

Jigsaw (South East)

Safeguarding Policy



1. Introduction

At Jigsaw (South East) we believe that the safety and welfare of our children and young people is of the utmost importance. Safeguarding aims to protect children from abuse and maltreatment, prevent any harm to children's health or development and ensure children grow up with the provision of safe and effective care.

It is the duty of all our staff and volunteers to protect each child from abuse and to be alert to the possibility of abuse.

The following Policy and Procedures have been adopted by (the Trustee Board of) Jigsaw (South East) and have been set up in accordance with the Surrey Safeguarding Children Board guidelines and procedures. (www.surreycc.gov.uk/safeguarding) and current legislation

- Working together to Safeguard Children (2018) Updated Dec 2020
- Data Protection Act (2018) & GDPR
- Care Act 2014
- Protection of Freedoms Act (2012)
- Health and Social Care Act (2012)
- Safeguarding Vulnerable Groups Act (SVGA) 2006
- Children Act (2004)
- Sexual Offences Act (2003)
- Protection of Children Act 1999
- United Convention of the Rights of the Child (1991)

Relevant government guidance on safeguarding children – FGM, CSE, Prevent, Neglect, Online Safety, Sexual Harassment and violence between children (Dec 2017) Trafficking & unaccompanied asylum-seeking children (Nov 2017) What to do if you're worried a child is being abused (2015) Early years Foundation Stage (2017) Updated Sept 2021 Keeping children safe in Education (2018) Updated Sept 2021

2. Definition

Child protection relates to any child (under 18) who has suffered from or may be at risk of physical injury, neglect and emotional or sexual abuse. A full list of definitions is attached as **Appendix 1**.

3. Recognition

The first indication of concern about a child's welfare is not necessarily the presence of an injury.

Concerns may be aroused by:

- Bruises, bite marks, burns/scalds, scars or fractures on a child's body,
- Remarks made by the child, another child, a parent or another adult,
- Observations of the child's behaviour or reactions,
- Unexplained changes in the child's behaviour or personality,
- Evidence of disturbance or explicit detail in a child's play, drawing or writing,
- Neglect – where lack of due care for a child is creating significant risk to their health and well-being.

4. Designated Safeguarding Lead

Cecilia Hughes is the Designated Safeguarding Lead for Children and Young People. Anyone who has a concern about a child should contact Cecilia Hughes on 07594 422696.

If there is an urgent concern about a child's welfare, the police should be contacted for support.

If you are unable to make contact with Cecilia, you must contact Jigsaw (South East)'s Service Team Manager via 01342 313895. If neither are available, advice can be sought from the Safeguarding Team in the appropriate Local Authority area. For Surrey this is through the C-SPA (Children's Single Point of Access) on 0300 4709100.

The Designated Safeguarding Lead will:

- Discuss the case and agree actions needed to be taken, support with making a request for support if required.
- Liaise with the appropriate Social Services Child Safeguarding Agency and any other appropriate agencies on individual cases of suspected or identified child abuse as needed.
- Be responsible for co-ordinating action on child safeguarding issues.
- Receive monthly supervision from Trustee Cecilia Hughes.

The Service Team Manager will:

- Ensure that all staff and volunteers are familiar with this Policy and Procedures,
- Raise awareness about child safeguarding and arrange training as appropriate.

Safeguarding will be a regular agenda item in the following meetings:

- Trustees Meeting
- Management Meeting
- Team meetings

Safeguarding concerns may be raised during these meetings, however If the DSL is not present at the meeting, or concerns arise at other times, the procedure outlined in this policy must be followed.

5. Safe Recruitment Procedures

Jigsaw (South East) recruitment policy stipulates that all staff (paid or voluntary) will have to complete an application form, detailing past work history and references. Individuals are then interviewed, and references requested. Only on receipt of satisfactory references will a formal offer of employment or placement be made.

All staff and volunteers working directly with children (under 18 years) and any vulnerable adults, are required to have an enhanced check for both adult and children through the Disclosure Service – the Government’s Disclosure Barring Service (DBS) before commencement of work or placement. Jigsaw (South East) is registered with Total CRB Disclosure & Barring to process our DBS forms for our Staff, Volunteers & Trustees and our renewal period is every three years.

Staff members, volunteers & Trustees are thus required to fill out a DBS form and produce evidence as to their identity in accordance with the Disclosure Service Guidelines. This information is then witnessed by the Designated Person responsible for child safeguarding and signed as an acknowledgment of information produced.

