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 2020and 2023
- 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 and 2023

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

Sharon Wright and Katie Taylor are the Designated Safeguarding Leads for Children and Young People as appointed by the Management Committee. Anyone who has a concern about a child should contact Sharon on 07969772647 or Katie on 07964 057792

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 Sharon or Katie, you must contact Ally Carnie (Service Team Manager) on 07507 624320 or Cat Sotomayor-Robbins (Service Development Manager) on 07841025060. A Manager should be informed if there is a Safeguarding incident during any out of office hours event or activity.

If you are unable to get in contact with the DSL, advice can be sought from the Safeguarding Team in the appropriate local authority. For Surrey this is through the CSPA on 03004709100.

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.

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 Meetings
- Case Meetings
- Management Meetings
- 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.

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 Team Manager and 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 (South East) 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 Team 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 password protected central management system with appropriate access only.

Jigsaw South East follow 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 chid, 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 in the Lamplight Central Management System** using the safeguarding procedure (**Appendix 4).** Be clear if you are expressing an opinion and what your opinion is based on.
3. After contacting the DSL a support worker must **raise an alert on the family profile on Lamplight CMS** (Go to the family information

tab- select edit and type ‘safeguarding concern’) which will then appear on the heading (ribbon bar), so all can see a safeguarding concern has been raised.

4. **A Safeguarding work record should be raised by the Support Worker** by selecting safeguarding and completing as outlined in the Safeguarding procedure below. Any supporting reports or documents should be added to the work record. A safeguarding incident form (Appendix 3) should only be completed and uploaded to the work record if a safeguarding concern was directly disclosed by a child or young person to a Support Worker or a safeguarding concern was observed and raised by a Support Worker.

5. The DSL or support worker will then create a safeguarding open case on Lamplight to help them monitor the incident. They will make appropriate referrals if necessary and advise Support Workers where needed. Updates to work records will be made on Lamplight CMS.

6. All access to Lamplight CMS is password protected and Service Staff should only access and read Safeguarding concerns when needed- due to contact or support for a child or young person.

Safeguarding Protocol Flowchart Jigsaw (South East)

You have a concern

Child in immediate danger

Call 999 and contact DSL/DDSL Immediately

Child not in immediate danger

- Report concern to DSL as soon as possible. If DSL is not available contact Service Team Manager
- Do not question child or alleged perpetrator.

- Record concern on Lamplight- raise an alert on the FAMILY profile.
- Add a Safeguarding work record on the FAMILY profile (use Safeguarding procedure doc to guide)
- Inform DSL by e-mail that the safeguarding work record has been entered

- DSL to open a new Safeguarding case on Lamplight CMS.
- DSL to speak to social care or other relevant professional where necessary.
- Log any agreed actions on Lamplight CMS through work records.
- DSL to add any relevant reports and documents to Lamplight CMS.
- DSL to inform Service Team Manager and update Support

DSL to track and record any developments and to close the safeguarding case when necessary. If any concern around the course of action taken by social care or where it is felt concerns have not been dealt with adequately, speak to Cecilia Safeguarding Lead and escalate if needed.

Contacts

Sharon Wright DSL
sharonwright@jigsawsoutheast.org.uk

Katie Taylor DSL
07964 057792
katietaylor@jigsawsoutheast.org.uk

Ally Carnie (Service Team Manager)
07507624320
allycarnie@jigsawsoutheast.org.uk

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: Safeguarding Incident Form

Appendix 4: Jigsaw (South East) Safeguarding Process- Lamplight CMS

Appendix 5: Child Protection Code of Conduct

Appendix 6: Allegations against staff & volunteers' guidance

Appendix 7: Professional Disagreement

Appendix 8: 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.

1. Duty to Refer

Professionals or members of the public should make a Request for Support to Surrey Children's Services if it is believed or suspected that:

- A child is suffering or is likely to suffer Significant Harm; or
- A child's health or development may be impaired without the provision of services; or
- With the agreement of the person with Parental Responsibility, a child would be likely to benefit from family support services.

Continuum of Support for children and families living in Surrey guidance provides further guidance on identifying need and appropriate referral pathways and eligibility criteria.

