



Safeguarding Policy

Parasol Project

Safeguarding Policy and Procedure

September 2019

Designated Safeguarding Lead:

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Director of Children's Service

Parasol believes that children have the right to be completely secure from both the fear and reality of abuse and neglect, and we are committed to safeguarding all the children in our care from harm.

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1. Introduction

Our Commitment

The purpose of this policy is to set out our overarching commitment to keeping those children, young people and adults in our care safe. All staff and adult volunteers are required to read, understand and use this document as a guideline to direct all work undertaken with children, young people and adults at Parasol.

The Scope of this Policy Statement

This policy covers all children and young people (**CYP**) under the age of 18 years (Children's Service, Teenagers' Service), as well as those people who are above 18 and in receipt of Parasol services, including Adult Parasol and the Volunteers' Project. This also includes **outreach settings** where Parasol staff are carrying out delivery in other organisations.

Everyone in our organisation has a responsibility to promote the welfare of all children, young people and adults to keep them safe and to practice in a way that protects them.

In line with Parasol's inclusive ethos, we will make sure that all CYP and adults have the same protection regardless of age, disability, gender, race, religion, belief, or sexual orientation. Parasol also recognises the additional needs of children from minority ethnic groups and disabled children and the barriers they may face, especially around communication.

Parasol will meet its safeguarding commitment by:

- listening to CYP and adults and respecting them
- appointing a Designated Safeguarding Lead (**DSL**)
- writing detailed safeguarding and child protection policies and procedures
- making sure all staff and volunteers follow the safeguarding and child protection procedures.

Policy Framework

This policy has been developed in accordance with the principles contained within the Children Act 1989 and the following key documents and guidelines:

- Oxfordshire Safeguarding Children Board (**OSCB**) guidelines
- "Working Together to Safeguard Children" 2018
- "What to do if you are worried a Child is being Abused" 2015
- United Nations Convention on the Rights of the Child, Article 19
- "Framework for the Assessment of Children in Need and their Families" 2000

Additionally, Parasol works to the following practical principles

- The welfare of the child is paramount (Children Act 1989)
- Children have a right to protection from being hurt, violence, abuse and neglect (United Nations Convention on the Rights of the Child, Article 19)
- All staff have a responsibility to take action in cases of alleged or suspected child abuse, neglect or bullying
- Any adult or child may inflict abuse. This could include a member of staff or volunteer
- Immediate action is required where there is an allegation or serious suspicion of abuse or serious bullying
- Records must be confidentially kept and securely stored
- All such suspicions and investigations will be kept confidential, shared only with those who need to know
- We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

2. Parasol's Overall Principles

Parasol is committed to safeguarding the well-being of CYP and vulnerable adults in our community. Parasol aims to do this by providing spaces that are safe and nurturing, where CYP and adults can participate in Parasol's activities.

Parasol staff need to recognise the indicators of abuse and to know how to act upon them. In order to ensure this is happening, Parasol has in place a Designated Safeguarding Lead (**DSL**) who has suitable experience, training and expertise; the DSL is also supported by two Deputy Designated Safeguarding Leads (**DDSL**) they are responsible for liaising with Social Care, the Oxfordshire Children's Safeguarding Board (**OSCB**) and Ofsted in any child protection matter.

Currently, the Director of Children's Service, Imran Mirza, is trained as the DSL. Parasol's child protection procedures comply with all relevant legislation and other guidance or advice from the OSCB.

The Chair of Trustees, Dan Wadsworth, is also contactable with a phone number which is displayed in relevant buildings and within this document, should a concern arise involving the Director of each service.

The role of the Executive Director, Daniel Norey, is to ensure the DSL has full resources and support in order to discharge their safeguarding duty. This includes the training time required and costs of additional training above minimum requirements, as well as the overall responsibility for Parasol's safeguarding commitment.

