



## **SAFEGUARDING AND CHILD PROTECTION POLICY**

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## **1. PURPOSE**

1.1 The purpose of NORCA's safeguarding policy is to ensure every child at our organisation is safe and protected from harm. This means we will always work to:

- Protect our children and young people from maltreatment
- Prevent impairment of our children's and young people's health or development
- Ensure that our children and young people grow up in circumstances consistent with the provision of safe and effective care
- Undertake that role so as to enable our children/young people to have optimum life chances and enter adulthood successfully.

1.2 This policy will give clear direction to employees, volunteers, visitors and parents, and NORCA's trustees about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at NORCA.

## **2. INTRODUCTION**

2.1 NORCA fully recognises the contribution it can make to protect children from harm and supporting and promoting the welfare of all children. The elements of our policy are prevention, protection and support.

2.2 Our policy applies to all employees, children, volunteers and visitors, and NORCA trustees.

## **3. OUR ETHOS**

3.1 NORCA will establish and maintain an ethos where our children feel secure, are encouraged to talk, are listened to and are safe. Children will be able to talk freely to any employee, volunteer or regular visitor to NORCA if they are worried or concerned about something.

3.2 All employees, volunteers and regular visitors will, either through training or induction, know how to recognise potential concerns about or a disclosure from a child and will know how to manage this. We will not make promises to any child and we will not keep secrets. Every child will know what their chosen adult will have to do with whatever they have been told.

3.3 We will provide activities and opportunities that will equip our children with the skills they need to stay safe.

- 3.4 At all times we will work in partnership and endeavour to establish effective working relationships with parents, carers and colleagues from other agencies

#### **4. PROCEDURES**

- 4.1 When new employees join NORCA they will be informed of the safeguarding arrangements in place. They will be given a copy of NORCA's safeguarding policy and informed who our Child Safeguarding Officers are (The Child Safeguarding Officers are:- Cathie Davies and Clare Lovell – see contact details in Point 12). The date this happens will be recorded on the individuals employment file. They will also be shown the recording format, given information on how to complete it and who to pass it to. Employees will sign a distribution list confirming they have seen and read NORCA's safeguarding policy and will also sign when amendments are made.
- 4.2 All freelancers and volunteers, and NORCA trustees will be given a copy of NORCA's safeguarding policy and informed who our Child Safeguarding Officers are. They will also be shown the recording format, given information on how to complete it and who to pass it to. Freelancers and volunteers, and NORCA trustees will sign a distribution list confirming they have seen and read NORCA's safeguarding policy and will also sign when amendments are made.
- 4.3. Every new employee or volunteer will have an induction period that will include essential safeguarding information (if necessary to their job/role). This programme will include basic safeguarding training through the Safer Programme relating to signs and symptoms of abuse, how to manage a disclosure from a child, how to record and issues of confidentiality. The induction will also remind employees and volunteers of their responsibility to safeguard all children and the remit of the role of the Child Safeguarding Officers.
- 4.4 Parents will sign a consent form at the start of their child's involvement with NORCA, which includes who collects children from the activity, any vital medical/health information and any other notable information. It also requests permission for photographs and/or video footage to be taken for promotional purposes only.

#### **5. TRAINING**

- 5.1 Every employee and volunteer will undertake appropriate safeguarding training through the Safer Programme every three years.
- 5.2 We actively encourage all NORCA employees to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed on [www.norfolkscb.org](http://www.norfolkscb.org)
- 5.3 The Child Safeguarding Officer should be used as a first point of contact for concerns and queries regarding any safeguarding concern in NORCA. If the Child Safeguarding Officer is not available employees and volunteers should contact the Deputy Child Safeguarding Officer

## 6. SAFER STAFF

- 6.1 All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.
- 6.2 Our aim is to provide a safe and supportive environment which secures the well being and very best outcomes for our children. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.
- 6.3 Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.
- 6.4 We will take all possible steps to safeguard our children and to ensure that the adults in NORCA are safe to work with our children. We will always ensure that we adhere to the principles of safer recruitment as per our policy.
- 6.5 All adults in NORCA who come into contact with children will follow the steps below if an allegation of harm and abuse has been made about an employee, a freelancer, volunteer or trustee: -
- Inform and discuss the allegation with the Child Safeguarding Officer or her Deputy
  - The Child Safeguarding Officer or Deputy to notify the Local Authority Designated Officer (LADO) within 24 hours via the LADO referral form on the Norwich Safeguarding Children Partnership (NSCP) website – How to raise a Concern.
  - LADO will respond within 24 hours
  - The Child Safeguarding Officer or Deputy must notify Children’s Advice and Duty Service (CADS) at the same time if the alleged harm to the child is significant.
  - Should an allegation be made against the Child Safeguarding Officer or Deputy, this will be reported by the employee, freelancer, volunteer or trustee raising the concern who will liaise directly with LADO (01603 223473)
  - The Child Safeguarding Officer, Deputy, and the person raising the concern will **not** investigate these matters but will be led by LADO on how to proceed.
- 6.6 There are sensible steps that every adult should take in their daily professional conduct with children. These can be found in NORCA’s Code of Conduct (see Appendix 2)

## **7. RECORDS AND MONITORING**

- 7.1 If we are concerned about the welfare or safety of any child in NORCA we will record their concern on the agreed company report form (see Appendix 9) and Body Map (see Appendix 10) if relevant and give this to the Child Safeguarding Officer/Deputy.
- 7.2 Any information recorded will be kept in a separate named file, in a secure cabinet in the NORCA office. These files will be the responsibility of the Child Safeguarding Officer and her Deputy and information will only be shared within the organisation on a need-to-know basis for the protection of the child.
- 7.3 Any safeguarding information will be kept in the file and will be added to.
- 7.4 All information is confidential, however if there is a safeguarding or child protection concern about a child, the information can be shared with other agencies, namely LADO or CADS
- 7.5 Reports of a concern to the Child Safeguarding Officer/Deputy must be made in writing and signed and dated by the person with the concern.

## **8. ROLES AND RESPONSIBILITIES**

- 8.1 Our Child Safeguarding Officer and Deputy will liaise with CADS, LADO and other agencies where necessary.
- 8.2 Any concern for a child's safety or welfare will be recorded in writing and given to the Child Safeguarding Officer who will be responsible for ensuring that all employees, freelancers and volunteers, and NORCA Trustees are aware of our policy and the procedure they need to follow.
- 8.3 The Child Safeguarding Officer will ensure that all employees, freelancers and volunteers have received appropriate child protection information and if necessary have been trained by the Safer Programme.
- 8.4 The Child Safeguarding Officer will ensure that our safeguarding policy is in place and is reviewed annually. The content of our policy has been written following consultation with the Norfolk Safeguarding Children Partnership and the Safer Programme.
- 8.5 At all times the Child Safeguarding Officer will ensure that safer recruitment practices are followed as per our policy.
- 8.6 All job offers – to employees and freelancers - are subject to satisfactory references. We will undertake enhanced Disclosure and Barring Services (DBS) checks and use any other means of ensuring we are recruiting and selecting the most suitable people to work with our children. We will use the recruitment and selection process to deter and reject unsuitable candidates.

8.7 All volunteer offers are subject to satisfactory references. We will undertake enhanced Disclosure and Barring Services (DBS) checks and use any other means of ensuring we are recruiting and selecting the most suitable people to volunteer with our children.

8.8 NORCA undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention.

## 9. PROCEDURES FOR HANDLING DISCLOSURES

9.1 A child may decide to disclose information that may indicate that they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say and be very careful not to 'lead' the child or influence in any way what they say.

9.2 If a child discloses to an adult. The adult must remember to:-

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next (i.e., the safeguarding process must be followed)
- Record what was said immediately, as close to what was said as possible. Also record what was happening immediately before the child disclosed. Be sure to sign and date the record in ink. Use the agreed company report form (see Appendix 9) and Body Map (see Appendix 10) if relevant, to report the disclosure. Contact the Child Safeguarding Officer or Deputy immediately.

9.3 The Child Safeguarding Officer or Deputy will seek appropriate advice from the Children's Advice and Duty Service (CADS) immediately a concern or allegation has been made. CADS can be contacted on **0344 800 8021**.

9.4 The Child Safeguarding Officer or Deputy will make sure they are prepared for the conversation with CADS by having the full details of the child and their family, plus what the concerns are, and details of any support we have provided to the child/family

9.5 We will ensure we gain consent from the parent/carer to talk to CADS unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason why.