A Request for Support should be made as soon as possible when any concern of Significant Harm becomes known - the greater the level of perceived risk, the more urgent the action should be.

The suspicion or allegation may be based on information, which comes from different sources. It may arise in the context of the Early Help Assessment (EHA). It may come from a member of the public, the child concerned, another child, a family member/relative or professional staff.

The information may also relate to harm caused by another child, in which case both children, i.e. the suspected perpetrator and victim, must be referred.

The suspicion or allegation may relate to a parent or professional or volunteer caring for or working with the child. If this is the case the referrer should consult with the Local Authority Designated Officer following the Allegations Against Staff, Carers and Volunteers Procedure

If a case is open and allocated then the referrer must contact the allocated Social Worker, manager or Service Manager either in writing, or by telephone followed by confirmation in writing within 2 days.

If the case is closed, then a new Request for Support will need to be made via Surrey Children's Services, and followed up in writing within 2 days.

Advice may be sought about the appropriateness of the referral from Surrey Children's Services via the Consultation Line. Alternatively advice may be sought from the Police Public Protection Investigation Unit or the designated professionals within the agency. See Contact Details
If consultation is sought and Surrey Children's Services concludes that a referral is required, the information provided must be regarded as a Request for Support, responded to as such and the referrer advised accordingly.

Whenever other agencies, or the Local Authority in its other roles, encounter concerns about a child's welfare which constitute, or may constitute a criminal offence against a child, they must always consider sharing that information with Surrey Children's Services or the Police in order to protect the child or other children from suffering Significant Harm.

The Police, in consultation with Surrey Children's Services and any other agencies involved with the child, must consider whether there should be a criminal investigation and/or a Surrey Children's Services led intervention under Section 47.

If the child is suffering from a serious injury, medical attention must be sought immediately by calling an ambulance or taking the child to the Accident and Emergency (A&E) Department of the local hospital. The duty consultant paediatrician must be informed of the nature of the concerns and a referral made as soon as practicably possible.

Occasionally situations may arise when workers within one agency feel that the decisions made by a worker from another agency, on a child protection 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;
- Role 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. There is an Escalation Policy (see The Surrey FaST Resolution Process) which seeks to identify how resolution can be sought where there are differences of opinion, and it should be used to ensure that all matters are resolved.

Making a request for support

Whether you work in the statutory, private, voluntary or independent sector in Surrey and provide services for, or come into contact with, children and young people, you have an important role to play in keeping them safe. This includes volunteers who provide support and services to children.
The Surrey Children's Single Point of Access (C-SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey Children. This replaces the Surrey Multi Agency Safeguarding Hub (MASH). The C-SPA is the conduit for access to services Continuum of Support for children and families living in Surrey , it also provides direct information, advice and guidance to residents and people who work with

children in Surrey about where and how to find the appropriate support for families. We are committed to children and their families receiving the right help at the right time and our C-SPA will better enable us to fulfil this commitment.

The way to contact the C-SPA has not changed.

Phone: 0300 470 9100 (Monday – Friday 9am – 5pm)
Out of hours phone: 01483 517898 to speak to our emergency duty team.

Email: cspa@surreycc.gov.uk

Please complete a Request for Support Form (this replaces the Multi-agency referral form (MARF)

C-SPA Child Protection Consultation Line

The Child Protection Consultation Line provides advice and support to professionals to ensure we are able to direct you to the most appropriate service that can meet the child and family's needs.

The Consultation Line is open to all professionals who work with families who live in Surrey.

Availability: 9am to 5pm, Monday to Friday
Phone: 0300 470 9100 option 3

Click here for further information – SCC – Report a concern about a child or young person

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 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 4: Jigsaw South East Safeguarding Process- Lamplight CMS

Safeguarding Process – Lamplight CMS

Version 1: Date developed 03/04/24
Date signed off 20/06/24

Updates to be made as needed and it is the responsibility of the Service & Volunteer Coordinator and Service Development Manager to keep these updated in collaboration with the Designated Safeguarding Leads.

Document objective: These are the steps to be taken for logging safeguarding concerns. The document is to clarify the process following the implementation of the Lamplight CMS system to outline entering safeguarding concerns onto Lamplight, identify roles and responsibilities.