Safeguarding is a permanent agenda item for all daily staff meetings, before and after each day of delivery, to underline this commitment. Staff are instructed to report immediately any concerns of a more serious nature, rather than wait until the daily meeting.

Ensuring support for children

We recognise that a CYP or vulnerable adult who is abused, who witnesses violence or who lives in a violent environment may feel helpless and humiliated, may blame themselves, and find it difficult to develop and maintain a sense of self-worth.

Our setting will support all CYP and young people by:

- Encouraging the development of self-esteem and resilience in every aspect of life.
- Promoting a caring, safe and positive environment.
- Helping them to understand, respond to and calculate risk effectively
- Being aware of the additional barriers that exist when recognising the signs of abuse and neglect of children who have special educational needs and/or disabilities.
- Meeting the needs of CYP who have disabilities.
- Liaising and working together with all other support services and those agencies involved in the safeguarding of children.
- Notifying Social Care as soon as there is a significant concern.
- Notifying Social Care when a child/young person attending the centre is ***privately fostered.***
- Providing continuing support to a pupil (about whom there have been concerns) who leaves the setting by ensuring that such concerns and records are forwarded under confidential cover to the Designated Lead Person at the child's new setting immediately.

Ensuring Good Communication with Parents/Carers

Parasol is committed to excellent communication with parent/carers. This informs the quality of our work and is a major part of ensuring children are kept safe. This communication is also vital in ensuring staff pick up any signs of abuse or neglect.

Parasol staff should strive to be open with parents/carers about their concerns. Every effort will be made to include the family in constructive discussions about concerns and any action taken, ***unless this is not in the best interests of the CYP.***

The first concern will be the CYP whose condition or behaviour has given cause for concern will be listened to, reassured and helped to understand that they themselves are valued and respected and have not been at fault.

Parents will normally be the first point of reference, but if they are not able to allay any legitimate anxieties, we will contact the **MASH** on 0345 0507666 (direct line).

3. Staff Recruitment and Training

Training:

- The safeguarding knowledge and skills of the DSLs are refreshed at least annually, and at most every 2 years.
- There is an appropriately trained DSL member of staff available at all times for staff to discuss concerns.
- The Safeguarding Policy and procedure is covered in the induction process for all staff, and all staff involved in delivery attend training which is updated at least every 3 years (managers every 2 years) in order to develop their understanding of the signs and indicators of abuse, how to respond to a child who discloses abuse and the procedure to be followed in appropriately sharing a concern of possible abuse.
- All staff receive information on safeguarding and child protection at least annually and are required to sign a declaration to say they have read and understood them.
- All staff involved in delivery undertake training in the Prevent duty aimed at ensuring due regard is given to the need to prevent people from being drawn into terrorism.
- All senior staff involved in delivery are required to undertake training in recognising the signs of Female Genital Mutilation (FGM)
- During Parasol training sessions, any external training providers, tutors or assessors should refer to their own employer's safeguarding policies and procedures. Any freelance trainers working for Parasol should contact the DSL should any concerns arise. If this is not possible then they should contact the LADO.

Recruitment

Safer Recruitment practice is essential to ensuring that unsuitable persons do not gain access to work (either on a paid or voluntary basis) with children or vulnerable adults. Managers are trained in Safer Recruitment as required and this is to happen every 5 years.

In following Safer Recruitment guidelines, **we do not accept CV's** during the recruitment process, only our own application forms. The key elements of Safer Recruitment practice are:

- Consideration to safeguarding at every stage of the process; planning, advertising, interview and appointment
- Ensuring the job description makes reference to the responsibility for safeguarding CYP and/or vulnerable adults
- Ensuring the person specification includes reference to suitability to work with children or vulnerable adults

- Obtaining and scrutinising all required information from applicants and ensuring that any gaps/anomalies are satisfactorily explained
- Ensure receipt of independent references, which address specific questions. Ideally references to be accessed prior to interview
- Face to face interview
- Verification of candidate's identity. (Photographic ID required) 3 forms of ID are required before a DBS can be carried out
- Verification of academic qualifications
- Enhanced DBS
- Permission to work in the UK documentation if necessary