- 9.6 We will make careful records of all conversations, in ink, including the dates and times of whom we spoke to, the information shared and the action agreed. (Written referrals to CADs are no longer needed)
- 9.7 Employees, freelancers, volunteers, trustees will **not** investigate these matters, we will be led by the Local Authority and/or the Police. The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days.
- 9.8 Should an allegation be made against the Child Safeguarding Officer or Deputy, this will be reported by the employee, freelancer, volunteer or trustee raising the concern who will liaise directly with LADO (01603 223473).
- 9.9 Any concern, referral or consultation with CADS must take place immediately, it is important we do not delay.

## **10. WHAT IS ABUSE AND NEGLECT?**

- 10.1 Abuse and neglect are forms 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 a stranger for example, via the internet. They 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

Emotional abuse is 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 children 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 the 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.

## 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.

## **11. OTHER RELEVANT POLICIES**

11.1 To underpin the values and ethos of NORCA and our intent to ensure our children/young people are appropriately safeguarded the following policies are also included under our safeguarding umbrella, and are as appendices to this policy;

- Anti – Bullying
- Self Harming
- Child Sexual Exploitation
- Child Criminal Exploitation
- Domestic Abuse
- Peer on Peer Abuse
- Online Abuse
- So-Called Honour Based Violence
- Radicalisation
- Safer Working Practice/Code of Conduct
- Confidentiality



- Whistle Blowing
- Complaints
- Steps to safer recruitment
- Induction Programme
- Adults Code of Conduct
- Reporting Form
- Body Map

## **12. NAMED CHILD SAFEGUARDING OFFICERS**

12.1 The following Child Safeguarding Officers are in post:-

CHILD SAFEGUARDING OFFICER–

Cathie Davies, Operations Manager (Job Share), 07800 856642,  
cathie@norcasistema.org.uk

DEPUTY CHILD SAFEGUARDING OFFICER–

Clare Lovell, Operations Manager (Job Share), 07873 356659  
clare@norcasistema.org.uk

## **13. POLICY REVIEW**

13.1 This policy will be reviewed November 2023

## **14. NORFOLK USEFUL CONTACTS**

|                                                                                           |
|-------------------------------------------------------------------------------------------|
| <p>CADS (8am – 8pm Mon - Fri):- 0344 800 8021<br/>Out of office times:- 0344 800 8020</p> |
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|-------------------------------------------------------------|
| <p>LADO :- 01603 223473<br/>Email:- LADO@norfolk.gov.uk</p> |
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|-------------------------------------------------------------------------------|
| <p>Norfolk Police:- 0845 456 4567 or 101. In an emergency please call 999</p> |
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|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Norfolk Safeguarding Children Partnership (NSCP):- <a href="http://www.norfolkscb.org">www.norfolkscb.org</a><br/>Safer Programme:- 01603 228966</p> |
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## **Appendix 1: Further information on specific safeguarding issues**

### **Anti-bullying**

Bullying is deliberate behaviour that is offensive, intimidating, malicious, and abusive or insulting behaviour that makes the individual feel upset, threatened, humiliated or vulnerable.

Employees, freelancers, volunteers and trustees will undertake a risk assessment, written and/or verbal to ensure that the victim, other children and the perpetrator are kept safe and will support any child that has been subject to bullying.

Procedures:

- Report bullying incidents to NORCA's Child Safeguarding Officer or Deputy
- Serious incidents will be recorded by employees, freelancers, volunteers or trustees
- In serious cases the parents/carers should be informed and invited to discuss the problem
- If necessary the police will be consulted
- The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
- An attempt will be made to help the child who is bullying change their behaviour

Outcomes:

- The child who is bullying may be asked to genuinely apologise. Other consequences may take place
- In serious cases, suspension or even exclusion from the group will be considered
- If possible the children will be reconciled
- After the incident/s have been investigated and dealt with, each case will be monitored to ensure there is no repeat of the bullying behaviour

### **Self Harming**

Any child or young person, who self harms or expresses thoughts about it must be taken seriously and appropriate help and intervention should be offered at the earliest point.

Self harm is an expression of personal distress, usually made in private, by an individual child or young person who hurts him/herself. It is a behaviour where the intent is to cause harm to oneself.

Causes of Self harm can include:

Social Factors: difficulties within relationships, difficulties at school or work, being bullied, financial worries, alcohol or drug use, sexuality issues, cultural issues etc.

Trauma: sexual abuse, physical abuse, rape, bereavement, miscarriage, witness to atrocities, torture etc.

Emotional Distress: low self esteem, low self worth, self hatred, guilt, anger, anxiety, loneliness, numbness, emptiness etc.

Psychological: auditory hallucinations, ruminating/intrusive thoughts, disassociation, symptom of borderline personality disorder etc.

Examples of self harm:

- Cutting
- Skin Picking (Dermatillomania)
- Hair Pulling (Trichotillomania)
- Burning
- Stabbing
- Hitting/Punching
- Poisoning
- Scouring/scrubbing the body excessively
- Self-embedding objects
- Eating Disorders (Anorexia/Bulimia)
- Ligatures
- Not looking after basic needs properly - emotionally or physically
- Staying in an abusive relationship
- Taking risks too easily

Self-harm can be described as wide range of behaviours that someone does to themselves in a deliberate and usually hidden way. In the vast majority of cases self-harm remains a secretive behaviour that can go on for a long time without being discovered. Many children and young people may struggle to express their feelings in another way.

Signs and symptoms are sometimes absent or easy to miss. It is not uncommon for children or young people who self harm to offer stories which seem implausible, or may explain one, but not all physical signs. Some signs to look out for if a child or young person is self harming are:

- Changes in clothing to cover parts of the body eg wearing a long sleeve top in the summer.
- Reluctance to participate in previously enjoyed physical activities, particularly those that would include wearing clothes that show off parts of the body not normally exposed eg shorts
- Changes in eating and/or sleeping habits
- Changes in levels of activity and mood
- Increasing isolation from family and friends

Procedure:

- If child or young person needs immediate medical attention administer first aid if trained to do so
- Call emergency services if injury is life threatening or if the child or young person is suicidal
- Log injury
- Inform the Child Safeguarding Officer or Deputy as soon as possible
- If possible and if appropriate and safe to do so, have a conversation with the child/young person regarding their self harming behaviour, try to establish intent,

history, regularity, method of harm, reasons why, triggers, how they have tried to cope with it, what support have they tried to get.

- Staff and/or Child Safeguarding Officer or Deputy to encourage child/young person to seek professional help/advice and to tell parents if appropriate to do so.
- Child Safeguarding Officer or Deputy to assess risks with information available and make decisions about relevant course of action, which may include informing parents unless there is a clear reason not to. The child/young person should be given a clear explanation about what is going to happen and the choice and rationale for certain courses of action. The child/young person should be involved as much as possible in the decision making.
- Review and check in with child/young person regularly without allowing the self harming define your relationship with the child/young person.

### **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 the 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.

Like all forms of sexual abuse, child sexual exploitation:

- Can affect any child or young person (male or female) under the age of 18 years, including 16 and 17 year olds who can legally consent to have sex;
- Can still be abuse even if the sexual activity appears consensual;
- Can include both contact (penetrative and non-penetrative acts) and non-contact sexual activity;
- Can take place in person or via technology, or a combination of both;
- Can involve force and/or enticement-based methods of compliance and may, or may not, be accompanied by violence or threats of violence;
- May occur without the child or young person's immediate knowledge (through others copying videos or images they have created and posting on social media, for example);
- Can be perpetrated by individuals or groups, males or females, and children or adults. The abuse can be a one-off occurrence or a series of incidents over time, and range from opportunistic to complex organised abuse; and
- Is typified by some form of power imbalance in favour of those perpetrating the abuse. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors, including gender, sexual identity, cognitive ability, physical strength, status, and access to economic or other resources.

Potential indicators of CSE

- Acquisition of money, clothes, mobile phones etc without plausible explanation;
- Gang-association and/or isolation from peers/social networks;
- Exclusion or unexplained absences from school, college or work;
- Leaving home/care without explanation and persistently going missing or returning late;
- Excessive receipt of texts/phone calls;
- Returning home under the influence of drugs/alcohol;
- Inappropriate sexualised behaviour for age/sexually-transmitted infections;
- Evidence of/suspicious of physical or sexual assault;
- Relationships with controlling or significantly older individuals or groups;
- Multiple callers (unknown adults or peers);
- Frequenting areas known for sex work;
- Concerning use of internet or other social media;
- Increasing secretiveness around behaviours; and
- Self-harm or significant changes in emotional wellbeing.

### **Child Criminal Exploitation**

Criminal exploitation of children and vulnerable adults is a geographically widespread form of harm that is a typical feature of county lines activity: drug networks or gangs groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns. Key to identifying potential involvement in county lines are a missing episode, when the victim may have been trafficked or the purpose of transporting drugs.

