or young person is found, parents, carers, and any other relevant agencies are notified immediately and that he/she is treated positively on their return.

7.2 Unauthorised Absence or a looked after child from Barnardo's Care (Fostering/Adoption Placement/Residential Unit)

Action: Responsible Foster/Adoptive/Short Break Carers/ Residential Unit staff/Line Managers

1. Ensure that all children "looked after" by Barnardo's have a Care Plan based on a full assessment of the child's current and future needs, including any potential risk to self and others. Where it is assessed that there is a potential risk that the child might go 'missing', the Care Plan must identify specific procedures relating to individual children and responding to them missing from care.
2. If it is considered that a child/young person is missing and there is no indication that the child/young person will return in a short space of time, managers and staff should determine the level of a child/young person's vulnerability and the potential danger to the child or the general public.

This assessment should take into consideration:

- a. Guidance/information contained in the child/young person's Care Plan;
 - b. The age, maturity, physical or cognitive disability of the child;
 - c. The legal status of the child;
 - d. Previous behaviour patterns, including whether the child is considered to be a risk to self or others, and the general vulnerability of the child;
 - e. Whether the child is perceived as running to/from someone;
 - f. The risk of offending or behaviour that may put the child at increased risk e.g. substance misuse;
 - g. The risk of the child being targeted by organised groups, e.g. abduction for the purpose of trafficking or sexual exploitation and/or the risk of forced marriage.
 - h. Environmental factors such as the weather, time of year, community events/tensions.
3. Any child or young person should be reported to the Police immediately, if:
- He/she is overdue for medication;
 - He/she has an assessed disability that increases their level of vulnerability;
 - He/she shows a high level of vulnerability from their risk assessment
 - He/she is under the age of eleven years or has special medical needs or who is considered a risk to themselves or others.
4. Where a decision is made not to contact the Police, this must be agreed with a line manager and the child's Social Worker should be contacted to agree a course of action including a risk assessment process.
5. If it is out of hours, inform the Out of Hours Duty Social Work service. Every attempt should be made to contact relevant others who may know where the child/young person may be.
6. A list of significant names and addresses (previously returned from), known contacts, associates, 'bolt holes,' phone numbers etc., should be kept on the child's file and checked when a child is missing. (If the child is in a residential unit, a full search of the property must be undertaken).
7. Ensure you provide all requested information to the Social Worker/Police and update them when you have any additional/new information. You must also ensure a photograph is provided. The child's Social Worker/placing authority, in conjunction with the Police, retain responsibility for co-ordinating the plan of care and response to the missing episode, including any necessary media strategy. Full co-operation must be provided. If you have a concern regarding any action/lack of action being taken, this must be escalated to the placing authority manager through your line manager.
8. Where a child or young person breaches their bail or remand conditions, provide statements, as required to the Police.

Action - Manager of Barnardo's Fostering/Adoption or Residential Service

1. Managers of children's residential units are expected to maintain records of each occasion when a 'Looked After Child' is identified as 'missing' or having taken 'unauthorised absence'. These records should be made available for inspection under the Children Act 1989. Foster Carers should record similar information. The records should include:
 - a. Description of the child/young person
 - b. When and where the child/young person was last seen and with who
 - c. A recent photograph
 - d. Family addresses
 - e. Known acquaintances
 - f. Any previous history of absconding and information about where they were found
 - g. The name and address of the child/young person's GP and Dentist
 - h. The name and address of the child/young person's school.
 - i. Circumstances which increase the risk to a child/young person should be drawn to the attention of the Police
 - j. Who has parental responsibility for the child/young person
 - k. Full details and contact telephone numbers of parents, foster carers and social workers, including out of hours contact numbers.
2. Managers must ensure that every service they are responsible for communicates the Policy & Procedure to all staff and carers and that each person knows who to contact in the case of any child going missing. This must be in line with local inter-agency protocols and strategic multi-agency collaborative framework outlined by Local Safeguarding Children Board (LSCB).
3. Ensure all services have a process in place to respond to a missing episode once the child returns. This must include a 'return interview', which may/may not be conducted by the placing authority. Return interviews are essential to the future safeguarding of the child and all staff/carers should engage accordingly.
4. The manager must ensure that all children who go missing are reported to the police in line with local Missing Protocols/placing authority protocols alongside these procedures.
5. The likelihood of being missing must be included in the risk assessment in accordance with the Health & Safety Policy and Behaviour Management Policies.
6. If the child is missing from a school setting then Educational statutory guidance must be adhered to.
7. Ensure that any **notifiable events** are reported accordingly.

8. Child Sexual Exploitation (CSE)

All services may identify service users who are subject to or at risk of CSE. However, some children/young people may be at higher risk of this e.g. care leavers, homeless young people. At times, these young people may lead chaotic lives and some engage in

risky behaviour. However, no child or young person is ever responsible for the abuse to which they are subjected.