Enablers' Support and Training

Parasol is committed to ensuring that it meets its responsibilities in respect of safeguarding through the provision of support and training to workers. Therefore, Parasol will ensure that:

- All staff have access to safeguarding training and will be vigilant to signs and evidence of physical, sexual and emotional abuse or neglect.
- All staff and volunteers are carefully recruited, have verified references and have full and up to date enhanced DBS checks before having unsupervised access to children or young people. Our Central Record allows us to check when a staff member's DBS is soon to lapse, and the staff member informed, and new training is then booked
- All staff and volunteers are given a copy of this Safeguarding Policy, Whistleblowing policy and the Enabler Code of Conduct (see appendix 7) during their induction, and have its implications explained to them. All staff must sign a declaration to say they have read and understood said policies
- All staff are required to read the Code of Conduct. All staff must sign a declaration to say they have read and understood said Code of Conduct
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with CYP.
- All staff are aware of the main indicators of child abuse.
- All staff and volunteers are aware of their statutory requirements in respect of the disclosure or discovery of child abuse and the procedure for doing so.
- Parasol will take appropriate action in relation to the findings of any investigation into allegations of abuse or neglect, consistent with its duties to protect the safety of CYP and uphold fair processes for staff and volunteers.

- Any member of staff or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of our staff disciplinary procedures.
- Parasol will display and follow the 'What to do if you're worried a Child Is Being Abused or Neglected' information in the staff area.

All staff are issued with photo identification badges and are instructed to wear these at all times while carrying out Parasol duties

Safe Caring

All enablers follow Parasol's Safeguarding procedures and have had access to appropriate training and guidance in the principles of safeguarding. To this end:

- Every effort will be made to avoid times when enablers, students or volunteers are left alone with a child. If enablers are left alone with a child, the door of the room should be kept open and another member of enabler staff should be informed.
- If a child makes inappropriate physical contact with an enabler or volunteer, this will be recorded.
- In accordance with our **Intimate Care Policy** enablers will never carry out an intimate care task for CYP that they can do for themselves. Where this is essential, workers will help a CYP whilst being accompanied by a colleague. Where possible CYP will be supported by staff of the same gender unless a child has a particular need, a member of staff should not accompany CYP into the toilet. Members of staff are made aware that this and other similar activities could be misconstrued. At the same time, all staff must have constant awareness if more than one child is in the toilet facility area to prevent inappropriate behaviour between CYP.
- Staff will be mindful of how and where they touch CYP, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided.

4. Internal Procedures for Protecting CYP from Harm

No member of staff should act alone

As soon as any situation of concern about the safety or well-being of a CYP or adult occurs, in the first instance:

1. Enablers, care lead or playleader should immediately inform one of the DSLs.
2. Communication with the above should take place as soon as possible, ideally within the same working day and always within 24 hours.
3. The staff member together with the DSL will make brief notes of their concerns. Records should be concise and should differentiate between opinion, personal values, hypothesis and factual record. They should include:
 - time
 - date
 - place
 - what was seen or heard or reported by someone else
 - people present
 - what action was taken and by whom
4. The DSL will consult with any other relevant line manager including other DSLs at the earliest opportunity.
5. Where an immediate referral is not considered appropriate, ongoing concerns regarding a child's welfare will be discussed with parents. If, after recording and monitoring, a decision is made to refer to the Multi-Agency Safeguarding Hub (**MASH**) the procedure for referral is set out below.
6. Staff voicing concerns will be kept informed of any action arising from their communication.
7. The incident will be recorded and stored on our central record

5. Making a Referral to MASH, LADO or LCSS

Multi-Agency Safeguarding Hub (MASH)

The DSL will decide whether a referral is appropriate, and if in any doubt will seek advice from the MASH via a “**no name consultation**” phone call. Other staff may also make “no name” phone calls but should ensure the DSL knows they are doing this and gives their approval to the action taken, including giving the name of a CYP or adult to the MASH.