Child Criminal Exploitation:

- Can affect any child or young person (male or female) under the age of 18 years
- Can affect any vulnerable adult over the age of 18 years
- Can still be exploitation, even if the activity appears consensual
- Can involve force and/or enticement-based methods of compliance and is often accompanied by violence or threats of violence
- Can be perpetrated by individuals or groups, males or females and young people or adults; and
- Is typified by some form of power imbalance in favour of those perpetrating the exploitation. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, cognitive ability, physical strength, status, and access to economic or other resources,

Potential indicators of county lines involvement and exploitation are listed:

- Persistently going missing from school or home and / or being found out-of-area;
- Unexplained acquisition of money, clothes, or mobile phones
- Excessive receipt of texts / phone calls and/or having multiple handsets
- Relationships with controlling / older individuals or groups

- Leaving home / care without explanation
- Suspicion of physical assault / unexplained injuries
- Parental concerns
- Carrying weapons
- Significant decline in school results / performance
- Gang association or isolation from peers or social networks
- Self-harm or significant changes in emotional wellbeing.

If you believe a young person is at risk of county lines exploitation, the procedure in line with NORCA's Safeguarding and Child Protection Policy is to be followed, i.e. contact the Child Safeguarding Officer or Deputy who will contact CADS.

If you believe a young person is at immediate risk of harm, you should contact the police.

### **Domestic abuse**

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. Domestic abuse can happen:

- Inside and outside the home
- Can happen over the phone, on the internet and social networking sites
- Can happen in any relationship and can continue after the relationship has ended
- Both men and women can be abused or abusers

Exposure to domestic abuse and/or violence can have a serious, long lasting emotional and psychological impact on children. In some cases, a child may blame themselves for the abuse or may have had to leave the family home as a result. Domestic abuse affecting young people can also occur within their personal relationships as well as in the context of their home life.

Advice on identifying children who are affected by domestic abuse and how they can be helped is available at:

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/>

### **Peer-on-peer abuse**

All staff, tutors and volunteers should have an awareness of safeguarding issues that can put children at risk of harm.

All staff should be aware that safeguarding issues can manifest themselves via peer on peer abuse. This may include, but may not be limited to;

- Bullying (including cyber bullying)
- Physical abuse such as hitting, kicking shaking, biting, hair pulling or otherwise causing physical harm
- Sexual violence and sexual harassment
- Sexting (also known as youth produced sexual imagery); and

- Initiation/hazing type violence and rituals

Any incidents of serious peer on peer abuse will be managed according to the procedures of NORCA to minimise the risk of peer on peer abuse, how allegations of peer abuse will be recorded, investigated and dealt with, and processes for how victims, perpetrators and any other child affected by peer on peer abuse will be supported.

### **Online abuse**

The use of technology has become a significant part of safeguarding issues, for example, technology often provides a platform that facilitates child sexual exploitation, radicalisation and bullying.

Three categories of risk:

Content: being exposed to illegal, inappropriate or harmful material, for example, pornography, fake news, racist or radical and extremist views;

Contact: being exposed to harmful online interaction with other users, for example, commercial advertising as well as adults posing as children or young adults; and

Conduct: Conduct: personal online behaviour that increases the likelihood of, or causes, harm, for example, making, sending and receiving explicit images, or online bullying.

### **So-called 'honour-based' violence**

So-called honour-based violence (HBV) encompasses incidents or crimes, which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing.

Abuse committed in the context of preserving "honour" often involves a wider network of family or community pressure and can include multiple perpetrators.

It is important to be aware of these dynamic and additional risk factors when deciding what form of safeguarding action to take. All forms of HBV are abuse (regardless of the motivation) and should be handled and escalated as such. If in any doubt, staff, tutors and volunteers need to be alert to the possibility of a child being at risk of HBV, or already having suffered HBV.

If employees, freelancers, volunteers or trustees have a concern regarding a child that might be at risk of HBV or who has suffered from HBV, they should speak to the Child Safeguarding Officer or Deputy. As appropriate, they will contact CADS

### **Radicalisation**

Children are vulnerable to extremist ideology and radicalisation. Similar to protecting children from other forms of harm and abuse, protecting children from this risk should be part of NORCA's safeguarding approach.

Extremism is the vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of difference faiths and beliefs. This also includes calling for the death of members of the armed forces.

Radicalisation refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

There is no single way of identifying whether a child is likely to be susceptible to an extremist ideology. Background factors combined with specific influences such as family and friends may contribute to a child's vulnerability. Similarly, radicalisation can occur through many different methods (such as social media) and settings (such as the internet).

As with other safeguarding risks, all adults working for NORCA should be alert to changes in young people's behaviour, which could indicate that they may be in need of help or protection.



## **Appendix 2: Safer Working Practice – NORCA’s Code of Conduct for working with Children and Young People**

### **OVERVIEW**

All adults who come into contact with children and young people in their work have a duty of care to safeguard and promote their welfare.

The Children Act 2004, places a duty on organisations to safeguard and promote the well-being of children and young people. This includes the need to ensure that all adults who work with or on behalf of children and young people in these organisations are competent, confident and safe to do so.

The vast majority of adults who work with children act professionally and aim to provide a safe and supportive environment which secures the well-being and very best outcomes for children and young people in their care. However, it is recognised that in this area of work tensions and misunderstandings can occur. It is here that the behaviour of adults can give rise to allegations of abuse being made against them. Allegations may be malicious or misplaced. They may arise from differing perceptions of the same event, but when they occur, they are inevitably distressing and difficult for all concerned. Equally, it must be recognised that some allegations will be genuine and there are adults who will deliberately seek out, create or exploit opportunities to abuse children. It is therefore essential that all possible steps are taken to safeguard children and young people and ensure that the adults working with them are safe to do so.

In this area of work, there have been concerns about the potential vulnerability of adults. This guidance has been produced to give clearer advice about what constitutes illegal behaviour and what might be considered as misconduct and is for anyone who works with, or on behalf of children and young people regardless of their role, responsibilities or status. It seeks to ensure that the duty to promote and safeguard the wellbeing of children is in part, achieved by raising awareness of illegal, unsafe and inappropriate behaviours.

Whilst every attempt has been made to cover a wide range of situations, it is recognised that this guidance cannot cover all eventualities. There may be times when professional judgements are made in situations not covered by this document, or which directly contravene the guidance given by NORCA. It is expected that in these circumstances adults will always advise their Child Safeguarding Officer or Deputy of the justification for any such action already taken or proposed.

It is also recognised that not all adults who work with children and young people work as paid employees. The principles and guidance outlined in this document still apply and should be followed by all adults eg freelancers, volunteers, and trustees etc whose work brings them into contact with children and young people.

The guidance contained in this document has due regard to current legislation and statutory guidance.

### **PURPOSE OF GUIDANCE**

It is important that all adults working with children understand that the nature of their work and the responsibilities related to it, place them in a position of trust. This document provides clear advice on appropriate and safe behaviours for all adults working with children in paid or unpaid capacities, in all settings and in all contexts. The guidance aims to:

- keep children safe by clarifying which behaviours constitute safe practice and which behaviours should be avoided;
- assist adults working with children to work safely and responsibly and to monitor their own standards and practice;
- gives a clear message that unlawful or unsafe behaviour is unacceptable and that, where appropriate, disciplinary or legal action will be taken;
- minimise the risk of misplaced or malicious allegations made against adults who work with children and young people;
- reduce the incidence of positions of trust being abused or misused.

## DEFINITIONS

**Employee/adult:** refers to adults, employees, freelancers, volunteers and trustees who are contracted to work for NORCA with children and young people, in either a paid or unpaid capacity.

**Children/young people:** These terms are interchangeable and refer to children who have not yet reached their 18<sup>th</sup> birthday.

**Safeguarding:** The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances.

**Duty of care:** The duty which rests upon an individual or organisation to ensure that all reasonable steps are taken to ensure the safety of a child or young person involved in any activity or interaction for which that individual or organisation is responsible. *Any person in charge of, or working with young children and young people in any capacity is considered, both legally and morally to owe them a duty of care*

## UNDERPINNING PRINCIPLES

- The welfare of the child is paramount.
- It is the responsibility of all adults to safeguard and promote the welfare of children and young people. This responsibility extends to a duty of care for those adults employed, freelancers and volunteers who work with children and young people.

- Adults who work with children are responsible for their own actions and behaviour and should avoid any conduct which would lead any reasonable person to question their motivation and intentions.
- Adults should work and be seen to work, in an open and transparent way.
- The same professional standards should always be applied regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity.
- Adults should continually monitor and review their practice and ensure they follow the guidance contained in this document.
- Individuals should follow this guidance in their day to day practice. It should also be referred to when taking on new work, different duties or additional responsibilities.