Action: Staff/Volunteers/Carers/Managers

1. If staff/volunteers/carers in non-CSE specialist services become aware of a child/young person who may be at risk of CSE, they should report this to their line manager in the first instance. Indicators may include:
 - a. Missing from home for periods of time
 - b. Regularly missing school/education
 - c. Appearing with unexplained gifts
 - d. Associating with other young people involved in CSE
 - e. Having older boyfriends/girlfriends
2. In Barnardo's specialist CSE services, referrals can be received from a number of local agencies. Staff should refer to this Safeguarding Policy in conjunction with their Local Safeguarding Children's Board policy and protocols.
3. On receipt of a referral, an initial assessment should be completed with the child/young person. This will ascertain the background, level of risk and future planning for the child/young person. If there are immediate concerns from a child/young person the Police/Social Care Department should be contacted.
4. In matters where there are increasing concerns that a child/young person is involved in CSE and may be experiencing significant harm, this should be reported as a serious safeguarding incident.
5. Consideration must also be given as to the risk to other identifiable young people and the appropriate agencies contacted.

9. Private Fostering

Action: Staff/Volunteers/Managers

1. If you suspect that a child is in a private fostering arrangement (see definition section) you have a statutory duty to notify the relevant Local Authority in terms of ensuring their welfare and protection.
2. If such concerns arise, these should in the first place be raised with your line manager or other responsible manager and agree next steps.

10. Female Genital Mutilation (FGM)

1. **Duty to report:** From 31 October 2015, there is a mandatory duty for regulated professionals¹ to report cases of FGM in England and Wales. This applies where the victim is under 18 years old and has disclosed FGM directly and should be reported to the Police and social care department.

¹ In Wales, education practitioners are regulated by the Education Workforce Council.

2. This is a personal duty, which requires the employee who becomes aware of the case to make a report; the responsibility cannot be transferred to anyone else. The only exception is if you know that another employee has already made a report. Therefore, there is no requirement to make a second referral.
3. **Regulated Professions:** The duty only applies to staff that works in a regulated profession e.g. teachers, healthcare profession and social workers. It therefore covers:
 - General Chiropractic Council
 - General Dental Council
 - General Medical Council
 - General Optic Council
 - General Osteopathic Council
 - General Pharmaceutical Council
 - Health and Care Professions Council (whose role include the regulation of social workers in England)
 - Nursery and Midwifery Council

If they are not under the duty, they should still report the incident as a safeguarding issue.

4. **When the duty does not apply:**

Women over the age of 18 years old

5. The duty to report does not apply to cases of disclosure from women over the age of 18. In these instances, you must follow local safeguarding procedures or contact your local Safeguarding Lead.

Disclosure is from someone other than the child

6. If other people disclose a possible case of FGM e.g. parent of friend, or you suspect that a child/adult at risk may be at risk of FGM, the duty to report will not apply. However, this remains a safeguarding concern and must include a referral to the local Social Care Department and informing a local Safeguarding Lead.

10.1 Receiving a Disclosure or becoming aware of a FGM case

Action: Staff Member

1. An employee and/or volunteer may become aware of a case of FGM if they are informed by a girl under 18 that an act of FGM has been carried out on her.
or
2. Observe physical signs, which appear to show that an act of FGM has been carried out on a girl under 18.

10.2 Making a report

1. A report can be made in writing or orally to the Police and Social Care department. If calling the Police, use the non-emergency no. 101. This report must be completed no later than by the close of the following working day. Any reports should be discussed with your line manager in the first instance but should not delay the referral to the Police.

Staff in non-regulated posts but belong to one of the "professions" in accordance with the "2003 Act", should familiarise themselves with the mandatory duty to report and they should contact their Region/Nation Safeguarding Lead to make a safeguarding referral.

2. You should be prepared to provide the call handler with the following information and explain that you are making a report under the FGM mandatory reporting duty.

<p>Your details:</p> <ul style="list-style-type: none">• Name• Contact details (work telephone number and e-mail address)• Place of work• Details of your organisation's designated safeguarding lead	<p>The girl's details:</p> <ul style="list-style-type: none">• Name• Age/date of birth• Address
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3. You should update your Region/Nation Safeguarding Lead of the actions taken and identify whether other safeguarding actions are required, and how these will be taken forward.
4. Any reporting of an FGM incidence should be reported internally, as a Serious Safeguarding Incident using the [Serious Safeguarding Incident Form](#). This should be sent to the entire list of named people on the form.

10.3 Consequences of a failure to Report

1. If the employee/volunteer does not carry out their duty to report the case of FGM to the Police, this will be treated as a possible breach of their professional duty and may result in a disciplinary action.
2. **Recording.** Cases involving FGM should be recorded in the relevant case file of the individual concerned in accordance with [Barnardo's Recording Policy](#).

10.4 Advice and Support

Further advice and support can be obtained from:

Region/Nation Safeguarding Lead, Assistant Director of Children's Services and Head of Corporate Safeguarding.