Duty	***Responsibility***
Identifying and alerting any safeguarding concerns with DSL	*All Jigsaw South East Employees and volunteers to report if a safe guarding concern is witnessed or shared*
Logging the safeguarding concern onto Lamplight	*Support Workers*
Tracking safeguarding concerns and taking further action if necessary	*Designated safeguarding Leads- Katie Taylor and Sharon Wright*

1. **Firstly, when a support worker is either informed of or identifies a safeguarding concern for one of the families they are supporting. They should first inform the designated Safeguarding Lead on duty (Sharon Wright or Katie Taylor) and then ensure that the concern is logged correctly on Lamplight.**

Logging on Lamplight involves:

2. A support worker raising an alert on the family profile (Go to the family information tab- select edit and type ‘safeguarding concern’) which will then appear on the heading (ribbon bar), so all can see a safeguarding concern has been raised.

3. The Support Worker then needs to Include a work record logged as a safeguarding concern on the FAMILY profile (see screen shot below) which allows all details to be recorded here, we have also included the categories of concern as suggested by Cecilia, whether social services are involved and the status of the concern.

   When and where Tab: For this new work record, ensure you select ‘Safeguarding’ in the work area (the when and where tab). You should fill out the date (you were made aware or the concern was raised), location (e.g. Whether a home visit or select office- if informed when working from home etc) and type of contact (was this face-to-face, on the phone or e-mail etc).

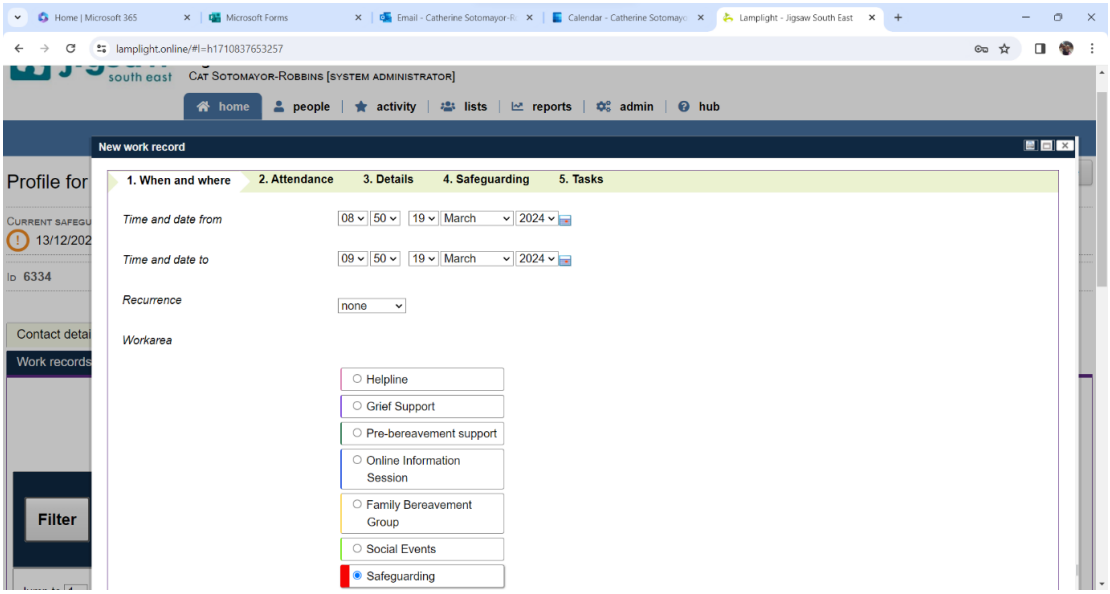
   Attendance Tab: This will automatically include whoever is logging the work record, so should be the support worker who initially raised or was informed about the safeguarding concern.

   It will also include the Family (as you are entering the work record through the family profile). Please also enter any child(ren)/young person/people involved or affected by the safeguarding concern and any parent/carer or professional who may have shared the safeguarding concern.

   Details Tab: For any initial safeguarding concerns first entered by a support worker please enter summary such as *‘safeguarding concern raised by social worker’* (or e.g. safeguarding concern shared by parent/professional) into the diary heading.