## **1. CONTEXT**

All adults who work with children and young people have a crucial role to play in shaping their lives. They have a unique opportunity to interact with children and young people in ways that are both affirming and inspiring. This guidance has been produced to help to establish safe and responsive environments which safeguard young people and reduce the risk of adults being unjustly accused of improper or unprofessional conduct.

## **2. 'UNSUITABILITY'**

The guidance contained in this document is an attempt to identify what behaviours are expected of people who work with children and young people. Adults whose practice deviates from this guidance and/or their professional or employment-related code of conduct may bring into question their suitability to work with children and young people.

## **3. DUTY OF CARE**

All adults who work with, and on behalf of, children are accountable for the way in which they exercise authority, manage risk, use resources, and safeguard children and young people.

Whether working in a paid or voluntary capacity, adults have a duty to keep children and young people safe and to protect them from sexual, physical and emotional harm. Children and young people have a right to be treated with respect and dignity. It follows that as trusted adults reasonable steps are expected to be taken to ensure the safety and well-being of children and young people. Failure to do so may be regarded as neglect.

The duty of care is in part, exercised through the development of respectful and caring relationships between adults and children and young people. It is also exercised through the behaviour of the adult, which at all times should demonstrate integrity, maturity and good judgement.

Everyone expects high standards of behaviour from adults who work with children and young people. When individuals accept such work, they need to understand and acknowledge the responsibilities and trust inherent in that role.

Employers also have a duty of care towards their employees, both paid and unpaid, under the Health and Safety at Work Act 1974. This requires them to provide a safe working environment for adults and provide guidance about safe working practices. Employers also have a duty of care for the well-being of employees and to ensure that employees are treated fairly and reasonably in all circumstances. The Human Rights Act 1998 sets out important principles regarding protection of individuals from abuse by state organisations or people working for those institutions. Adults who are subject to an allegation should therefore be supported and the principles of natural justice applied.

The Health and Safety Act 1974 also imposes a duty on employees to take care of themselves and anyone else who may be affected by their actions or failings. An employer's duty of care and the adult's duty of care towards children should not conflict. This 'duty' can be demonstrated through the use and implementation of these guidelines.

#### **4. CONFIDENTIALITY**

NORCA may have access to confidential information about children and young people in order to undertake the organisations responsibilities. In some circumstances NORCA and Sistema in Norwich may have access to or be given highly sensitive or private information. These details must be kept confidential at all times and only shared when it is in interests of the child to do so. Any information sharing must be done in a confidential and discreet manner.

Such information must not be used to intimidate, humiliate, or embarrass the child or young person concerned.

If in any doubt about whether to share information or keep it confidential employees should seek guidance from the Child Safeguarding Officer or Deputy.

The storing and processing of personal information about children and young people is governed by the General Data Protection Regulations 2018

Employees and volunteers need to be aware of the need to listen and support children and young people, and must also understand the importance of not promising to keep secrets. Neither should this be requested of a child or young person under any circumstances.

Additionally, concerns and allegations about an employee or volunteer should be treated as confidential and passed to a Child Safeguarding Officer or Deputy or LADO without delay (see point 6.5)

#### **5. MAKING A PROFESSIONAL JUDGEMENT**

This guidance cannot provide a complete checklist of what is, or is not appropriate behaviour for everyone in all circumstances. There may be occasions and circumstances in which employees, freelancers, volunteers and trustees have to make decisions or take action in the best interests of the child or young person which could contravene this guidance or where no guidance exists. Employees freelancers, volunteers and trustees are expected to make judgements about their behaviour in order to secure the best interests and welfare of the children in their charge. Such judgements, in these circumstances, should always be

recorded and shared with a Child Safeguarding Officer or Deputy. Employees, freelancers, volunteers and trustees should report to their Child Safeguarding Officer or Deputy any actions which could be mis-interpreted, and any misunderstandings, accidents or threats. Discussions and reasons why actions have been taken must be recorded. In undertaking these actions individuals will be seen to be acting reasonably.

Employees and volunteers should always consider whether their actions are warranted, proportionate and safe and applied equitably.

## **6. POWER AND POSITIONS OF TRUST**

As a result of employee's, freelancers, volunteers or trustees knowledge, position and/or the authority invested in their role, when working with children and young people they are in positions of trust in relation to the young people in their care. Broadly speaking, a relationship of trust can be described as one in which one party is in a position of power or influence over the other by virtue of their work or the nature of their activity. It is vital for all those in positions of trust to understand the power this can give them over those they care for and the responsibility they must exercise as a consequence of this relationship. Employees and volunteers must not use their position to gain access to information for their own or others advantage, or use their position to intimidate, bully, humiliate, threaten, coerce, or undermine children or young people.

A relationship between an adult and a child or young person cannot be a relationship between equals. There is potential for exploitation and harm of vulnerable young people. Employees, freelancers, volunteers and trustees have a responsibility to ensure that an unequal balance of power is not used for personal advantage or gratification.

Employees, freelancers, volunteers and trustees should always maintain appropriate professional boundaries and avoid behaviour which might be misinterpreted by others. Employees, freelancers, volunteers and trustees should report and record any incident with this potential.

Where a person aged 18 or over is in a specified position of trust with a child under 18, it is an offence for that person to engage in sexual activity with or in the presence of that child, or to cause or incite that child to engage in or watch sexual activity.

## **7. PROPRIETY AND BEHAVIOUR**

When working with children and young people, employees, freelancers, volunteers and trustees have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children and young people. It is therefore expected that employees, freelancers, volunteers and trustees will adopt high standards of personal conduct in order to maintain the confidence and respect of the public in general and all those with whom they work.

There may be times, for example, when an employees, freelancers, volunteers or trustees behaviour or actions in their personal life come under scrutiny from local communities, the media or public authorities. This could be because their behaviour is considered to compromise their position in their workplace or indicate an unsuitability to work with

children or young people. Misuse of drugs, alcohol or acts of violence would be examples of such behaviour.

When in contact with children and young people employees and volunteers should therefore understand and be aware, that safe practice also involves using judgement and integrity about behaviours in places **other** than the work setting.

The behaviour of employee's, freelancers, volunteers or trustees partner or other family members may raise similar concerns and require careful consideration by LADO as to whether there may be a potential risk to children and young people in the workplace or voluntary setting.

## **8. DRESS AND APPEARANCE**

A person's dress and appearance are matters of personal choice and self-expression. However adults should dress in ways which are appropriate to their role and this may need to be different to how they dress when not at work.

When working with children and young people employees, freelancers, volunteers and trustees should ensure that they are dressed appropriately for the tasks and the work that is undertake. If an employee, freelancer, volunteer or trustee has been given a 'uniform' e.g. t-shirt, hoodie, ID card etc to wear specifically for their job then they must wear it.

Those who dress in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegations. Employees, freelancers, volunteers and trustees should wear clothing that is not likely to be viewed as offensive, revealing, or sexually provocative, does not distract, cause embarrassment or give rise to misunderstanding, is absent of any political or contentious slogans, and could not be considered to be discriminatory and/or culturally sensitive.

## **9. PERSONAL LIVING SPACE**

No child or young person should be in or invited into the employees, freelancers, volunteers and trustees home, unless the reason for this has been firmly established and agreed with parents/ carers and the Child Safeguarding Officer or Deputy

NORCA would not expect or request that private living space be used for work with children and young people.

Under no circumstances should children or young people assist with chores or tasks in an employee's, freelancers, volunteers or trustees home. Neither should they be asked to do so by employees, freelancers, volunteers or trustees friends or family.

## **10. GIFTS, REWARDS AND FAVOURITISM**

The giving of gifts or rewards to children or young people should be part of an agreed plan for supporting positive behaviour or recognising particular achievements. In some situations, the giving of gifts as rewards may be accepted practice for a group of children, whilst in other situations the giving of a gift to an individual child or young person will be part of an

agreed plan, recorded and discussed with the Child Safeguarding Officer or Deputy and the parent or carer.

It is acknowledged that there are specific occasions when an employee may wish to give a child or young person a personal gift. This is only acceptable practice where, in line with the agreed plan, the employee, freelancer, volunteer or trustee has first discussed the giving of the gift and the reason for it, with the Child Safeguarding Officer or Deputy and/or parent or carer and the action is recorded. Any gifts should be given openly and not be based on favouritism. Employees, freelancers, volunteers and trustees need to be aware however, that the giving of gifts can be misinterpreted by others as a gesture either to bribe or groom a young person.