10.5 Scotland

1. Scottish Government considers FGM to be an unacceptable and illegal practice, a form of child abuse, violence against women and a violation of the human rights of women and girls.. FGM has been unlawful in Scotland since 1985 ; there is no mandatory duty to report but if you are worried that a child or young person is at risk of FGM or has had FGM, you must report your concerns to the relevant statutory authority such as police and/ or social work.
2. Links to relevant legislation and the Scotland National Action Plan to prevent and eradicate FGM are given below
 - [FGM Scotland's National Action Plan to Prevent and Eradicate Female Genital Mutilation \(FGM\) 2016-2020](#)
 - [Prohibition of Female Genital Mutilation \(Scotland\) Act 2005](#)

10.6 Northern Ireland

1. There is currently no provision for mandatory reporting of FGM, it is viewed as a form of child abuse and violence against women and girls and should, therefore, be dealt with as part of existing child and adult safeguarding structures, policies and procedure in Northern Ireland as governed by Cooperating to Safeguard Children (2003).
2. Relevant information relating to Northern Ireland can be found [here](#).

11. Prevent Policy

1. Radicalisation is comparable to other forms of exploitation and is therefore considered a safeguarding issue that all staff must be aware of. The process for escalating concerns and procedures on how to make a referral to the policy relevant authorities on this specific matter follow below.
2. The emphasis is upon supporting vulnerable children, young people, and adults. There is no expectation that Barnardo's will take on a surveillance or enforcement role as a result of fulfilling our Prevent duty. The Prevent Concern promotes a multi-agency approach, and Barnardo's will continue to work alongside Local Safeguarding Children Boards.
3. A **Prevent Concern** does not have to be proven beyond reasonable doubt; it should be based on something that raises concerns, which is assessed by using professional judgement.

4. **Extremism** is defined in the Prevent Strategy 2011 as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.
5. **The Terrorism Act 2000 defines terrorism** as an act that endangers or causes serious violence to a person/people and/or damage to property; or seriously interferes with or disrupts an electronic system.
6. **Radicalisation** is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. Radicalisation should be considered as an 'additional vulnerability' under Chapter 11 of the Working Together to Safeguard Children Guidance (2010). There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.
7. **Indicators for vulnerability** to radicalisation can be similar to those for other forms of abuse and may particularly include:
 - Distance from cultural heritage
 - Experience of migration
 - Experience of racism and discrimination
 - Family members or friends associated with extremist groups
 - Family tensions
 - Sense of isolation and feelings of failure

It is important to note that not all individuals at risk of radicalisation and acts of terrorism are susceptible or vulnerable and they may be acting out of choice.

8. **Risk Assessments:** The level of risk will vary across different parts of the UK. Local Safeguarding Children Boards, Children's Services, Early Years Centres, and Employment Training and Skills practitioners should ensure they are informed of the particular risks in their areas and work with other agencies in assessing risks where appropriate.
9. Training will be provided proportionately for all relevant staff dependent upon their role and links to front line service delivery. The approach to training will be to adopt a 'Train the Trainer' model to ensure staff and volunteer's knowledge and changes in practices within and across the organisation.

11.1 Making a Report

Action: An employee/volunteer may have concerns as a result of:

- A direct disclosure
- An observation
- An expression of concern or complaint made by another person

1. If you suspect that a **child/adult at risk is at immediate risk or actually engaged in the planning or implementing of an act of terrorism**, take the following course of action immediately:

- a) Contact your line manager and consider referral to Police on 999
Or Anti-Terrorist Hotline on 0800 789 321.
- b) Contact the Head of Corporate Safeguarding on 0208 498 7040, informing them of the actions taken.
- c) All actions must be recorded. For further details contact your region/nation Safeguarding Lead.

2. If you suspect that a **child/adult at risk may be under the influence of radicalisation or extremism but not in immediate danger**, the following actions must be taken:

- a) Raise your concern directly with your line manager in the first instance; informing them of the nature of your concerns.
- b) Contact the Police on number 101 to discuss the next steps, requesting to speak to officers with the responsibility in relation to Prevent duties.
- c) Contact the Head of Corporate Safeguarding informing them of the actions taken.

3. Clarify with the Police or Anti-Terrorism hotline the next steps and whether/how feedback will be provided.

Action: Line Manager

Ensure any reported Prevent Concerns are managed in accordance with these procedures and where necessary escalated to the relevant authorities.

12. Multi-Agency Case and Serious Case Reviews and Equivalent Processes²

12.1 Notification where Barnardo's has been involved in a case under review

Serious Case Reviews (England), Significant Case Reviews, (Scotland) Case Management Reviews (Ireland) or Child Practice Reviews (Wales) are commissioned when:

- A child has died and abuse or neglect is known, or suspected in relation to the

² For detailed information and definitions please refer to local Child Protection procedures . These may differ slightly across nations.

child or a sibling, was at any point in their life on the child protection register (CPR) or child protection plan

- the death is by suicide or accidental death
- the death is by alleged murder, culpable homicide, reckless conduct, or act of violence
- the child was in care
- A child has, or could have been, significantly harmed due to abuse or neglect.

Thresholds for Child Practice Reviews (Wales) are different and included in the [linked guidance](#).

Thresholds for Case Management Reviews (Northern Ireland) are different and included in the [linked guidance](#).