Telephone numbers can be found in **Appendix 2**

Referrals will be made by any one of the DSLs.

When making a referral always ask for the name of the social worker you are speaking to. The social worker will ask for the following information. If all the information is not available, do not delay in making the referral but give as much information as you can:

- Child's full name
- Date of birth
- Home address
- Ethnic origin
- Parents' names and contact numbers
- Any other children at home
- Name of school/pre-school that child attends and schools that any siblings attend
- Names of other professionals involved with the child e.g. GP
- Description of injuries and child's explanation for them
- Anything you have observed or been told by child or others. Try to be specific and include dates and times
- Any action you have taken so far
- What, if anything, you have said to the child's parents
- Ask social worker what you should/should not say to parents
- Record the referral, including date and time and any action to be taken

A Children's Social Care Referral Form (also known as the 'MASH form', must also be completed within 24 hours and forwarded to the MASH Team. This form can be found at:

<https://www.oxfordshire.gov.uk/business/information-providers/multi-agency-safeguarding-hub>

An acknowledgement of the receipt of this form should be received. If not, the DSL making the referral should follow this up.

If referral was the result of hearsay from a parent and proves unfounded, Parasol needs to report back to the parent to allay concerns.

For details of procedures **following** referral, refer to Oxfordshire Safeguarding Children Board online at www.oscb.org.uk

Local Authority Designated Officer (**LADO**)

- Staff have a responsibility to report internally concerns they have about any actions on the part of a staff member which threaten children's safety and well-being and communicate with the LADO. See **Appendix 2** for contact details

LCSS and Community Co-Ordinator's

The Locality and Community Support Service (**LCSS**) is part of our Children's Services Integration Programme. You can find your local LCSS Community Coordinator on the OSCB website.

The LCSS provides advice and guidance to universal professional partner agencies including schools, health and voluntary and community groups, across Oxfordshire when emerging concerns are raised for children **that do not require an immediate safeguarding response**.

The LCSS are the first point of contact where non-immediate safeguarding concerns are identified.

When to contact LCSS

You should contact the LCSS if you:

- Have emerging concerns for a child that does not require an immediate safeguarding response
- Need support or guidance with an Early Help Assessment or Team Around the Family
- Wish to complete a **No Names Consultation** (which can also be done through MASH)

You should:

- Discuss your concerns with the family
- Gain advice from LCSS with family's knowledge
- If you wish to discuss a concern without a family's consent you can gain advice via a No Names Consultation only

If LCSS are supporting you with a family and immediate safeguarding concerns arise, you must call the MASH immediately.

Urgent Referrals

Actual physical injury, disclosure of abuse and severe neglect justifies an urgent referral. If the child needs urgent medical treatment, seek this first. For recognition of significant harm and definitions, signs of child abuse, please see Appendix 3 to this policy or section 1.1.3 of the manual on the website: www.oscb.org.uk.

If a staff member believes an urgent referral may be needed, they must contact one of the Designated Leads immediately. **DO NOT WAIT.**

The Designated Lead will discuss the concern with the parent or carer unless doing so will compromise the safety of the child. All discussions will be recorded on the Incident Report form.

The Designated Lead will then make the referral as a matter of urgency to the MASH or the Police Child Abuse Investigation Unit.

6. Allegations Against Members of Staff or Volunteers

All staff should take care not to place themselves in a vulnerable position with a child. It is always advisable for interviews or work with individual children or parents to be conducted in view of other adults.

We understand that a child or young person may make an allegation against a member of staff. If such an allegation is made, the member of staff receiving the allegation will immediately inform the setting manager or the most senior member of staff available.

We also understand that an allegation can come from one member of staff against another member of staff. In this instance the staff member receiving the allegation will immediately inform the DSL, setting manager or the most senior member of staff available.