   The notes section in this tab should just state *‘See Safeguarding notes.’* and details will then be added under the Safeguarding Tab.

   The action points in the Details Tab should include, ‘Informed DSL Katie/Sharon’ as appropriate and depending who is on safeguarding duty.

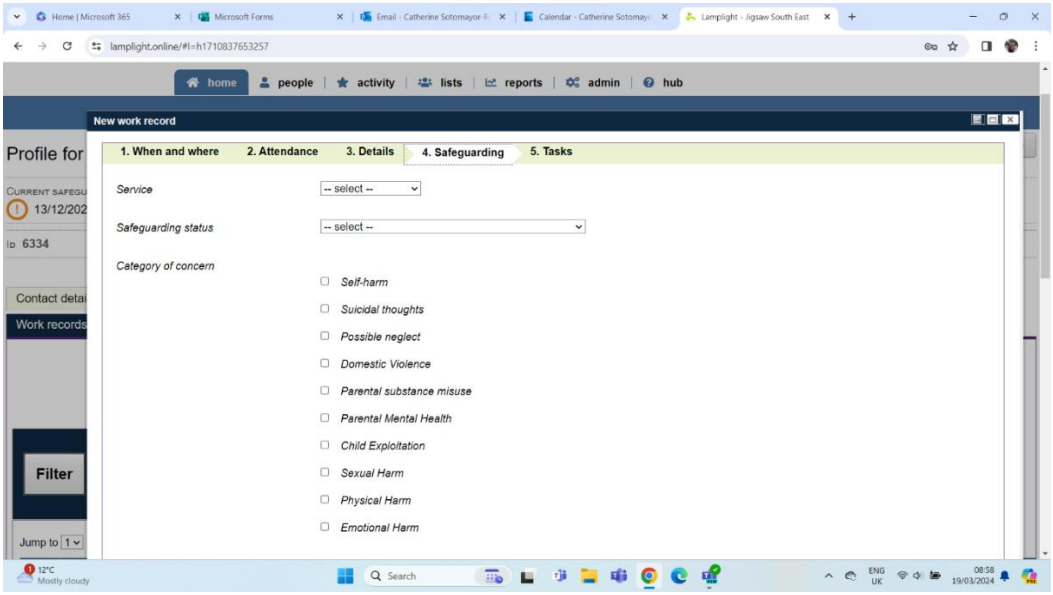


Safeguarding Tab: Include service type (either pre-bereavement or grief), Safeguarding status select most appropriate. Disclosure/Cause for concern observed by support worker/ Cause for concern shared by parent/family member/ Cause for concern shared by professional/
If the safeguarding incident is a direct disclosure or a cause for concern witnessed by a Jigsaw South East member of staff or volunteer then a Safeguarding incident form (see Appendix 3) should be completed and attached to the work record as detailed below.
Select category or categories of concern (more than one can be selected). Please seek advice from DSL if you are uncertain.

Give details of safeguarding concern and information shared using clear language and indicating with quotation marks the exact words shared where necessary, confirm who was involved and if known when and any further information necessary.