Action: Responsible Manager

1. As soon as a formal notification is received that a child has died or has been seriously injured (or before if directed by senior management), the child's file and that of any immediate family with whom the service is, or may have been, working with must be sealed. This is by requesting 'file sealing' for the specific named individuals to the IS Content Server Team as soon as possible by emailing ISContentServerTeam@barnardos.org.uk.
2. Manual/paper files, if held, must also be sealed and locked in a cabinet not accessible to project staff/volunteers.
3. On receiving notification of Serious Case Review (SCR)/Case Management Review (CMR)/SCIE (System) Review/Individual Management Review (IMR) or Child Practice Review (CPR) the responsible manager must notify the Assistant Director, Safeguarding Lead and Region/Nation/Business Line Director within 48 hrs.
4. Staff involved with the child/family must be supported and reminded of the support available from Barnardo's Employee Assistance Programme.

Action: Assistant Director Children's Services

1. Alert the local Media Manager as the case may generate local publicity.
2. Notify Barnardo's Head of Corporate Safeguarding and ensure that the [Notification of involvement in external safeguarding review processes form](#) is completed and returned to the Head of Corporate Safeguarding, c/o Safeguarding@barnardos.org.uk to ensure that the review log is filled out.

Action: Region/Nation Director

Notify the Corporate Director of Children's Services (England) and copy in CEO in line with serious incident procedure.

1. Identify an Assistant Director (ideally this should not be the line manager Assistant Director) to undertake a 'rapid review & risk assessment' of all related case files, which must include:
 1. A chronology of Barnardo's involvement with the child/ family
 2. Any potential internal disciplinary issues (you must liaise with People Team if this applies)

3. Any concerns about internal or multi-agency procedures, which may need immediate consideration.
2. If the notification indicates the likelihood that a case might have generated significant public interest or if there are implications for national policy objectives or corporate risk, inform the Company Secretary and by discussion with the Corporate Director of Children's Services (England) relevant others if the case is potentially high profile.
3. Barnardo's media response **must** be co-ordinated in conjunction with the relevant Local Safeguarding Children's Board/Child Protection Committee media strategy to avoid contradiction and misunderstanding.
4. Via the Company Secretary, Barnardo's Insurers must be notified about cases if there is a risk of a claim against Barnardo's for liability.

12.2 All reviews commissioned by (England and Wales) Local Safeguarding Children Board (LSCB) or Child Protection Committee (CPC) or Area Child Protection Committee (ACPC) where Barnardo's are or have been involved

Identifying appropriate author/s

Action: Region/Nation Director

1. If there is no indication of major public interest, decide who will author the review in consultation with the Head of Corporate Safeguarding and the Safeguarding Lead.
2. Authors for single agency reviews undertaken for an external body should have appropriate seniority, have demonstrated competence in preparing complex reports and making recommendations for internal agency and multi-agency change and undergone relevant training. Notice should be taken of any particular expertise that is needed in order to conduct the review.
3. Where possible, two authors should be identified: one to take the lead role and the other to act as a 'buddy', to assist with interviews and report design, and act as a critical reader.
4. If there is likelihood that there will be major public interest consult with the Region/Nation Director (who must also liaise with the Corporate Director Children's Services (England)) and the Head of Corporate Safeguarding to decide who should author the report. Ensure the Corporate Director of Children's Services (England) signs off such reports.

12.3 Preparation of the Report

Action: Report Author

1. Consult with Head of Corporate Safeguarding on the process and ensure guidance that local LSCB/ACPC/CPC or other bodies recommend is followed.

2. Ensure draft reports are shared with the Region/Nation Director, Safeguarding Lead and/or Head of Corporate Safeguarding.
3. Ensure all staff referred to in the report have the right to:
 - a. See what is written about them
 - b. Correct any factual errors and comment on the findings.
 - c. And that these processes do not delay completion of the report beyond the agreed timescale.
4. Pass the report to the Region/Nation Director, Safeguarding Lead and/or Head of Corporate Safeguarding for quality assurance.

12.4 External Commissioning

Action: Responsible Senior Manager

1. If reports are externally commissioned through Barnardo's Training and Consultancy or Regions/Nations, authors with relevant expertise should be drawn from the pool, where possible. If Associates are used then they need to have demonstrated competence against the standards and criteria for authors of IMR/CMRs.
2. All reports must be quality assured by Safeguarding Lead, the Head of Corporate Safeguarding and signed off by the Region/Nation Director or other senior manager responsible for the commission.

12.5 Staff Care

Action: Assistant Director Children's Services

1. The Assistant Director of the service must assess the risk as to whether it is appropriate for the worker to continue their role with children and families in the interim.
2. Staff must be made aware that an IMR or ICR is different to, and separate from, any disciplinary investigation or internal inquiry although information gathered during the review process may be used to inform an investigation or inquiry. Disciplinary action may be taken on a concurrent basis whilst a case review is in progress.
3. Staff must be made aware that they have the right to request to be accompanied, if they are invited to attend a disciplinary hearing. A companion may normally be a UNISON/other trade union representative, or a Barnardo's colleague.