This information will then be passed onto the LADO and to Ofsted. The LADO will advise if other external/internal agencies (e.g. police) should be informed, and Parasol will act upon the advice given to ensure that any investigation is not jeopardized. In the case where it is inappropriate to report to the DSL the worker must contact the Chair of Trustees:

Chair of Trustees: Dan Wadsworth 07881707216 email: danielw@jessopandcook.co.uk

If that is inappropriate due to involvement, cover-up or unable to contact, then contact the MASH team on **0345 0507666**

If an allegation is made against a **member of staff**, it will be factually recorded, and the chair of the trustees will be informed. Any actions taken will be logged on our Central Record. It may be necessary for Parasol to refer to its disciplinary procedures regarding suspensions and exclusions following advice sought from the LADO.

The manager on all such occasions will discuss the content of the allegation with the LADO, **before taking any action**. For LADO contact details and those of additional figures to speak to **See Appendix 2**

All conversations must be recorded. A decision will be made to suspend if the member of staff or volunteer poses a significant risk to children and the relevant staff or volunteer Disciplinary Procedure will be followed.

In dealing with any allegations, the procedures on the OSCB website for dealing with “Allegations against Staff, Carers and Volunteers” will also be followed. Consideration will be given to the following 3 strands:

- The police investigation of a possible criminal offence
- Enquiries and assessment by the LADO (or equivalent department) as to whether the child is in need of protection or in need of services
- Consideration by Parasol of disciplinary action against the individual

Third Party Information

Third party information is when anyone (other than those directly involved with PARASOL) passes on information or expresses their concerns. Information from a third-party regarding suspicions of child abuse cannot be ignored. If the person imparting the information has concerns, they should be encouraged to contact the LADO. If they do not wish to do so, it should be explained to them that Parasol is obligated to. The concerns should be logged, and any action taken recorded fully.

For allegations made by one member of staff about another member of staff,

7. Supervision of Children and Young People

Parasol recognises the importance of ensuring the provision of appropriate levels of supervision for children and young people.

Supervision levels will vary depending on the children's age, gender, behaviour and abilities within the group

They will also vary depending on:

- the nature and duration of activities
- the competence and experience of staff involved
- the requirements of location, accommodation or organisation
- any special medical needs
- any specialist equipment needed.

Parasol aims to ensure the best level of supervision at all times. Adult to child ratios are determined centrally according to various parameters, including number of children attending per

holiday, staff availability, level of need, number of wheelchair users, space in the building (taking into account wet weather conditions).

Visitors

We often have external agencies come to visit for meetings with staff, building checks etc. All such visitors, including **social workers, tradespeople, transport staff**, are obliged to sign into a visitor's sign-in book on arrival and sign out upon leaving.

Facilitators and External Practitioners

All Facilitators and external practitioners are DBS-checked prior to beginning work with children and young people on our premises.

8. Images of Children on Parasol Website and Social Media

While the Parasol website contains images of children, careful steps have been put in place to protect children from abuse as a result of these images appearing. However, if there are any grounds for concern, the usual procedures and protocols, as described above, would apply.

Parasol will not use any images in publications, printed materials or on the website without signed parental consent.

We recognise that the Internet provides a unique opportunity for CYP to participate in interactive discussions and share information using a wide variety of social media, such as Facebook, Instagram, Twitter, Snapchat and blogs.

However, we are fully alerted to the dangers that these platforms represent and the risk of harm to CYP. Staff are instructed to remain fully vigilant for any inappropriate use of social media, including the access and sharing of indecent or offensive images and cyber-bullying.

Under no circumstances should staff give their personal contact details out to CYP. This includes personal telephone number, email address, Facebook friendship, Twitter handle and any other form of personal online communication. Where necessary, a work telephone will be provided for staff who need it.