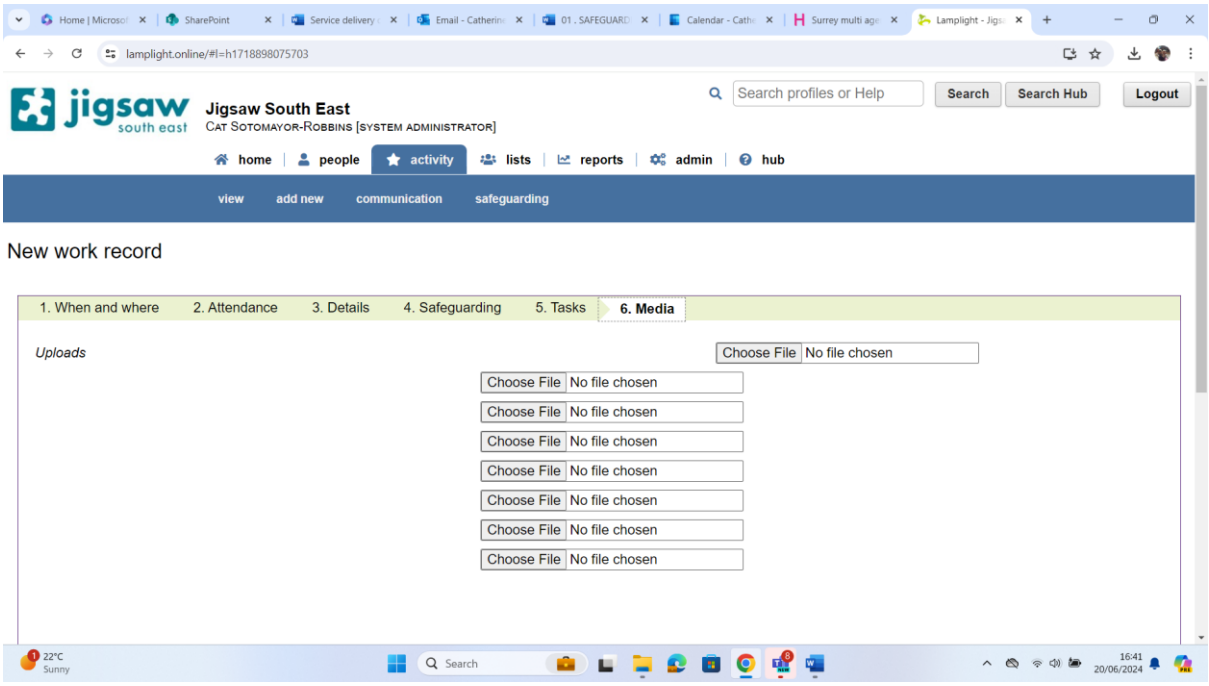
Finally identify any actions taken (more than one can be selected.
Options include:

- Information shared with relevant professional
- Information shared with relevant safeguarding agent (all support workers should do this as they need to inform a DSL).
- Escalated externally

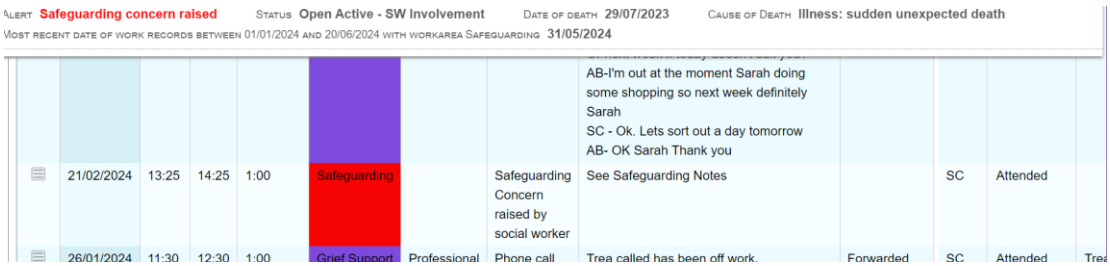


Media Tab: This is to be used if there are any supporting documents or reports related to your safeguarding work record and should be first saved temporarily into your documents folder on your laptop and then uploaded onto Lamplight through the media tab (see screenshot).

Once successfully on Lamplight please make sure to delete any Safeguarding reports or documents from your documents.



The work record would be visible to all support workers and administrators in work records and highlighted in red (see below):