Employees, freelancers, volunteers and trustees should exercise care when selecting children and/or young people for specific activities or privileges to avoid perceptions of favouritism or unfairness. Methods and criteria for selection should always be transparent and subject to scrutiny and where practicable undertaken and agreed by more than one member of staff.

Care should also be taken to ensure that employees, freelancers, volunteers and trustees do not accept any gift that might be construed as a bribe by others, or lead the giver to expect preferential treatment.

There are occasions when children, young people, employees, freelancers, volunteers and trustees or parents wish to pass small tokens of appreciation to adults e.g. on special occasions or as a thank-you and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value.

## **11. INFATUATIONS**

Occasionally, a child or young person may develop an infatuation with an employee, freelancer, volunteer or trustee. The employee, freelancer, volunteer and trustee should deal with these situations sensitively and appropriately to maintain the dignity and safety of all concerned. Always acknowledge and maintain professional boundaries. Employees, freelancers, volunteers and trustees should remain aware, however, that such infatuations carry a high risk of words or actions being misinterpreted and should therefore make every effort to ensure that their own behaviour is *above reproach*.

Or when an employee, freelancer, volunteer or trustee becomes aware that a child or young person is developing an infatuation, he/she/they should discuss this at the earliest opportunity with the Child Safeguarding Officer or Deputy or parent/carer so appropriate action can be taken to avoid any hurt, distress or embarrassment. Any incidents or indications (verbal, written or physical) of infatuation should be reported and recorded.

## **12. COMMUNICATION WITH CHILDREN AND YOUNG PEOPLE (including the Use of Technology)**

Communication between children and adults, by whatever method, should take place within clear and explicit professional boundaries. This includes the wider use of technology such as mobile phones text messaging, e-mails, digital cameras, videos, web-cams, websites and

blogs. Employees, freelancers, volunteers and trustees should not share any personal information with a child or young person. Employees, freelancers, volunteers and trustees should not request, or respond to, any personal information from the child/young person, other than that which might be appropriate as part of their role. Employees, freelancers, volunteers and trustees should ensure that all communications are transparent and open to scrutiny and that permission has been sought from the parent/carer for this form of communication to be used.

Employees, freelancers, volunteers and trustees should also be cautious in their communications with children so as to avoid any possible misinterpretation of their motives or any behaviour which could be construed as grooming. Employees, freelancers, volunteers and trustees should not give their personal contact details to children and young people including e-mail, home or mobile telephone numbers, unless the need to do so is agreed with the Child Safeguarding Officer/Deputy and parents/carers. E-mail or text communications between the employee, freelancer, volunteer and trustee and a child or young person outside agreed protocols may lead to disciplinary and/or criminal investigations. This also includes communications through internet based web sites and social networking sites.

Internal e-mail systems should only be used in accordance with NORCA's policy.

### **13. SOCIAL CONTACT**

An employee, freelancer, volunteer or trustee should not seek to have social contact with children and young people or their families, unless the reason for this contact has been firmly established and agreed with the Child Safeguarding Officer/Deputy. If a child or parent seeks to establish social contact or if this occurs coincidentally, the employee, freelancer, volunteer or trustee should exercise her/his/their professional judgment in making a response but should always discuss the situation with the Child Safeguarding Officer/Deputy. Employees, freelancers, volunteers and trustees should be aware that social contact in certain situations can be misconstrued as grooming. Any social contact an employee, freelancer, volunteer and trustee may have had with a child or parent/carer which may give rise to concern or places a child at risk or compromises NORCA or the employees, freelancers, volunteers or trustees own professional standing, must advise the Child Safeguarding Officer/Deputy of the incident and it must be recorded.

Where social contact is an integral part of work duties, e.g. pastoral work in the community, care should be taken to maintain appropriate personal and professional boundaries. This also applies to social contacts made through interests outside of work or through the adult's own family or personal networks.

It is recognised that an employee, freelancer, volunteer or trustee may support a parent who may be in particular difficulty. Care needs to be exercised in those situations where the parent comes to depend upon the adult for support outside their professional role. The situation should be discussed with the Child Safeguarding Officer/Deputy and where necessary referrals made to the appropriate support agency.

### **14. SEXUAL CONTACT**



Employees, freelancers, volunteers and trustees should clearly understand the need to maintain appropriate boundaries in their contacts with children and young people. Intimate or sexual relationships between children/young people and the adults who work with them will be regarded as a grave breach of trust. Allowing or encouraging a relationship to develop in a way which might lead to a sexual relationship is also unacceptable.

Any sexual activity between an adult and the child or young person with whom they work may be regarded as a criminal offence and will always be a matter for disciplinary action.

Children and young people are protected by specific legal provisions regardless of whether the child or young person consents or not. The sexual activity referred to does not just involve physical contact including penetrative and non-penetrative acts. It may also include non-contact activities, such as causing children to engage in or watch sexual activity or the production of pornographic material. 'Working Together to Safeguard Children' defines sexual abuse as "forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening".

There are occasions when adults embark on a course of behaviour known as 'grooming' where the sole purpose is to gain the trust of a child and manipulate that relationship so sexual abuse can take place. Employees, freelancers, volunteers and trustees should be aware that consistently conferring inappropriate special attention and favour upon a child might be construed as being part of a 'grooming' process and as such will give rise to concerns about their behaviour. This includes any communication with a child or young person which could be interpreted as sexually suggestive or provocative e.g. verbal comments, letters, notes, texts, emails etc.

Employees, freelancers, volunteers and trustees should not make sexual remarks to or about a child or young person or discuss their sexual relationships with or in the presence of them. Language used when working with children or young people must not give rise to any comment or speculation, and attitudes, demeanour all require careful care and thought, particularly when employees, freelancers, volunteers and trustees are dealing with adolescents.

## **15. PHYSICAL CONTACT**

Many jobs working with children require physical contact with children as part of their role. There are also occasions when it is entirely appropriate for other adults to have some physical contact with the child or young person with whom they are working. However, it is crucial that in all circumstances, adults should only touch children in ways which are appropriate to their professional or agreed role and responsibilities.

Not all children and young people feel comfortable about physical contact, and adults should not make the assumption that it is acceptable practice to use touch as a means of communication. Permission should be sought from a child or young person before physical contact is made. Where the child is very young, there should be a discussion with the parent or carer about what physical contact is acceptable and/or necessary.

When physical contact is made with a child this should be in response to their needs at the time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background. It is not possible to be specific about the appropriateness of each physical contact, since an action that is appropriate with one child in one set of circumstances may be inappropriate in another, or with a different child. Employees, freelancers and volunteers nevertheless, should use their professional judgement at all times, observe and take note of the child's reaction or feelings and – so far as is possible - use a level of contact and/or form of communication which is acceptable to the child for the minimum time necessary.

Physical contact which occurs regularly with an individual child or young person is likely to raise questions unless there is explicit agreement on the need for, and nature of, that contact. This would then be part of a formally agreed plan or within the parameters of established, agreed and legal professional protocols on physical contact e.g. musical activities, medical procedures etc. Any such arrangements should be understood and agreed by all concerned, justified in terms of the child's needs, consistently applied and open to scrutiny.

Physical contact should never be secretive, or for the gratification of the adult, or represent a misuse of authority. If employees, freelancers or volunteers believe that their action could be misinterpreted, or if an action is observed by another as being inappropriate or possibly abusive, the incident and circumstances should be reported to the Child Safeguarding Officer/Deputy and an appropriate record made. Parents/carers should also be informed in such circumstances.

Where a child seeks or initiates inappropriate physical contact with an adult, the situation should be handled sensitively and care taken to ensure that contact is not exploited in any way. Careful consideration must be given to the needs of the child and advice and support given to the adult concerned.

It is recognised that some children who have experienced abuse may seek inappropriate physical contact. Employees, freelancers and volunteers should be particularly aware of this when it is known that a child has suffered previous abuse or neglect. In the child's view, physical contact might be associated with such experiences and lead to some actions being misinterpreted. In all circumstances where a child or young person initiates inappropriate physical contact, it is the employees, freelancers and volunteers responsibility to sensitively deter the child and help them understand the importance of personal boundaries. Such circumstances must always be reported and discussed with a Child Safeguarding Officer/Deputy and the parent/carer.

If employees, freelancers, or volunteers work in certain settings, for example performance, musical activities etc they will have to initiate some physical contact with children, for example to demonstrate technique in the use of a particular piece of equipment, adjust posture, or perhaps to support a child so they can perform an activity safely or prevent injury. Such activities should be carried out in accordance with existing codes of conduct, regulations and best practice.