Copies of all returned DBS checks and documentation pertaining to any child safeguarding issues will be kept confidentially and securely locked within the organisation’s administration office.

Staff can undergo training and induction whilst waiting for the checks to clear but cannot undertake any unsupervised face-to-face work until satisfactory checks have been received. This training will include mandatory safeguarding awareness.

When interviewing, there will always be one person on the interview panel who has completed safer recruitment training.

6. Staff Training

All staff and volunteers at Jigsaw Southeast will complete Surrey’s Level 1 Safeguarding Training during their induction.

Support Workers will also complete Level 2 safeguarding training during their induction.

In addition to this, there will be annual safeguarding training delivered by the DSL. This will include a refresher of policies and procedures as well as updates and local and national priorities.

The DSL will complete Level 1-3 safeguarding training during their induction as well as Surrey’s DSL training.

The service manager and charity director will complete safer recruitment training and refresh this as needed.

7. The role of individual staff/volunteers

All staff and volunteers working for Jigsaw (SouthEast) must be aware that a child or young person may be the victim of abuse. Concern about a child or young person must be discussed with the Designated Safeguarding Lead immediately so that, if necessary, a request for support can be made without delay.

In **urgent** situations, referral must not be delayed if you are unable to contact the DSL or service manager. If a child or young person is at risk of harm, then you should make a referral yourself using the contact details in Appendix 3.

Individual staff or volunteers should not investigate concerns. This is the role of the statutory agencies. However, if a child does say something, it is vital to listen carefully so that it can be reported accurately. – Please refer to Safeguarding Protocol.

8. Confidentiality

Our children and young people have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that only those with a 'need to know' should be privy to it. Safeguarding logs and case notes are kept in a secure part of the system with limited access.

Jigsaw (South East) follows Surrey Safeguarding Children's Partnership's Information sharing guidance. Click on link below to access.

Link: SSCP Information Sharing Guidance
<https://www.healthysurrey.org.uk/domestic-abuse/professionals/information-sharing>

9. Procedure – what to do:

Concern may arise from observations of the child (e.g. injury, behaviour, appearance and nature of play or work produced) **or** as a result of something said by the child, another child, or an adult. (See Appendix 1- Categories of abuse.)

Early request for support gives more time to help the child and family before the situation becomes severe or serious. When necessary, early request for support gives more time for others to protect the child.

Information on what to do if you are worried a child is being abused is explained further in **Appendix 2**.

Jigsaw (South East) Procedure

If the child or young person is in immediate danger call 999. Do not delay.

If the child is **not** in immediate danger, follow the steps below.

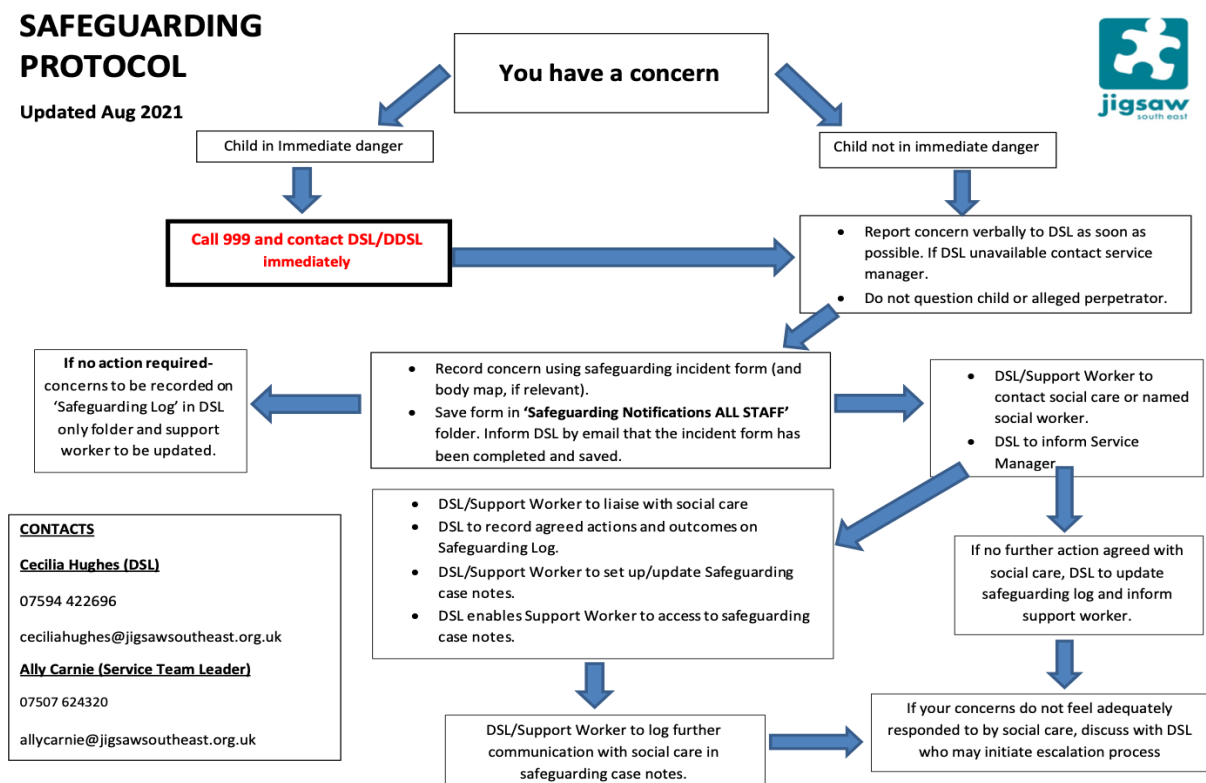
1. **Verbally Tell** the Designated Safeguarding Lead (DSL) or Service Manager as soon as you can. See emergency contact numbers on page 2 of this policy and on the protocol flow chart.