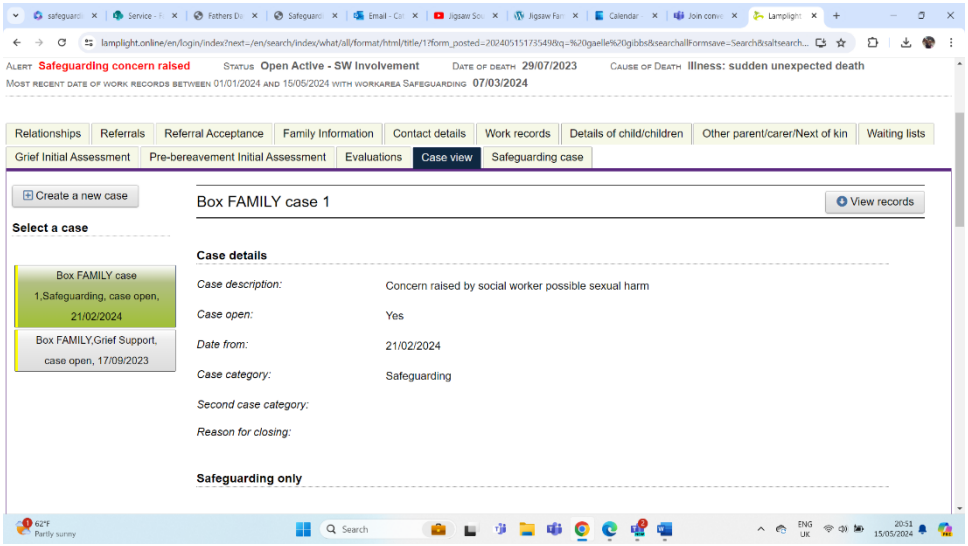
4. Using this approach rather than the Safeguarding module means that the DSL's are not automatically alerted by the system. The support worker would need to ensure they have contacted a DSL (whoever is on duty as DSL for that day) directly to let them know that a safeguarding concern they had discussed with DSL has now been logged on Lamplight (or this could be done whilst on the call and guided by the DSL).

5. The DSL would then need to go into the Family Profile Case View tab and log when a safeguarding case was open (see below for example- this should be the day it was reported or the support worker was made aware and type of safeguarding concern).

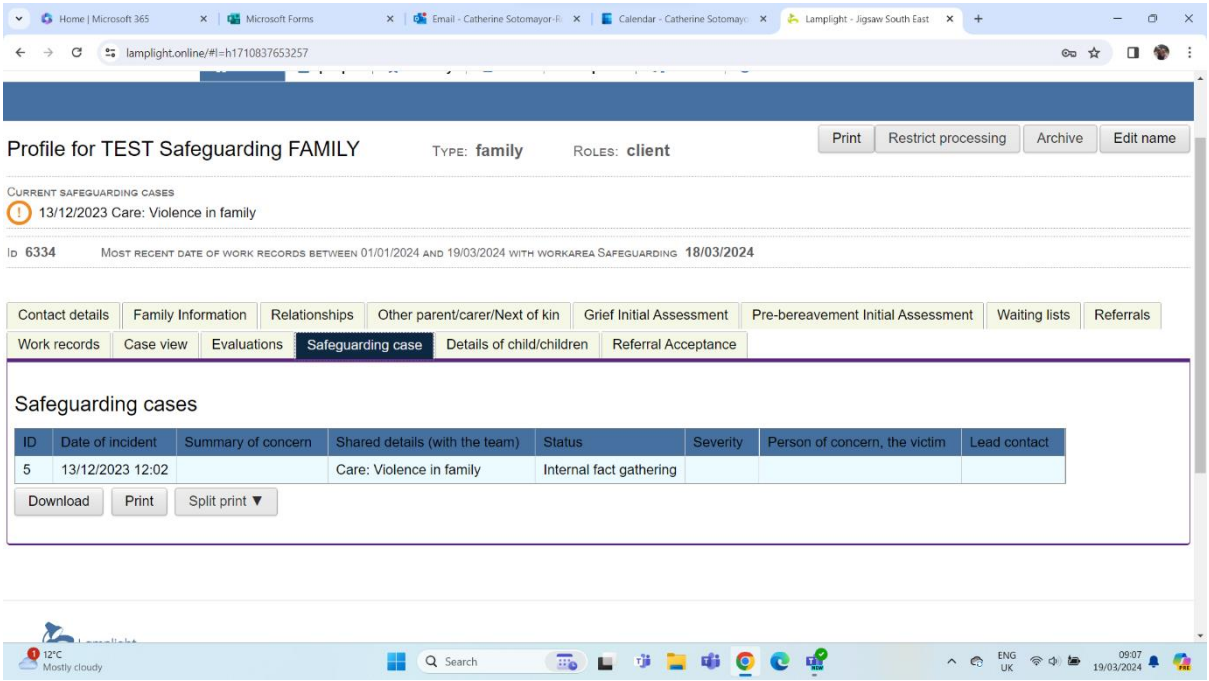
   In the safeguarding only section select ‘concern raised’ if it is something which was observed, identified by, or disclosed directly to a support worker themselves or ‘concern shared’ if the safeguarding incident was shared by someone else e.g. parent/carer, other family member, professional.