Physical contact should take place only when it is necessary in relation to a particular activity. It should take place in a safe and open environment i.e. one easily observed by

others and last for the minimum time necessary. The extent of the contact should be made clear to the parent/carer and once agreed, should be undertaken with the permission of the child/young person. Contact should be relevant to their age or understanding and adults should remain sensitive to any discomfort expressed verbally or non-verbally by the child.

It is good practice if all parties clearly understand at the outset, what physical contact is necessary and appropriate in undertaking specific activities. Keeping parents/carers, children and young people informed of the extent and nature of any physical contact may also prevent allegations of misconduct or abuse arising.

## **16. OTHER ACTIVITIES THAT REQUIRE PHYSICAL CONTACT**

If employees, freelancers, volunteers and trustees are working in a workshop setting they may have to initiate some physical contact with children for example, to demonstrate technique in the use of a particular piece of equipment for example, how to hold the bow or the violin, or adjust posture. Such activities should be carried out in accordance to these codes of practice.

Physical contact should take place only when it is necessary in relation to a particular activity. It should take place in a safe and open environment i.e. one easily observed by others and last for the minimum time necessary. The extent of the contact should be undertaken with the permission of the child or young person and an explanation made to the child or young person why contact is necessary, and what form that contact shall be. Contact should be relevant to their age and understanding and adults should remain sensitive to any discomfort expressed verbally or non-verbally by the child. Children and young people must be treated with dignity and respect and contact should be avoided of any intimate parts of the body. Employees, freelancers, volunteers and trustees need to be aware of gender, cultural or religious issues that may need to be considered prior to initiating physical contact. If it is anticipated that a child might misinterpret any such contact consider alternative teaching methods.

Any incidents of physical contact that cause concern or fall outside these protocols and guidance should be reported to the Child Safeguarding Officer/Deputy and parent/carer. Keeping children (and parents/carers if appropriate) informed as to the extent and nature of any physical contact may also prevent allegations of misconduct or abuse arising.

## **17. BEHAVIOUR MANAGEMENT**

All children and young people have a right to be treated with respect and dignity even in those circumstances where they display difficult or challenging behaviour.

Employees, freelancers, volunteers and trustees should not use any form of degrading treatment to punish a child. The use of sarcasm, demeaning or insensitive comments towards children and young people is not acceptable in any situation. Any sanctions or rewards used should be part of a behaviour management policy which is widely publicised and regularly reviewed.

The use of corporal punishment is not acceptable and whilst there may be a legal defence for parents who physically chastise their children, this does not extend, in any circumstances, to those adults who work with or on behalf of children and young people.

Where children display difficult or challenging behaviour, employees must follow the behaviour procedure set down by the project leader/school, and use strategies appropriate to the circumstance and situation.

Where a child has specific needs in respect of particularly challenging behaviour, a positive handling plan may be drawn up and agreed by all parties.

## **18. USE OF CONTROL AND PHYSICAL INTERVENTION**

The use of physical intervention should be avoided. It should only be used to manage a child or young person's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property or in what would reasonably be regarded as exceptional circumstances. When physical intervention is used it should be undertaken in such a way that maintains the safety and dignity of all concerned.

The scale and nature of any physical intervention must be proportionate to both the behaviour of the individual to be controlled and the nature of the harm they may cause. The minimum necessary force should be used.

Under no circumstances should physical force or intervention be used as a form of punishment. The duty of care which applies to all adults and organisations working with children and young people requires that reasonable measures are taken to prevent children being harmed. The use of unwarranted physical force is likely to constitute a criminal offence.

In all cases where physical intervention is employed the incident and subsequent actions should be documented and reported. This should include written and signed accounts of all those involved, including, if possible the child or young person. The parents/carers should be informed the same day.

## **19. CHILDREN AND YOUNG PEOPLE IN DISTRESS**

There will be occasions when a distressed child or young person needs comfort and reassurance and this may involve physical contact. Young children, in particular, may need immediate physical comfort, for example after a fall, separation from parent etc. Employees, freelancers, volunteers and trustees should use their professional judgment to comfort or reassure a child in an age-appropriate way whilst maintaining clear professional boundaries and never touch a child in a way that could be considered indecent. Employees, freelancers, volunteers and trustees need to be circumspect in offering reassurance in one to one situations. In these circumstances a written record of the action is needed. Employees, freelancers, volunteers and trustees should not assume that all children seek physical comfort if they are distressed.

Where employees, freelancers, volunteers and trustees have a particular concern about the need to provide this type of care and reassurance, or is concerned that an action may be

misinterpreted, this should be reported and discussed with the Child Safeguarding Officer/Deputy and parents/carers.

## **20. INTIMATE CARE**

Intimate physical contact with children should be avoided. Children should be encouraged to act as independently as possible.

## **21. PERSONAL CARE**

Young people are entitled to respect and privacy at all times and especially when in a state of undress, changing clothes, bathing or undertaking any form of personal care. There are occasions where there will be a need for an appropriate level of supervision in order to safeguard young people and/or satisfy health and safety considerations. This supervision should be appropriate to the needs and age of the young people concerned and sensitive to the potential for embarrassment. If there is a need to enter a changing room or toilet block employees, freelancers, volunteers and trustees must announce their intention of entering.

Employees, freelancers, volunteers and trustees need to be vigilant about their own behaviour and be mindful of the needs of the children and young people with whom they work.

## **22. FIRST AID AND ADMINISTRATION OF MEDICATION**

Only employees, freelancers, volunteers and trustees who have been first aid trained may administer first aid. When administering first aid, wherever possible, employees, freelancers, volunteers and trustees should ensure that another adult is aware of the action being taken and an explanation given to the child or young person as to what is happening. Parents/carers should always be informed when first aid has been administered and a record made.

In circumstances where children need medication regularly a health care plan should have been established to ensure the safety and protection of children and the adults who are working with them. Parental consent for the administration of first aid or the administration of medicine must be given. Depending upon the age and understanding of the child, they should where appropriate, be encouraged to self administer medication or treatment including, for example any ointment, use of inhalers.

## **23. ONE TO ONE SITUATIONS**

It is not realistic to state that one to one situations should never take place.

One to one situations have the potential to make child/young person more vulnerable to harm by those who seek to exploit their position of trust. Adults working in one to one settings with children and young people may also be more vulnerable to unjust or unfounded allegations being made against them. Both possibilities should be recognised so that when one to one situations are unavoidable, reasonable and sensible precautions are taken.

Every attempt should be made to ensure the safety and security of children and young people and the adults who work with them. Keeping doors open, informing colleagues beforehand to assess the need to have them present or close by, avoiding the use of 'engaged' signs (or equivalent) (which could create an opportunity for secrecy or the interpretation of secrecy) etc are good practices when working one to one with children. If there is a need to walk a child home (eg if parents are unable to collect the child), consent must be given by the parent and two adults must accompany the child at all times. This must also be recorded.

Employees, freelancers, volunteers and trustees must be aware that the safety and welfare of the child is their responsibility until they are safely passed over to the parent/carer.

Meetings with children and young people outside agreed working arrangements should not take place without the agreement of the Child Safeguarding Officer/Deputy and parents or carers, who will assess if such meetings are necessary, and should not take place in remote, secluded areas.

Employees, freelancers, volunteers and trustees must always consider the needs and circumstances of the child when in one to one situations and must report any situation where a child becomes distressed or angry to the Child Safeguarding Officer/Deputy.

#### **24. HOME VISITS**

There should be no need to visit a child or young person in their home. Should an employee, freelancer, volunteer or trustee feel there is a need this must be discussed with the Child Safeguarding Officer/Deputy and the parents or carers prior to the visit and a clear justification for such arrangement be agreed and recorded.

Under no circumstances should an employee, freelancer, volunteer or trustee invite a child to their own home or that of a family member, colleague or friend.

#### **25. TRANSPORTING CHILDREN AND YOUNG PEOPLE**

There may be occasions when employees, freelancers, volunteers or trustees are asked to transport children as part of their duties. This must be agreed with the parent/carer prior to the journey and consent given. If employees, freelancers, volunteers or trustees are expected to use their own vehicles for transporting children they should ensure that their vehicle is roadworthy, appropriately insured and that the maximum capacity is not exceeded. It is a legal requirement that all passengers should wear seat belts and it is the responsibility of the employee, freelancer, volunteer and trustee to ensure that this requirement is met. Employees, freelancers, volunteers and trustees must be fit to drive and be free from any drugs, alcohol or medicine which is likely to impair judgment and/ or ability to drive.

It is inappropriate for employees, freelancers, volunteers and trustees to offer lifts to a child or young person outside their normal working duties, unless this has been brought to the attention of the line manager and has been agreed with the parents/carers.