9. Record Keeping

We use 3 different forms for recording:

- **Safeguarding Concern Form** – for concerns where a direct incident has not occurred
- **Safeguarding Incident Form** – for an incident which has occurred where a CYP or adult in Parasol's care
- **Safeguarding Disclosure Form** – a form for recording details with the CYP present

Records should be clear and legible, signed and dated with specific reference to the circumstances in which the disclosure/observations took place. Records should be concise and record where possible what was happening prior to the behaviour/disclosure. Where possible record the child's or adult's own words.

Record:

- Date
- Time
- Place
- What was seen or heard by whom
- Person(s) present
- What action was taken and by whom

Records should be:

Relevant, Factual, Concise, Complete, Accurate, Objective, Dated, Signed, and Stored Securely.

Parasol aims to offer a supportive environment for children, parents, staff and volunteers. Staff and volunteers need to be aware that recognising abuse, being informed about a safeguarding issue or receiving a disclosure is emotionally very challenging and stressful. Confidential systems need to be in place so that staff can discuss what support may be required.

All Parasol staff and volunteers are expected to abide by **Confidentiality Policy** which is issued to all new staff and volunteers and signed by them.

Appendix 1: Parasol Staff Roles and Responsibilities

Designated Leads Safeguarding:

Imran Mirza, Designated Safeguarding Lead

Rory Cleaver Deputy Designated Safeguarding Lead

Katherine Smart Deputy Designated Safeguarding Lead

The role of the Designated Leads is to take overall responsibility for Safeguarding procedures and the handling of individual cases in Parasol. This includes:

Individual cases and referrals

To be available to discuss any safeguarding issue. To be consulted by staff prior to any action involving safeguarding with a person or agency external to Parasol

- To ensure that internal guidelines for consultation are followed
- Clearly record decisions and action taken, the basis for them and who was involved in the decision-making process
- To make referrals where appropriate
- To liaise with other agencies where appropriate
- To ensure the nominated Trustee (Helena Mitchell) or Chair of Trustees (Mark Harris) is kept informed of any significant developments including allegations against staff

Preventative work and family support

- Ensure that information is organised centrally about additional needs/special circumstances of families known to Parasol
- Ensure systems are in place for the updating of information about additional needs of families
- Oversee systems whereby this information is given to relevant staff at point of need

Safeguarding policy and procedures

To keep up to date with good practice in safeguarding

- To have available named contact details to refer to in cases of concern (see Appendix 2)
- To ensure that all delivery staff are aware of factors which constitute child abuse including physical, mental and sexual. This may be from training previous to entry into Parasol, through Parasol induction training, or through Parasol's in-service training.
- To ensure training records relating to safeguarding are kept up to date.
- To ensure staff are aware of Parasol procedures in cases where there is concern and to provide relevant systems and documentation forms
- To maintain relationships with key providers to enable Parasol to ascertain whether families about whom we have some concerns are receiving support

Managers

Line manager/ supervisor responsibilities are as follows:

To be available to listen to any concerns a staff member has about the safety of well-being of a child and provide advice and support

- To ensure that any ongoing concerns are recorded, a note made of all actions taken, and records stored in a secure place
- To refer the matter to a Designated Lead if they feel that further action may be needed
- To make sure the staff member raising the concern is informed of any action arising from their communication.
- To ensure all staff are trained appropriately and that training is updated at least every 3 years

Delivery Staff

Parasol enablers and anyone who volunteers regularly in delivering services to children, young people and families, should all receive regular training in safeguarding procedures. They should:

- Be alert to situations which cause concern
- Be familiar with Parasol's procedures, roles and responsibilities involved in safeguarding
- Raise issues of concern with their line manager or supervisor or with one of the DSLs.
- Be aware of the personal stresses inherent in recognising and reporting concerns relating to safeguarding and to access the Parasol support available