6. The status of the safeguarding case can be changed once it is closed and no further action or monitoring is required.

7. The DSL can keep track of what safeguarding concerns are currently open as Sarah will create a template report (see below) and share how this can be accessed by Sharen and Katie.

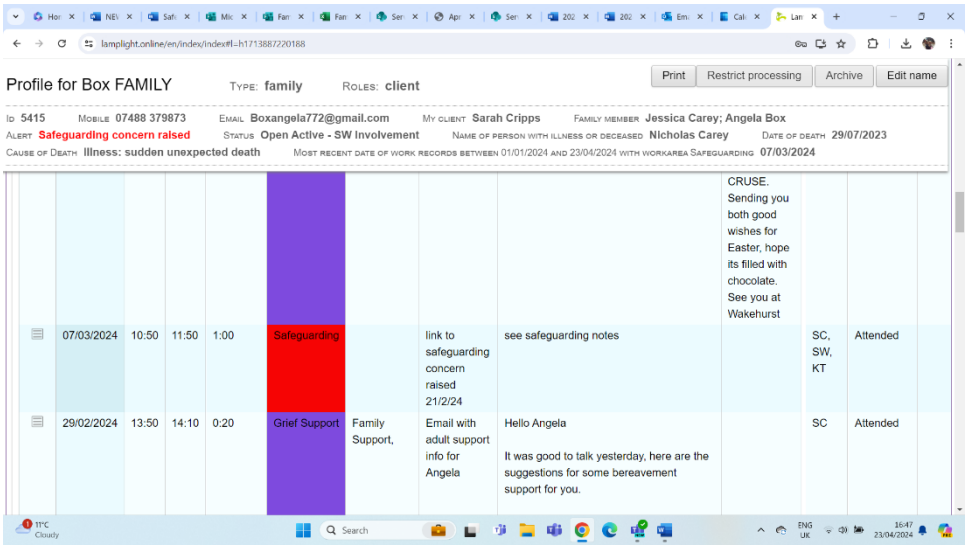


We are unable to add using the safeguarding case tab- check with Susan as this seems linked with the original safeguarding module which we are now not using (see below) and will be hidden once the old safeguarding module is removed (once all safeguarding concerns have been logged and recorded using the work records and case process above).

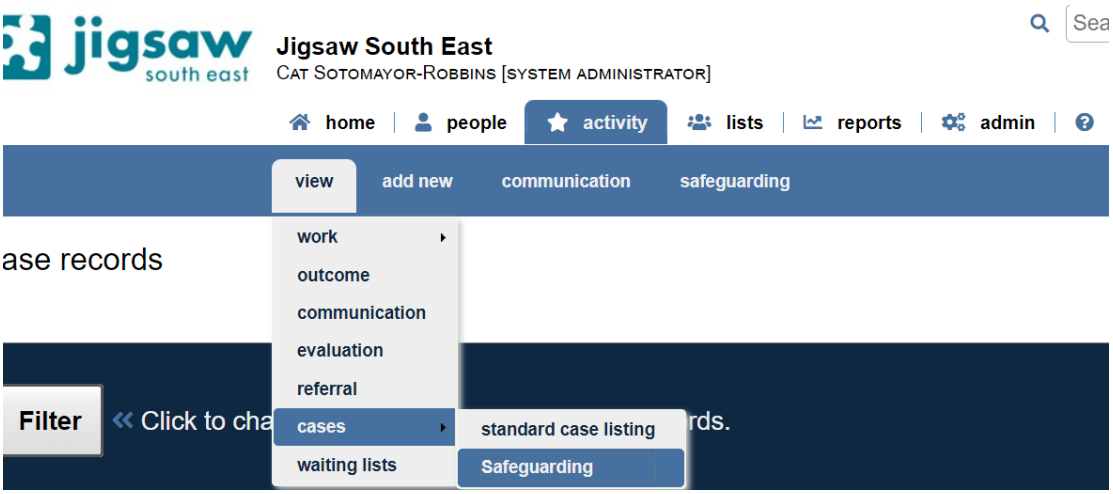


8) The DSL would then add a work record (again logged as safeguarding in the work records tab) and linking to the original safeguarding work record in the diary heading to show what further action was taken at a DSL level.