There may be occasions where the child or young person requires transport in an emergency situation or where not to give a lift may place a child at risk. Such circumstances must

always be recorded and reported to the Child Safeguarding Officer/Deputy and parents/carers.

The NORCA van is not insured to carry children or young people under the age of 16. Parental consent must be given before transporting children in the NORCA van.

## **26. TRIPS AND OUTINGS**

Employees, freelancers, volunteers and trustees should take particular care when supervising children and young people on trips and outings, where the setting is less formal than the usual workplace. Employees, freelancers, volunteers and trustees remain in a position of trust and need to ensure that their behaviour remains professional at all times and stays within clearly defined professional boundaries. Parental consent must be given before a child goes on a trip.

Where activities include overnight stays, careful consideration needs to be given to sleeping arrangements. Employees, freelancers, volunteers and trustees should never share a bed with a child or young person nor share bedrooms. Children, young people, adults and parents should be informed of the sleeping arrangements prior to the start of the trip. In all circumstances, those organising trips and outings must pay careful attention to ensuring safe staff/child ratios and to the gender mix of staff especially on overnight stays.

Health and Safety arrangements require employees to keep colleagues/employers aware of their whereabouts, especially when involved in activities outside the usual workplace.

## **27. PHOTOGRAPHY AND VIDEOS**

Working with children and young people may involve the taking or recording of images. Any such work should take place with due regard to the law, the General Data Protection Regulations (GDPR) and the need to safeguard the privacy, dignity, safety and well being of children and young people. Informed written consent from parents or carers and agreement, where possible, from the child or young person, should always be sought before an image is taken for any purpose. All parties should be made aware of how photographs and videos will be used and all parties should be informed about how the images will be stored and who will have access to them. Employees, freelancers, volunteers and trustees need to be clear about the purpose of taking the images. See NORCA's GDPR Policy for further details.

Employees, freelancers, volunteers and trustees need to remain sensitive to any children who appear uncomfortable, for whatever reason, and should recognise the potential for such activities to raise concerns or lead to misunderstandings. Employees, freelancers, volunteers and trustees taking or recording images of a child, or young person, must ensure that the children/young people are appropriately dressed and that the images will not cause the child/young person distress.

Employees, freelancers, volunteers and trustees should avoid taking images in one to one situations or which show a single child with no surrounding context. Images should not be used which could cause distress and no images should be taken 'in secret' or taken in situations which could be misconstrued as being secretive.

It is not appropriate for employees, freelancers, volunteers or trustees to take photographs of children for their personal use, or to put images of children who they work with on personal social networking sites. Employees, freelancers, volunteers and trustees should not use their personal mobile phones or any other electronic device to take images of children.

## **28. ACCESS TO INAPPROPRIATE IMAGES AND INTERNET USAGE**

There are no circumstances that will justify adults possessing indecent images of children. If employees, freelancers, volunteers and trustees access and possess links to such websites this will be viewed as a significant and potential threat to children. Accessing, making and storing indecent images of children on the internet is illegal. This will lead to criminal investigation and the individual being barred from working with children and young people, if proven.

Employees, freelancers, volunteers and trustees should not use equipment belonging to NORCA to access adult pornography; neither should personal equipment containing these images or links to them be brought into the workplace. This will raise serious concerns about the employees, freelancers, volunteers or trustees suitability to continue to work with children.

Employees, freelancers, volunteers and trustees should ensure that children and young people are not exposed to any inappropriate images or web links and that any films or material shown to children and young people are age appropriate. NORCA and adults need to ensure that internet equipment used by children have the appropriate controls with regards to access. e.g. personal passwords should be kept confidential.

Where indecent images of children or other unsuitable material are found, the police and CADS should be immediately informed. Employees, freelancers, volunteers and trustees should not attempt to investigate the matter or evaluate the material themselves, as this may lead to evidence being contaminated which in itself can lead to a criminal prosecution.

## **29. WHISTLE BLOWING**

‘Whistle blowing’ is the mechanism by which employees, freelancers, volunteers and trustees can voice their concerns, made in good faith, without fear of repercussion. If employees use the whistle blowing procedure they should be made aware that their employment rights are protected.

Employees, freelancers, volunteers and trustees should acknowledge their individual responsibilities to bring matters of concern to the attention of senior management and/or relevant external agencies. This is particularly important where the welfare of children may be at risk.

## **30. SHARING CONCERNS AND RECORDING INCIDENTS**

Employees, freelancers, volunteers and trustees should be aware of CADS and LADO, including procedures for dealing with allegations against adults. Any allegations will be taken seriously and properly investigated in accordance with local procedures and statutory guidance. Adults who are the subject of allegations are advised to contact their professional association.



In the event of any allegation being made, to someone other than a manager, information should be clearly and promptly recorded and reported to the Child Safeguarding Officer/Deputy without delay.

Employees, freelancers, volunteers and trustees should always feel able to discuss with their line manager any difficulties or problems that may affect their relationship with children and young people so that appropriate support can be provided or action can be taken.

Accurate and comprehensive records will be maintained wherever concerns are raised about the conduct or actions of adults working with or on behalf of children and young people.

### **Appendix 3: Confidentiality & Information Sharing Policy**

- In general, all personal information will be treated as confidential
- The welfare of the child is paramount
- Confidential information may be disclosed to CADS, LADO or the Police if a child's health and welfare needs protecting, or when a crime has, or may be, committed
- In cases of medical or other sensitive information being held, members of the group will only be informed on the 'need to know' basis
- If a disclosure of abuse is made by a child or young person it is important for everyone to understand that they may not promise confidentiality
- A young person of 18 years or younger (if they can understand and make their own decisions) may give or refuse consent. If in doubt, seek professional or legal advice

### **Appendix 4: 'Whistleblowing' and Handling Allegations Within NORCA**

**It is the duty of everyone in NORCA to pass on any concerns or allegations of child abuse without delay:**

- All concerns are referred to the Child Safeguarding Officer/Deputy. That person would then contact CADS and/or LADO.
- It is important to share **any** child protection concerns with the CADS team and to make a joint and open decision as to how to proceed.
- In the rare situations that the concerns are about the Child Safeguarding Officer, concerns must be referred to the Deputy Officer. This may not be appropriate, in which case any employee may personally refer direct to LADO
- In an emergency, dialling 999 may be the only sensible course of action.
- CADS, LADO and the police will advise, assist and support you in any future actions you would need to take e.g. informing parents.
- Ensure that everyone understands that any whistleblower disclosing information in good faith will be protected if s/he has a reasonable suspicion of child abuse.

## **Appendix 5: Complaints**

This procedure also links in with 'whistle blowing' and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.

NORCA will ensure that:-

- Any complaint will be taken seriously and referred to the Project Leader or Operations Manager
- If the complaint is about the Co-ordinator or Manager, it will be passed onto either their deputy/member of the management/trustee as appropriate.
- The person making the complaint will receive written acknowledgement of their complaint within five working days including details of how it is being dealt with.
- Within 30 working days the person making the complaint will receive resolution or details of what has happened so far.
- If there are delays to resolving the issues the person making the complaint should be kept as fully informed as possible.
- There may be a need to identify a third party or higher authority to approach if the person making the complaint is unhappy with the outcome to their complaint

## **Appendix 6: Steps to Safer Recruitment Policy**

NORCA will always seek to prevent inappropriate people from seeking employment or volunteering to work with children and young people.

### Define the role

We will consider the tasks and skills necessary for the job or voluntary position and what kind of person is most suited to the job.

### Selection criteria

We will decide how the person should behave with children and what attitudes we want to see.

We will develop a list of essential and desirable qualifications, skills and experience and select people against this

### Recruitment publicity

Where costs allow, we will circulate all vacancies widely, for example, by putting them on our website, or job specific websites (eg .Musicians Union). We will ensure any advert contains a commitment to safer recruitment and safeguarding children.

Where people are approached ie headhunted, we will ensure that they are informed that NORCA has a commitment to safeguarding children.

### CV

We will insist on a CV. This should include personal details such as name, past and current work/volunteering experience. It should also include explanation of all gaps in employment.

If appropriate we will ask for a covering letter asking the applicant outlining why they are interested in the job and their suitability for the post.

### Written Declaration

We will remind applicants that posts involving working with children are exempt from the Rehabilitation of Offenders Act.

We will ask for a statement in writing that they have no past or current convictions, cautions or bind-overs and no pending court cases.

### Identification

We will ask for photographic documentation to confirm identity, such as passport or driving licence, and a utility bill that contains their address.

### Qualifications

If appropriate we will ask to see evidence of qualifications – we will need to see the original documents.