12.6 Status of files on conclusion of the review

All records are to be retained in accordance with the Retention of Data Policy

12.7 Implementing Recommendations

Action: Assistant Director/Report Author

- 1 The Barnardo's IMR Action Plan Template must be used unless local LSCB/CPCs have an alternative.
- 2 Copies of Barnardo's Individual Management Reports/Initial Case Reviews including the action plans must be forwarded to the Head of Corporate Safeguarding. The Head of Corporate Safeguarding is responsible for ensuring that any organisational learning is appropriately shared and informs policy and training.
- 3 Copies of executive summaries and of Barnardo's authored overview reports must be forwarded to the Head of Corporate Safeguarding.

Action: Region/Nation Director

The Region/Nation Director must ensure the implementation of all the actions within the action plan, within agreed timescales and feedback on progress to the Head of Corporate Safeguarding on a quarterly basis until the actions have been completed.

12.8 Post report

Action: Responsible Senior Manager

1. The Assistant Director and Region/Nation Director must decide how feedback is given to those staff members/teams implicated in the IMR/ICR.
2. Consideration should be given to the author/s of the report conducting the briefing.
3. The Head of Corporate Safeguarding will undertake annual analysis and make an annual report to Children's Services Management Team (CSMT) outlining key messages and learning.

12.9 Multi Agency Case Reviews or other reviews

Action: Assistant Director/ Director

1. Any requests to undertake a review must be considered by the Director in consultation with the Safeguarding Lead and the Head of Corporate Safeguarding, as required.
2. The requests should be logged under the IMR/Report log.
3. Where Barnardo's has had active involvement with the child/family subject of the review then a suitably experienced/trained/accredited member of the organisation should be a member of the 'review team' informed by the rapid review and chronology (see above).
4. Ensure that all staff invited to take part are clear about confidentiality, scope of the review and their role in it. Staff and managers directly involved in the case will/ may be required to form part of the 'Case or Review Group'.
5. All staff must be supported to take part in case/review meetings and conversations.
6. The final report and any learning or action arising from it must be shared with the Region/Nation Director, Safeguarding Lead and Head of Corporate Safeguarding.

7. Suitable experienced/trained/accredited Barnardo's staff may be required to conduct internal systems reviews where Directors consider it appropriate/ beneficial to the organisation.
8. In Wales, a Child Practice Review panel will be established to manage the review process, and an internal reviewer should be part of the panel where a Barnardo's service has supported the child within the CPR timeframe. Where a Barnardo's service is involved, an Assistant Director from another locality would be the most appropriate panel member. Local services may be asked to provide an agency timeline/chronology of significant events. A learning event may be held, which the worker and manager may be required to attend. A CPR report will be prepared by the Review Panel and the safeguarding lead should ensure that this is communicated to the safeguarding adviser for internal use. Thresholds for Child Practice Reviews (Wales) are included in the [linked guidance](#).

12.10 Media strategy

Action: Region/Nation Head Office Media Team

1. Barnardo's media response must be co-ordinated in conjunction with Local Safeguarding Children Board (LSCB)/Child Protection Committee (CPC) media strategy to avoid contradiction and misunderstanding. It is usual for the LSCB/CPC to co-ordinate any media strategy.
2. Barnardo's Region/Nation Media Teams must liaise with the relevant R/N Director and the Barnardo's Head Office (HO) Media Team before releasing any public statements about the review.
3. Barnardo's Head Office Media Team will liaise with the Corporate Director Children's Services (England), as appropriate.

13. Events and Celebrity Supporters

Children's Services protocol for the attendance of children and young people at Barnardo's events and celebrity VIP visits to services/schools. This process must be followed on every occasion where children and young people attend events and when a Celebrity/VIP visits, even if they have visited before.

Action: Relevant Senior Departmental Manager

The relevant Senior Departmental Manager is responsible for ensuring that the following protocols are followed:

Before an event or visit, the service/event team must carry out a full risk assessment, considering who is to attend and the supervision and welfare of any children who might be present. Where the visit involves a celebrity VIP the risk assessment should include:

- a) who will manage the visit,
- b) arrival and departure time and arrangements
- c) interface with the celebrity,
- d) managing the interface with any children and young people and health and safety risks etc.