Appendix 2: Contact details for Child Protection

Oxfordshire Multi Agency Safeguarding Hub (MASH)	0345 0507666 mash-childrens@oxfordshire.gcsx.gov.uk
Thames Valley Police: Child Abuse Investigation Unit	01865 335200
Local Authority Designated Officer (LADO): Alison Beasley	01865 815956 Alison.beasley@oxfordshire.gov.uk
County Safeguarding Co-ordinators: Donna Crozier Sandra Pasquet Hannah Burke-Smith	 01865 816382 01865 323457 01865 323032
Oxfordshire Safeguarding Children Board (OSCB)	01865 815843 www.oscb.org.uk oscb@oxfordshire.gov.uk

Appendix 3: Definitions of Abuse and Neglect

Recognising Child Abuse and Neglect

Child abuse manifests itself in a variety of different ways, some overt and others much less so. A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institution or community setting; by those known to them or, more rarely by a stranger.

1. Physical Abuse

Hitting, shaking, throwing, burning, suffocating or any other physical harm. Deliberately causing a child's ill health also constitutes physical abuse.

2. Sexual Abuse

Forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Showing children pornographic materials, sexual activities, or encouraging children to behave in sexually inappropriate ways also constitutes sexual abuse.

3. Emotional abuse

Varying degrees of emotional abuse are present in virtually all safeguarding incidents but can also constitute abuse in its own right. Emotional abuse involves persistent or severe emotional ill treatment or torture causing, or likely to cause, severe adverse effects on the emotional stability of a child. Such behaviour may involve conveying to a child that they are worthless, unloved, or inadequate, or making them feel unnecessarily frightened or vulnerable.

4. Neglect

Persistent failure to meet a child's basic physical, emotional or psychological needs and may have a severe impact on their health, development or emotional stability. Neglect may involve failing to provide adequate food, shelter or clothing for a child, or failing to adequately protect them from physical harm/ill health. Neglect can also manifest itself in a failure to meet a child's basic emotional needs.

When children are suffering from physical, sexual or emotional abuse, or experiencing neglect, this may be demonstrated through:

- significant changes in their behaviour;
- deterioration in their general well-being;
- their comments which may give cause for concern
- changes in their appearance, their behaviour, or their play;
- unexplained bruising, marks or signs of possible abuse or neglect; and
- any reason to suspect neglect or abuse outside the setting.

Appendix 4 – Handling a Disclosure

The following key points give a guide on what to do and what not to do if anybody gives you information about actual or suspected abuse.

Adults who work closely with children or young people should know what to do if they suspect that a child has been abused, or if a child tells them that this is happening. No one likes to think of children being abused, but child abuse is, unfortunately, a reality.

- **Receive**

- Always stop and listen straight away to someone who wants to tell you about incidents or suspicions of abuse. Listen quietly and actively, giving your undivided attention. Allow silences when needed. Do not show shock or disbelief but take what is said seriously.

- **Reassure**

- Stay calm, no judgements, empathise. **Never make a promise that you can keep what a child has said a secret.** Give reassurance that only those who need to know will be told. Reassure the young person that they were right to tell you.

- **React**

- React to the child only as far as is necessary for you to establish whether or not you need to refer this matter, but don't interrogate for full details.
- Don't ask leading questions – keep the open questions e.g. 'is there anything else you want to say?'
- Do not criticise the perpetrator; the child may have affection for him/her.
- Explain what you will do next – make a referral.

- **Record**

- If possible, make brief notes about what they are actually telling you at the time. Keep these notes, however rough they are. If you are unable to make notes at the time write down what was said as soon as you can.
- Try to record what was actually said by the child rather than your interpretation of what they are telling you.
- Record the date, time, place and any noticeable nonverbal behaviour.