### Interview

We will interview face to face, preferably with at least two representatives from NORCA. We will discuss with the applicant information contained in their CV and/or covering letter and explore their attitudes towards working with children. This also provides an opportunity to discuss our child protection policy and to ensure that the applicant has the ability and commitment to meet the standards required.

We will talk about the application including:

- Areas in which we want to know more details
- Gaps in employment history
- Vague statements or unfamiliar qualifications
- Frequent changes of employment
- What their motives are for wanting to work with children

### References

Two written references will be obtained, where possible to include current or most recent employer.

### DBS Checks

We will always gain enhanced DBS disclosures as appropriate to the role. When the results of the DBS check and all recruitment checks have been completed and we are satisfied the applicant is suitable for the role will we allow the employee or volunteer to have contact with children. Until all checks have been done the new employee or volunteer will work with children under the supervision of a DBS checked existing employee, or volunteer.

### **Appendix 7: Induction Programme Policy**

Induction of all freelancers, volunteers and trustees will be carefully and specifically planned to ensure that everyone understands both their roles and responsibilities. We will make sure that induction includes:

- A clear job description including tasks, times, responsibilities
- All procedures in place, including incident recording, health and safety and first aid arrangements
- Information about future or necessary training needs, including in the first instance Safer Programme Introduction to Safeguarding Children.

**In addition, staff and volunteers need to sign that they have received and understood the following:-**

- Child Protection Policy
- Code of Conduct
- Adults Code of Conduct Statement
- Confidentiality Statement
- Complaints Procedure
- Allegations and “Whistle Blowing” statement

We will agree a probationary period (normally three months) with clear goals and then identify a suitable monitoring and support process.

If there are any concerns during the probationary period the new employee or volunteer will not be offered a permanent position. Any concerns related to suitability to work with children will be passed onto CADS, LADO or the Police as per our whistle blowing procedure.

## **Appendix 8: Adults Code of Conduct**

### **I WILL**

- Treat all children and young people with respect and dignity
- Ensure that their welfare and safety is paramount at all times
- Always act in a professional way and not accept bullying, swearing or other disruptive behaviour
- Liaise openly with parents & carers
- Adhere to Safer Working Practices/Code of Conduct at all times
- Listen to, and act upon, any disclosures, allegations or concerns of child abuse and the welfare of children
- Attend Safer Programme Introduction to Safeguarding Children training every 3 years
- Make activities FUN and enjoyable

## **Appendix 9: Report Form**

This form is to be used to record basic, factual information in the light of an allegation, suspicion or disclosure of a potential safeguarding concern. It should be completed as soon as possible after the incident that causes concern and handed to the Child Safeguarding Officer immediately.

Name of person completing this form (i.e. YOU):

Date and time of completing this form:

Name of child (first and last name):

Date and time of allegation, suspicion or disclosure:

Was there another person present? YES/NO

If YES please provide their full name:

Details of allegation/suspicion/disclosure:

- Use body map if appropriate
- Contemporaneous notes, if taken, may be attached to this form

Did you speak to the child's parent/carer? YES/NO

If YES what did the parent/carer say?:

(Please note – we do not advocate that staff do their own investigation of the allegation/suspicion or disclosure and sometimes talking to the parent/carer should only be carried out by professional safeguarding officers)

Any other relevant information:

|              |  |                |  |
|--------------|--|----------------|--|
| Reported to: |  | Date reported: |  |
|--------------|--|----------------|--|

|                                       |  |
|---------------------------------------|--|
| Signed by person filling in the form: |  |
|---------------------------------------|--|

Checklist for person reporting allegation/suspicion, disclosure:

Is the report about the allegation, suspicion, or disclosure in sufficient detail?

Have you kept it factual?

Have you used the child's own words? (swear words, insults or intimate vocabulary should be written down verbatim)

Is it jargon free?

Is it free from discrimination, stereotyping or assumptions?

**NOTE:** Confidentiality must be maintained at all times. Information must only be shared on a 'need to know' basis. Do not discuss the contents of this report/the allegation/suspicion or disclosure with anyone other than those who need to know.



**Appendix 10 – Reporting Form – Body Map**

The Body Map needs to be filled in consistent with the Report Form and only if relevant to the allegation/suspicion/disclosure. Only injury/harm that is visible must be recorded – it is not the job of the person reporting the allegation/suspicion/disclosure to examine the child.

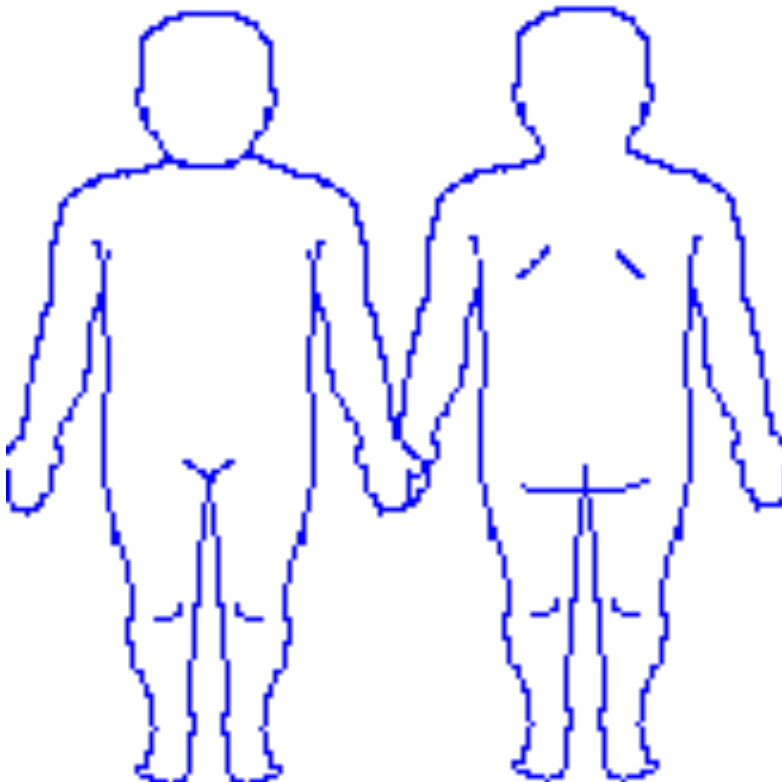
Please use the following colour codes to explain any injury/harm:

|        |                          |
|--------|--------------------------|
| Black  | Bruising                 |
| Green  | Swelling or inflammation |
| Red    | Burns                    |
| Yellow | Cuts or grazes           |
| Pink   | Marks (anything else)    |
| Blue   | Pain                     |

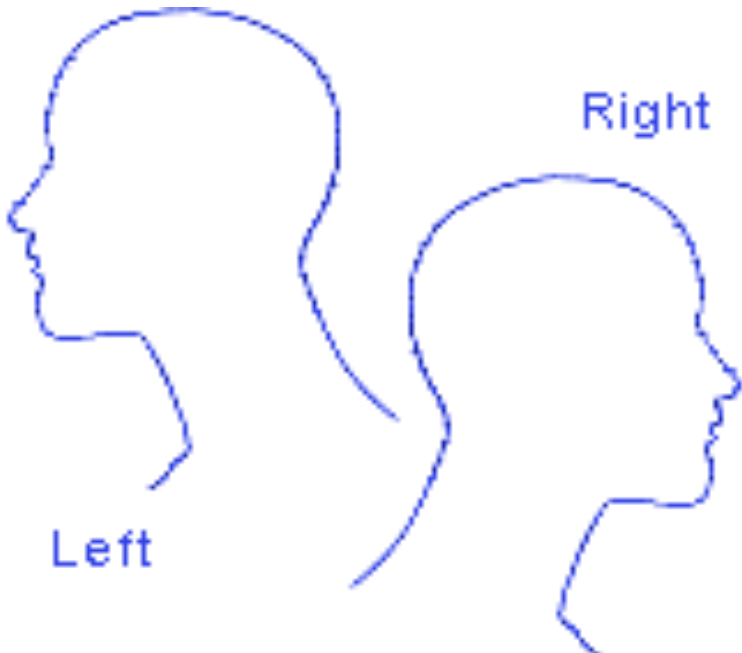
|                                                 |  |
|-------------------------------------------------|--|
| Name of person completing this form (i.e. YOU): |  |
|-------------------------------------------------|--|

|                                      |  |
|--------------------------------------|--|
| Name of child (first and last name): |  |
|--------------------------------------|--|

**BODY:**



**FACE/HEAD:**



**HANDS:**

**PALMS**



**BACK OF HANDS**



|                                       |  |
|---------------------------------------|--|
| Signed by person filling in the form: |  |
|---------------------------------------|--|

|                |  |
|----------------|--|
| Date reported: |  |
|----------------|--|