2. **Make written notes** – as soon as you can, write down your concerns and record the facts accurately on the Safeguarding Incident Form (**Appendix 4**). Be clear if you are expressing an opinion and what your opinion is based on.

Save the safeguarding incident form in 'Safeguarding Notifications ALL STAFF' on SharePoint and email DSL/Service manager to tell them it is completed.

3. The DSL or support worker will then make appropriate referrals if necessary. The DSL will update the safeguarding log with agreed actions and outcomes.
4. DSL will set up confidential safeguarding case notes for the family and access given on a need-to-know basis.

Safeguarding Protocol Flowchart



Appendices

Appendix 1: Definitions of Abuse and Neglect: Working Together to Safeguard Children (2018)

Appendix 2: Surrey children's service guidance for professionals with concerns about a child.

Appendix 3: Requesting support at levels 3-4 - Surrey Children's Services

Appendix 4: Safeguarding Incident Form

Appendix 5: Child Protection Code of Conduct

Appendix 6: Request for Support Form with hyperlink

Appendix 7: Jigsaw (South East) Parental Consent Form

Appendix 8: Allegations against staff & volunteers' guidance

Appendix 9: Inter-agency Escalation

Appendix 10: COVID-19

Appendix 11: Additional Reading and Links

Appendix 1: Definitions of Abuse and Neglect: Working Together to Safeguard Children (2018)

Abuse 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. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, 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 the child 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 occur alone.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child 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.

Child sexual exploitation

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

Neglect

Neglect is 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 provide:

- Adequate food, clothing and shelter (including exclusion from home or 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.

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

Child Criminal Exploitation

As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology

Appendix 2: Surrey Children's Service- Guidance for professionals with concerns about a child.

This procedure is designed to help professionals to understand what to do if they have concerns about a child and to discern whether the child has additional needs or have been or are likely to be significantly harmed

It is written for professionals with direct or indirect involvement with children and young people. These are professionals who:

- work with, or have actual contact with, children (e.g. teachers and other educational staff, school nurses, health visitors, GPs, other doctors and health service staff, dentists, day nursery staff, youth justice staff, Connexions and youth service workers).
- work with adults who are parents or care-givers (e.g. adult mental health or substance misuse professionals)
- work with family members or others who have contact with children (e.g. police and probation staff, mental health practitioners, housing staff)
- workers in the Voluntary/ Private Sector

Context

The Early Help approach will be called '**Family Resilience**' and the Social Work practice model '**Family Safeguarding**'. Within this we have identified four levels of need: **Universal, Early Help, Targeted Help, and Specialist**. These are set out in more detail in this document but are summarised below.

Level 1 Universal: Children and young people who make good overall progress in most areas of development and receive appropriate universal services, such as health care and education. They may also use leisure and play facilities, housing or voluntary sector services.