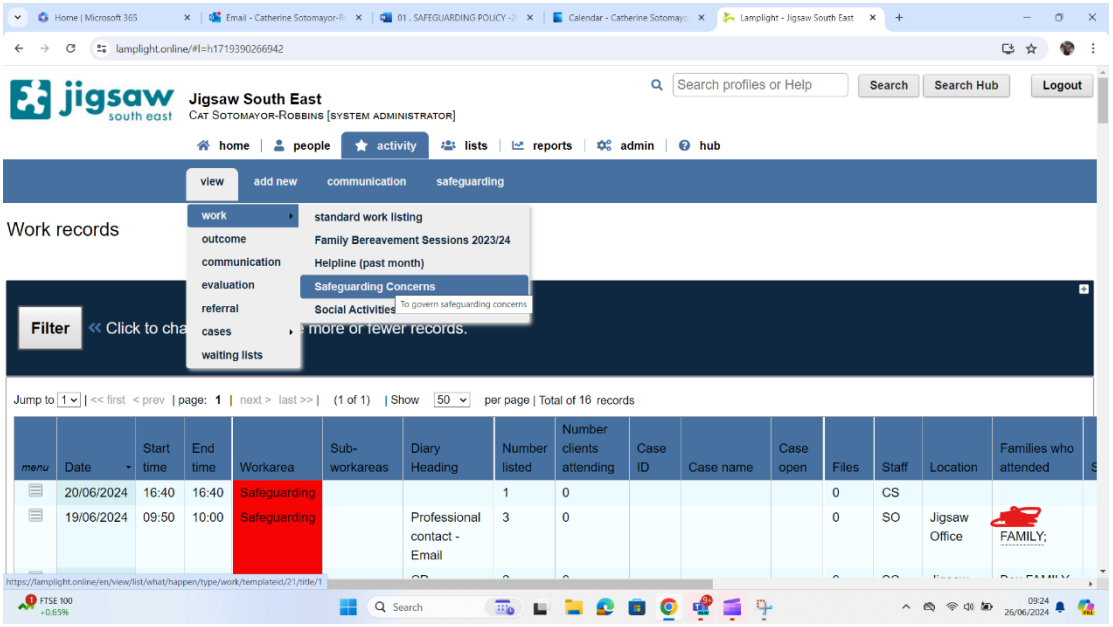
Additional actions relating to the Safeguarding concern should be logged by a Support Worker as Safeguarding too and linked with a note in the title action following safeguarding concern raised on ****.



9) These safeguarding concerns can be monitored by the DSL's through work records and cases. The safeguarding template report for DSL's to keep track of recorded safeguarding cases can be obtained by going to Activity- View – Cases_ Safeguarding.



DSL's can also monitor Safeguarding through the work records (please note that there may be several work records for the same Safeguarding case.



The status of the case can be changed to record where things are.

We will continue to receive advice from DSLs and Cecilia to amend the process as required.

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. 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.

3. 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.

4. 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.

5. 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.

6. **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 log** should be kept, and any accidents should be recorded immediately on supplied accident forms (provided for every Jigsaw South East organised group, event or activity. Parents/Guardians are to be made aware of the accident by signing the form at the end of the session. The parents/guardians are to be responsible for any medications needed by a child or young person.

7. 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).

8. 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:

9. Staff should promote activities that are fun, enjoyable and educational, ensuring fair play and challenging any bulling behaviour.

10. Any allegations or disclosure by a child must be treated seriously and dealt with in line with the Jigsaw (South East) Safeguarding Policy.

11. 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.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

17. 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).

18. 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.

19. 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.

Appendix 6 – 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 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 7: 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 8: 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**	**2024**	**2025**	
Date FOR review		**May**	**September**	**April**	**July**	
date approved by trustees		**17th May 2021**	**Oct 2022**	**July 2024**		