1. All visits by VIPs/celebrities should be handled through the Celebrity Support Team. Should you or the service wish to approach a VIP/celebrity you must do this via the Celebrity Support Team using the appropriate [Celebrity Request Form](#) and procedure. Equally, if the visit is being initiated elsewhere, the approach to the service to be visited should be via the Celebrity Team. For further information on managing relationships with celebrities see the [guidance](#).
2. Where a celebrity/VIP is attending or a member of the wider community, ensure that physical contact is kept to a minimum and where it does take place it is appropriate. This should form part of your risk assessment, and must be in line with Children's Services Safeguarding practice.
3. Children should not be left alone with the celebrity or other members of the community at any time and they must not exchange details directly with service users. The celebrity will have been given a copy of the high profile visitors' guidance before the visit by the Celebrity Support Team. ([High Profile Supporters briefing](#)).
4. Parental permission is required where photographs are taken of young people for Barnardo's purposes – this includes photos with celebrities. Please use the appropriate policy (please see the [Recording](#) and/or [Data Protection](#) Policies) and [permissions forms](#) to manage this. If the child or young person is looked after then the use of any photographs must be agreed by the local authority that holds parental responsibility
5. Should you have any concerns about the VIP/Celebrity, or are worried that risk is not being appropriately managed, you should speak to your line manager. Managers should escalate concerns to the Celebrity Support Team and to your Safeguarding Lead Manager.
6. Prior to the celebrity arriving at the service/ event the Celebrity Support Team should share the Safeguarding Protocol ([Safeguarding Briefing Card](#)) with them to ensure that they are aware of what they should do if they observe something of a safeguarding nature during their visit. This is important to do prior to arrival to ensure safe practice is observed.
7. Should any concerns or issues arise during the course of the event/visit these should be discussed with the line manager/safeguarding lead manager and

escalated immediately to the VIP manager if these relate to the celebrity. Where relevant any concerns will be handled in line with Barnardo's Safeguarding Policy and Procedures.

8. Should the VIP/Celebrity offer to become a regular visitor to the service/school and/or take on a role where they have regular contact with the children and young people, then they would need to become a formal Barnardo's volunteer and the correct policy and procedure followed. Again, the implications of this should be discussed with the Celebrity Support Team and your Safeguarding Lead Manager before implementation.

14. Information Sharing/Consent

All practitioners who have access to information about adults at risk have a duty to preserve confidence. Each individual's right to confidentiality must be respected. All personal information must be treated with care and kept securely; this means not disclosing it to people who do not need to know.

In normal circumstances the adult who is the subject of the information will be required to give consent before information about them can be shared. The consent of the person who provided the information may also be required.

Irrespective of the age, abilities or level of maturity of the adult, if information is disclosed which indicates that the child/adult at risk (or another person) is at serious risk of harm, then confidentiality cannot be preserved as safeguarding procedures must take precedence.

The term '**Vital Interest**' which is used in the Data Protection Act (DPA) 1998 permits sharing of information where it is critical to prevent serious harm or distress, or in life-threatening situations.

Refer to the [Information Sharing Policy](#)

15. Education (England Only)

Keeping Children Safe in Education (England)

- The Department for Education issued statutory guidance in September 2016 requiring schools and colleges to take due regard when carrying out their duties to safeguard and promote the welfare of children.
- The guidance defines 'school' meaning all schools whether maintained, non-maintained or independent schools, including academies and free schools, alternative provision academies, maintained nursery schools and pupil referral units. 'College' means further education colleges and sixth-form colleges as established under the Further and Higher Education Act 1992 and relates to their responsibilities towards children under the age of 18.
- The statutory guidance should be read and followed by:
 - Governing bodies of maintained schools (including maintained nursery schools) and colleges:
 - Proprietors of independent schools (including academies and free schools), alternative provision academies and non-maintained special schools: and

- Management committees of pupil referral units
- The above persons should ensure that **all staff** in their school or college **read** at least Part One of this guidance
- Any Barnardo's Service providing educational provision as determined by this guidance must ensure that '[Keeping Children Safe in Education-Statutory Guidance for Schools and Colleges](#)' is read and understood by staff in accordance with their role and responsibility.

Key Requirements

- **Every member of staff** must read and understand their responsibilities as described in part 1. In addition;
- **All staff with direct contact with children** must also read annex A
- **Principals and Designated Safeguarding Leads (DSL)** must read the full guidance, and DSL's must ensure that annex B is part of their job description
- **School Governors** must read at least parts 2 and 3
- **The nominated Governor for Safeguarding** must read the full guidance
- **Anyone involved in recruitment and/ or the Single Central Record** must read part 3 and annexes F and G
- **Human Resources Staff** must read the full document but concentrate on parts 3 and 4, and annexes F and G.
- **Work related coordinators** must read part 3 and annex F
- **Staff involved in admissions or maintenance of the school roll** must read annex A
- **Classroom based roles and Information Technology staff (on site)** must read annex C

Each Barnardo's service providing educational provision as part of this guidance must ensure it has appropriate local arrangements to evidence that the above requirements are being complied with.