Level 2 Early Help: Children and young people whose needs require some extra support. A single universal or targeted service or two services are likely to be involved; these services should work together. A Team Around the Family meeting to share information and agree an Early Help Plan to support the child and family is helpful. No need for specialist services.

Level 3 Targeted Help: Vulnerable Children. Children and young people whose needs are more complex. This refers to the range, depth or significance of the needs. A number of these indicators would need to be present to indicate need at Level 3. More than one service is involved, using a Team Around the Family approach, Early Help Plan and a Lead Practitioner to co-ordinate multi-agency support. Targeted Help can support at this level.

Level 4 Specialist: Children and young people whose needs are complex and enduring and cross many domains. More than one service is normally involved, with a co-ordinated multi-agency approach and a Lead Professional, commonly in a non-statutory role. At times statutory intervention may be required.

The Surrey Effective Family Resilience Windscreen



Universal services such as health visitors, midwives, GPs, schools and youth services are provided as of right to all children, including those with additional and intensive needs. Universal services in Surrey support all children and their families to help children be happy, healthy, learn, achieve their potential and become economically independent citizens.

Services for children with additional and more complex needs are sometimes known as **early help** or **targeted help** services, such as support for emotional wellbeing, additional help with learning in school, extra support to parents in early years or targeted help to involve young people through youth services.

Children are best supported by those who already work with them, such as children's centres, early years' settings or schools, who can organise additional support with local partners as needed. It is really important for that child and family that they are very clear about the help they are offered and the difference it makes to their lives. This is best done through an early help assessment and plan.

Children whose needs are more complex require support through a co-ordinated multi-disciplinary approach, involving an Early Help Plan and a Lead Professional to work closely with the child and family to ensure they receive all the support they require.

Children's mental health services, Educational Psychology, Speech and Language Therapists, Specialist teachers and SENCOs are examples of a targeted early help service. By working together effectively with children that have additional needs and by providing co-ordinated multi-disciplinary/agency support and services for those with complex needs, we seek to prevent more children and young people requiring statutory interventions and reactive specialist services.

Specialist services are where the needs of the child or family are so great that statutory and/or additional specialist intervention is required to keep them safe and to promote their development under Section 17 of the Children Act 1989 or Section 47 of the Children Act 1989.

We believe that if families get early help or targeted help, things will get better for them and they won't need specialist services. Everyone who works with them will come together to find the best way to help a family and try to stop problems before they happen. They'll be there to help when and wherever it's needed.

Effective Family Resilience for children and families is relevant to **everyone** who works in services that support families including the voluntary sector, adult mental health, community health, adult social care, housing and leisure.

It is **everyone's** responsibility to work together in Surrey to promote the welfare and development of our children

Appendix 3: Requesting Support at levels 3-4

Professionals in all agencies have a clear responsibility to take action to prevent children suffering or continuing to suffer significant harm. If unclear, professionals should discuss their concerns with a Designated Safeguarding Lead or a manager. This discussion should help to clarify their understanding of the child's circumstances and the appropriateness of requesting support from Children Services.

Discussion with parents/carers before requesting support

Professionals in all agencies have a clear responsibility, at the outset, to discuss any concerns they have directly with the family, and, where possible, to seek their agreement to any further action that will be required, including talking about the child with other agencies. However, if there is real and immediate concern about a child suffering significant harm, then a request for support from Children's Services must be made immediately and the social worker and their manager will decide how and when the family will be consulted. Professionals should record in writing, on the request for support form, whether they have discussed with the family both the requesting of support and any contacts they make with other agencies regarding the child. They should also record the reasons if they decide not to inform the family.

Contact Details

Surrey- C-SPA (Children's Single Point of Access)

C-SPA responds to initial enquiries about children, young people and adults.

Availability: 9am to 5pm, Monday to Friday

Phone: 0300 470 9100

Out of hours phone: 01483 517898 to speak to our [emergency duty team](#).

Email: CSPA@surreycc.gov.uk (office hours)

Secure email: CSPA@surreycc.gcsx.gov.uk

For concerns for an adult: ascmash@surreycc.gov.uk

Requests for support should be made using the Request for Support Form. Confirmation in writing should follow urgent verbal requests within 48 hours using the Request for Support Form.