16. References

Please note this list is not exhaustive:

- The Children Acts ([1989](#)); ([2004](#))
- [The United Nations Convention on the Rights of The Child \(1989\)](#)
- [Children \(Northern Ireland\) Order, 1995](#)
- [Education Act \(2002\)](#)
- [All Wales Child Protection Procedures \(2008\)](#)
- [Children's Hearings \(Scotland\) Act 2011](#)
- [Prevent Strategy 2011](#)
- [Strategy for Dealing with Safeguarding Children and Vulnerable Adults Issues in Charities, Charity Commission \(2012\)](#)
- [Protection of Freedoms Act 2012](#)
- [Early Years Foundation Stage \(England\) \(2012\)](#)
- [The National Guidance for Child Protection in Scotland \(2014\)](#)
- [Social Services and Well-being \(Wales\) Act 2014](#)
- [Children and Young People \(Scotland\) Act 2014](#)
- [Violence Against Women Domestic Abuse and Sexual Violence \(Wales\) Act 2015](#)
- [The Serious Crimes Act 2015](#)
- [Modern Slavery Act 2015](#)
- [Working Together to Safeguard Children: A guide to interagency working to safeguard and promote the welfare of children', Department of Health \(2015\)](#)

- [Safeguarding Board for Northern Ireland Procedures Manual](#), November 2017
- [Barnardo's Safeguarding & Protecting Adults at Risk Policy & Procedure](#)
- [Barnardo's Whistleblowing Policy & Procedure](#)
- [Barnardo's Information Sharing Policy](#)
- [Barnardo's Children's Services Recording Policy and Procedure](#)
- [Barnardo's Volunteering Policy](#)
- [Barnardo's Historic Abuse Policy](#)
- [Jersey Safeguarding Partnership Board Child Protection Procedures](#)

17. Compliance

The Corporate Director Children's Services (England) and relevant members of the senior management team will monitor compliance with this policy and procedure in line with Barnardo's Corporate Risk Register, relevant KPIs and other performance measures.

General Compliance:

- Induction
- Supervision
- Performance and Development Reviews
- Learning & Development Plans
- Case file sampling and file auditing
- Annual Service Quality Assessment
- Barnardo's Corporate Audit & Inspection Unit
- External Inspectorate

Appendix 1

Glossary and Definitions

Child	<ul style="list-style-type: none"> • Children Acts 1989 & 2004 and the Children (Northern Ireland) Order, 1995 define a child as anyone who has not yet reached their 18th birthday. • The Children and Young People (Scotland) Act 2014 defines a child in relation to the powers & duties of the local authority. Young people between the age of 16 & 18 who are still subject to a compulsory supervision requirement by the Children’s Hearing can be viewed as a child. • The United Nations Convention on the Rights of the Child (UNCRC) applies to “all human beings under the age of 18 years unless, under the law applicable to the child, majority is attained earlier.”
Safeguarding	<p>In England, safeguarding children and promoting their welfare means</p> <ul style="list-style-type: none"> • protecting them from maltreatment, • preventing impairment of their health and development, and • ensuring that they grow up in circumstances consistent with the provision of safe and effective care. <p>In Wales the Social Services & Well Being Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support, or carers who need support.</p> <p>In Scotland, the term Safeguarding refers to the collective principles and responsibilities of the GIRFEC (Getting It Right For Every Child) approach to identify and address needs and risks within a framework of the child’s whole world and well being at the earliest opportunity.</p>
Child Protection	<p>Child protection is part of safeguarding and promoting welfare. This action refers to the activity that is undertaken to protect specific children who are suffering, or are at risk of suffering, significant harm. Alongside physical, sexual and emotional abuse and neglect this includes children affected by: domestic abuse, female genital mutilation, forced marriage, honour-based violence, ‘missing’ children, young runaways, children exploited by gangs, child sexual exploitation and trafficking. This list is not exhaustive. More information about working with children affected by these issues, including definitions, tools, research and good practice information, is provided in the Barnardo’s Online Research and Information Service.</p>
Abuse	<p>A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). An adult or adults, or another child or children may abuse them.</p>
Physical	<p>A form of abuse which may involve hitting, shaking, throwing,</p>

Abuse	poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
Emotional Abuse	The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing participating in normal social interaction. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child though it may also occur alone.
Sexual Abuse	Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching 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.
Neglect	The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health 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: <ul style="list-style-type: none"> • provide adequate food, clothing and shelter (including exclusion from home abandonment); • protect a child from physical and emotional harm or danger; • ensure adequate supervision (including the use of inadequate care-givers); or • ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
Domestic Abuse and Violence	The cross-government definition of domestic violence and abuse is: any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to: emotional, financial, physical, psychological, or sexual

	behaviours. From December 2015, coercive or controlling domestic abuse is a crime punishable by up to 5 years in prison, under section 76 of the Serious Crimes Act 2015. This relates to a purposeful pattern of behaviour, which takes place over time, in order for one individual to exert power, control, or coercion over another.
Child Sexual Exploitation (CSE)	Sexual exploitation of children and young people (CSE) under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities. In all cases those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.
Female Genital Mutilation (FGM)	Female Genital Mutilation (FGM) is a safeguarding issue, illegal in England and Wales under the FGM Act 2003 ("the 2003 Act"). It is a form of child abuse and violence against women and girls. There is a mandatory duty for regulated professionals to report cases of FGM in England and Wales. This applies where the victim is under 18 years old and has disclosed FGM directly and should be reported to the Police and social care department. This is a personal duty, which requires the employee who becomes aware of the case to make a report; the responsibility cannot be transferred to anyone else. The only exception is if you know that another employee has already made a report. Therefore, there is no requirement to make a second referral.
Regulated Profession	A regulated profession is one, which is governed by a professional organisation or regulatory body to ensure that professionals meet the required standards of practice and competence for that occupation.
Prevent Concern	Children and young adults can be vulnerable to exposure to or involvement with groups or individuals who advocate intimidation as a means to a political or ideological end. These groups can include those promoting "violence from extreme right-wing or other ethnic or religious organisations" Prevent Strategy (2011). Prevent is part of the Government counter terrorism strategy CONTEST and aims to stop people becoming terrorists or supporting terrorism. Prevent focuses on all forms of terrorism and extreme ideologies and operates in a pre-criminal space, providing support and redirection to vulnerable children and adults at risk of being groomed into terrorist activities before any crimes are committed.
Extremism	Defined in the Prevent Strategy 2011 as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty, and mutual respect and tolerance of different faiths and beliefs.
Terrorism	Defined by the Terrorism Act 2000 as: an act that endangers or causes serious violence to a person/people and/or damage to property; or seriously interferes with or disrupts an electronic system.
Radicalisation	Defined as the process by which children and young people come to support terrorism and violent extremism and, in some cases, to then

	<p>participate in terrorist groups. Radicalisation should be considered as an 'additional vulnerability' under Working Together to Safeguard Children Guidance (2015). There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.</p>
Trafficking and Modern Slavery	<p>The United Nations defines trafficking in children and adults as the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, or abduction, of fraud, of deception, of the abuse of power, or of a position of vulnerability, or the giving or receiving of payments to achieve the consent of a person having control over another person, for the purposes of exploitation.</p> <p>Modern slavery is a complex crime that takes a number of different forms. It encompasses slavery, servitude, forced and compulsory labour and human trafficking.</p>
Gang Exploitation	<p>There are a number of areas in which young people are put at risk by gang activity both through participation in and as victims of gang violence. Safeguarding procedures can provide a key tool for all agencies working with young people to assist them when working together to prevent young people from being drawn into gangs, to support those who have been drawn into the margins of gangs; and to protect those who are at immediate risk of harm either as members or victims of gangs. Gang activity can also be used as the means through which children and young people are sexually exploited and/or trafficked.</p>
County Lines	<p>County Lines is the police term for urban gangs supplying drugs to suburban areas and coastal towns using dedicated mobile phone lines or 'deal lines'. It involves child criminal exploitation as gangs use children and vulnerable people to move drugs and money. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion in a practice referred to as 'cuckooing'. County Lines is a major, cross cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery and missing persons.</p>
Young Carer	<p>A young carer is a person under 18 who provides or intends to provide care for another person (of any age, except generally where that care is provided for payment, pursuant to a contract or as voluntary work).</p>
Private Fostering	<p>Private fostering falls within safeguarding as it relates to the legal status, wellbeing and protection of children under 16 years, or under 18 years if disabled, who reside for more than 28 days in the care of someone who is not a parent, close relative, or someone with parental responsibility. The duty here is to ensure reporting of these children to the relevant local authorities.</p> <p>In Scotland, private fostering is the term used when a parent/guardian places a child who is under school leaving age (16 years) in the care of someone else, who is not a close relative or officially approved Foster Carer, for a period of more than 28 days</p>

Allegation	An allegation is information, which comes to light from any source which suggests that an employee or volunteer has behaved in a way that has harmed, or may have harmed, or had the potential to harm a child or adult at risk. Although there are some differences in how allegations are handled across the four nations, the process for responding to allegations remains the same.
Well Being under the Social Services and Well Being Act (Wales)	<p>Wellbeing under the SS&WB Act means well-being in relation to any of the following:</p> <ul style="list-style-type: none"> (a) physical and mental health and emotional well-being; (b) protection from abuse and neglect; (c) education, training and recreation; (d) domestic, family and personal relationships; (e) contribution made to society; (f) securing rights and entitlements; (g) social and economic well-being; (h) suitability of living accommodation. <p>In relation to a child, “well-being” also includes—</p> <ul style="list-style-type: none"> (a) physical, intellectual, emotional, social and behavioural development; (b) “welfare” as that word is interpreted for the purposes of the Children Act 1989. <p>In relation to an adult, “well-being” also includes—</p> <ul style="list-style-type: none"> (a) control over day to day life; (b) participation in work.
Serious Safeguarding Incident	<p>A Serious Safeguarding Incident occurs under the following circumstances:</p> <ul style="list-style-type: none"> • Unexpected or avoidable death of child/young person/adult at risk in receipt of services from Barnardo’s • Serious harm to child/young person/adult at risk where a life-threatening outcome required intervention, • Actions of a Service user which caused death or serious injury to a child or adult • An incident likely to result in adverse media attention and/or potential reputational damage for Barnardo’s • An incident that is serious enough that it may lead to a Serious Case Review, and/or any case which indicates organised crime or large scale abuse, • An incident likely to raise concern about professional practice or implications for Barnardo’s policy; • An incident which raises concern about possible radicalisation of any member of staff/volunteer/adult/child/vulnerable adult • Where a registered provider (residential or early years) is required to close by an external body.