West Sussex

Phone: 01403 229900

Online: <https://www.westsussexscp.org.uk/>

East Sussex- Single Point of Access (SPOA)

Phone: 01323 464222

Online: <https://www.eastsussex.gov.uk/children-families/worried-about-a-child>

Kent

Advice and Referrals: 03000 411111 - <https://www.kscmp.org.uk/>

Appendix 4: Safeguarding Incident Form



Appendix 3: Safeguarding Incident Form

"The welfare of the child is paramount"

Your Name:
Your Position:
Family Case Number (If known):
Child's Name:
Other family members:
Child's Date of Birth:
Date and Time of any Incident:
Your Observations: Record any observed or reported physical marks/injuries using the body map.
Exactly what the child said and what you said: Do not lead the child – only record actual details.
Action Taken so far: Do not discuss this incident with anyone other than those who need to know. Please record the contact details below of any other adult/child/professional you may have spoken to).
Name & contact details:
Reporting Person

Signature:	
Date:	

Appendix 5: Jigsaw (South East) Child Protection Code of Conduct

All children and young people must be treated with equality, dignity and respect. It is expected that any staff member, group or organisation working with children and young people must carry out the following practices as a matter of high importance, both in centre based and off-site activities.

Organisational Responsibilities:

1. All groups, volunteer helpers and paid staff are to be given a copy of these guidelines and where appropriate a copy of the Jigsaw (South East) Safeguarding Policy. Staff and volunteers must also follow the Jigsaw (South East) Recruitment Procedures and agree to have a disclosure barring service check carried out.
2. There should always be at least two adults supervising activities, who have been DBS checked or undergoing checks, no matter how small the group. If a child or young person is to be interviewed alone there should be two adults present or door left open in view of another adult. Where possible the gender of the adults, in a working or supervisory position, should reflect that of the group worked with or interview to be carried out.
3. No person under the age of 16 years of age should be left in charge of any children of any age and furthermore, no child or group of children or young people (under 18) should be left unattended at any time.
4. A register & record of attendance of children or young people attending activities should be kept for each session. Also written consent should be sought for any on or off-site activities.
5. Confidentiality about children's, young people and adult's personal information must be practiced. Children/young people and parents have the right to expect that helpers will deal sensitively and sympathetically with their situation. It is important that information is only available to those who 'need to know' it. All volunteers, paid staff and helpers must respect issues of confidentiality.
6. It is important to keep a check on visitors & guests whether their visit is by invitation or unsolicited. This will ensure the welfare of children to be safeguarded at all times.
7. **A First Aid Kit & staff trained in first aid** should be available at all times, with clear information as to how to access it and where to get help in case of emergency. An **Accident Book** should be kept, and any accidents should be recorded immediately in the book. Parents/Guardians are to be made aware of the accident by signing the book at the end of the session. Written permission from the parents/guardians is to be given to administer medication and the name of the medicine and the dosage is to be clearly written in a **Medication Book**. The person administering the medicine is to sign the Medication Book after each time medication is given.
8. All Health & Safety issues should be considered in the room(s) used. This includes all equipment and substances used and a separate risk assessment

should be carried out for all activities and reviewed on a regular basis (see separate Off-Site Activities & Risk Assessment Guidelines).

9. Photography & videoing events or activities can only be carried out with the full consent of parents/guardians. If publishing images on a web site or newsletter, names must be kept anonymous.

Staff Responsibilities:

10. Staff should promote activities that are fun, enjoyable and educational, ensuring fair play and challenging any bullying behaviour.
11. Any allegations or disclosure by a child must be treated seriously and dealt with in line with the Jigsaw (South East) Safeguarding Policy.
12. An adult should escort all children under the age of 8 years to the toilet. The adult is to wait outside the toilet with the outer door held open. Members of staff should as part of their supervision of activity areas, check the toilet areas from time to time.
13. At no time should any occasional volunteer or helper, who has not yet been DBS cleared, be left alone with or in charge of any children or young people. Furthermore, all staff members and volunteers should avoid being left alone with any child for any significant period; staff and volunteers should only drive a child home alone with the agreement of their line manager and parent or foster carer.
14. All staff and volunteers must not involve themselves in rough physical or sexually provocative games and are to avoid inappropriate or intrusive touching of any kind and are to control and discipline without physical punishment.
15. All staff and volunteers must not use any foul or abusive language and avoid making sexually suggestive comments to a child or young person, even in fun.
16. The child/young person should always be told why his/her behaviour is not acceptable and the reasons for applying a particular sanction. You must ensure that parents are fully informed and support whatever sanction is applied.
17. Parents/Carers should always be immediately informed if staff or volunteers have had to do things of a personal nature for a child such as changing clothing.
18. The leader in charge must be fully aware of local fire safety and evacuation procedures when working off site (buildings where groups may be held).
19. Children with special needs should always be considered when running events and activities, this includes the adapting of equipment and activities appropriate to their individual needs.
20. Under no circumstances should any child or young person with prior arrangements for being collected by a parent/guardian, be left alone at the end of any session.

Additional Code of Conduct for Off Site & Residential Activities:

21. Planning for any off-site activities should follow guidelines set out in the Jigsaw (South East) relevant policy.
22. If children/young people are to be taken on excursions, written permission should be obtained from the parents/guardian with parental responsibility. This permission may be obtained for a given time e.g. a term.
23. Parents should always be informed if their children/young people are to be transported in a car or other vehicle. Persons transporting children/young people on this basis need to be aware of insurance & license implications and make sure the correct level of cover is available for the vehicle being used. Drivers should also make sure that seat belts are used at all times.
24. There should always be a copy of all consent forms with information about next of kin of all children/ young people, voluntary helpers, leaders and paid staff; left with an identified emergency contact person from the organisation.
25. An information sheet detailing what to do in the event of an emergency should be provided for parents & young people, for any significant off-site activity.
26. When an adult is on the excursion with his/her children and wishes another parent to look after his/her children, written permission must be given to that parent in charge of that child or children.

Appendix 6: Request for Support Form. Saved within SharePoint 'Safeguarding Policy & Protocol – template documents'

[Request for Support Form](#)

Appendix 7: Jigsaw (South East) Information and Parental Consent Form and Young People's Contract

<https://forms.office.com/Pages/ResponsePage.aspx?id=9GI3pxjPxEaQv1z6HUSjXo1fNT5t7zhApH2ebXFX1nZUNkw4WjNPSFA5NFhBNTdRTUFUVVNDTUREQyQIQCN0PWcu>

Appendix 8 – Allegation against Staff & Volunteers

Initial Response to an Allegation or Concern

An allegation against a member of staff may arise from a number of sources e.g. a report from a child, a concern raised by another adult in the organisation, or a complaint by a parent or carer.

Initial action by person receiving or identifying an allegation or concern

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind.

They should not:

- Investigate or ask leading questions if seeking clarification;
- Make assumptions or offer alternative explanations;
- Promise confidentiality, but give assurance that the information will only be shared on a 'need to know' basis.

They should:

- Make a written record of the information where possible in the child/adult's own words including the time, date and place of incident(s), persons present and what was said;
- Sign and date the written record;
- Immediately report the matter to the Service Team Manager or in their absence Safeguarding Trustee Cecilia Hughes 07594 422696 or where the senior manager is the subject of the allegation.

Initial Action by the Service Team Manager/Trustee

When informed of a concern or allegation, the designated senior manager should not investigate the matter or interview the member of staff, child concerned or potential witnesses.

They should:

- Obtain written details of the concern/allegation, signed and dated by the person receiving (not the child/adult making the allegation);
- Approve and date the written details;
- Record any information about times, dates and location of incident(s) and names of any potential witnesses;
- Record discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

The designated senior manager must refer the allegation to the duty LADO within one working day. Referral should not be delayed in order to gather information. A failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.

If an allegation requires immediate attention, but is received outside normal office hours, the designated senior manager should consult the Children's Services Emergency Duty Team or the local Police and inform the LADO as soon as possible.

If a Police officer receives an allegation, they should, without delay, report it to the designated Detective Sergeant on the Public Protection Investigation Unit. The Detective Sergeant should then immediately inform the LADO.

Similarly an allegation made to Children's Services should be immediately reported to the LADO.

LADO Contact number: 03001231650

Appendix 9: Professional Disagreements

Occasionally situations may arise when Jigsaw (South East) support workers feel that the decisions made by a worker from another agency working on a child safeguarding case is not a safe decision.

Disagreements could arise in a number of areas but are most likely to arise around:

- level of need / risk assessment
- roles and responsibilities
- intervention
- communication
- information sharing

Problem resolution is an integral part of professional co-operation and joint working to safeguard children. All agencies must work together in the interest of the child and it is recognised that at times there are differences of opinion on how to progress a case.

This fast resolution process seeks to identify how resolution can be sought where there are differences of opinion.

At all stages of the process actions and decisions must be shared in a timely manner with appropriate staff who are directly involved with the service users.

Decisions should be recorded in writing and the referring member of staff should be kept informed of the escalation of their concern. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued. All records should be retained on the child's case file / agency database.

Aim and Objectives

To avoid disputes that:

- detract from the focus on the child
- delay decision making
- resolve difficulties within and between agencies

To identify and anticipate problem areas in working together where there is a lack of clarity and to promote resolution via amendment to protocols and procedures in a timely manner.

To ensure that where resolution cannot be found appropriate escalation of concerns ensures that the child is safeguarded.

The Surrey Fast resolution process can be accessed below;

<https://surreyscb.procedures.org.uk/skyqox/complaints-and-disagreements/the-surrey-fast-resolution-process>

Effective working together depends upon:

- An open approach and honest relationships between agencies;
- Resolving disagreements to the satisfaction of workers and agencies;
- A belief in genuine partnership working.

Professional disputes are reduced by clarity about roles and responsibilities and airing and sharing problems in networking forums.

The principles of effective dispute resolution are:

The process of resolution should be as simple as possible;

Resolution should be sought within the shortest timescale possible to ensure the child is protected. Some disagreements regarding safeguarding decisions will require speedy resolution.

The aim should always be to resolve difficulties at practitioner level between agencies.

Note: In all cases where a professional believes a child to be at imminent risk of harm they should refer the case to the Surrey C-Spa and/or Surrey Police

It should be recognised that differences in status and/or experience of individual staff may affect the confidence of some workers to pursue their concerns if unsupported and internal line management process should be in place to address this and to support the escalation of concerns.

Learning from the resolution of disputes:

When the issue is resolved, any issues that suggest there is learning to be disseminated or that policies and procedures may need to be amended should be identified and referred to the agency's representative on the SSCP for consideration by the appropriate SSCP subgroup to take this forward.

It is useful for individuals to debrief following a dispute in order to promote continuing good working relationships and identify possible training needs and to ensure that the employee is satisfied with the outcome.

Please note that this Procedure does not apply to cases where there may be concerns about the behaviour or conduct of another professional that may impact upon a child's safety and well-being. In such cases, reference should be made to the agency's own Whistleblowing Policy or Professional Standards for Conduct. Specific issues of concern relating to an employee's behaviour or actions towards a child or young person should be referred directly to the Local Authority Designated Officer.

Professional Dissent at Child Protection Conferences

In any situation where it becomes apparent that professionals disagree about the need or otherwise for a Child Protection Plan, the relevant professionals, where possible, will discuss this before the conference. In cases of professional dissent the Surrey County Council CP Chairs Escalation Policy should be followed. For further information please contact SSCP@surreycc.gcsx.gov.uk

Exceptional issues and incidents

There are occasions that are low in frequency but high in impact where existing systems, processes and resources do not meet the needs of a child or children, leaving that child unsafe and in crisis despite the best efforts of relevant agencies.

For these most serious circumstances there is a need to ensure that agencies can and do quickly secure the level of senior input required to bring resources and authority to bear to resolve the crisis, including where necessary through actions that are out of the ordinary and that may require sign off to deviate from usual policy, practice and guidance.

Such situations may include but not be restricted to children and young people for whom a secure order is in place but no placement can be found, children and young people in crisis with needs crossing a range of disciplines but where the relevant threshold for a high level crisis response is not met as in the recent partnership review case of Child MM

In these cases escalation would be to the senior officers:

Executive director for nursing, quality and safeguarding in health

Chief Executive Officer in Surrey County Council

Chief Constable in Surrey Police

Independent Review Service - irunit.duty@surreycc.gcsx.gov.uk

Child Protection Unit - cpunit.duty@surreycc.gcsx.gov.uk

Appendix 11: Additional Reading and Links

- 1) [What to do if you are worried about a child being abused](#)
- 2) [NHS FGM Guidance](#)
- 3) [Child Sexual Exploitation Surrey Guidance](#)
- 4) [Modern Slavery and Human Trafficking Surrey Guidance](#)
- 5) [Online Safety Guidance Surrey](#)
- 6) [Prevent Guidance](#)
- 7) [Surrey Neglect Risk Assessment Tool](#)
- 8) [NSPCC Sexual Harassment and sexual violence](#)

Date implemented: July 2012	Future Review Dates					
		2021	2022	2023		
Date FOR review		May	September	Oct		
date approved by trustees		17th May 2021	Oct 2022			