- **Report**

If there are serious concerns and immediate advice is needed the registered /lead practitioner for safeguarding will contact the MASH (Multi Agency Safeguarding Hub)

Appendix 5: Further Guidelines – PREVENT, CSE, FGM, Forced Marriages

The PREVENT Duty

The Prevent Duty Guidance defines extremism as “vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

We are committed to upholding the values as laid out in the PREVENT Duty. If a staff member becomes aware of any such activity, they must report it immediately to the Designated Safeguarding Lead (DSL). If, for any reason the staff member feels they cannot raise the issue with the DSL they must report it to the board of trustees. If that is not possible they must report the concern to the local authority by calling the MASH number: **0345 0507666**

Child Sexual Exploitation (CSE)

The sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people, (or a third person or persons) receive something, (e.g. food, accommodation, drugs, alcohol, cigarettes, affections, gifts, money) as a result of them performing and/or others performing on them, sexual activities.

Parasol staff must adhere to the following good practice

- Recognise the symptoms and distinguish them from other forms of abuse
- Treat the child/young person as a victim of abuse
- Understand the perspective/behaviour of the child and be patient with them
- Collate as much information as possible
- Share information with other agencies and seek advice / refer to Social Care or to the MASH

Female Genital Mutilation (FGM)

FGM is an illegal and extremely harmful practice and a form of child abuse and violence against women and girls.

If any child (under 18) discloses to a regulated professional that they have had FGM, or if a professional observes that she has had FGM, they must report to the police, using the 101 non-emergency number.

If you suspect a child (or vulnerable adult) may have FGM or is at serious or imminent risk of FGM having considered their family history or other relevant factors, you should act in accordance with your local safeguarding procedures, which would normally be a referral by the DSL for the service, as is the procedure with all other instances of child abuse. This referral is to the Multi-Agency Safeguarding Hub (MASH)

Forced marriage

Forced marriage is now a specific offence under s121 of the Anti-Social Behaviour, Crime and Policing Act 2014 that came into force on 16 June 2014. A forced marriage is a marriage conducted without the valid consent of one or both parties, and where duress is a factor Forced

marriage is when someone faces physical pressure to marry (e.g. threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if someone is made to feel like they're bringing shame on their family). This is very different to an arranged marriage where both parties give consent.

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

Link to the guidance:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/380125/MultiAgencyPracticeGuidelines_Nov14.pdf

Appendix 6: Other Relevant Parasol Policies

1. Safer Recruitment Policy
2. Data Protection Policy
3. Code of Conduct
4. Confidentiality Policy
5. Intimate Care Policy
6. Ofsted Childcare Registration Requirements

Enabler Code of Conduct 2019

The following is a guide to helping create a safe and protective culture for children, young people, staff and volunteers. For full guidance in relation to child protection procedures please refer to the Parasol Safeguarding Policy.



Staff will sign a declaration to demonstrate they have read and understood the Code of Conduct and agree to adhere to it.

Practice to be encouraged:

- You should model respect for children & young people (CYP) environment, equipment and staff.
- Focus on the safety of CYP.
- Model appropriate relationships and behaviour.
- Involve CYP in the decisions that affect them.
- Use fairness, calmness and consistency when dealing with behaviour that challenges. If you feel uncomfortable or are unable to deal with a situation contact the Activity Lead as soon as possible.
- Always work in an open environment, avoiding private or unobserved situations.
- Maintain a safe and appropriate distance with CYP (e.g. not sharing tents, shower facilities or having an inappropriate or intimate relationship)
- Be mindful of how and where you touch CYP, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided. If physical contact is necessary (e.g. in an emergency), seek their permission, give choices where appropriate, tell the CYP clearly what you are doing and why and if possible have another worker present.
- If a CYP makes inappropriate physical contact with you the Activity Lead should be informed as soon as possible and the incident recorded.
- Immediately report safeguarding concerns, accidents or incidents to the Activity Lead.
- Request a reporting form to keep a clear note of any incidents, accidents or concerns and hand the completed form to the Activity Lead.
- Do not receive money or medication from a CYP or parent/carer without recording the transaction and informing the Activity Lead.

- Ensure a CYP is entered on the register when they arrive and inform the Activity Lead.
- Challenge and confirm the identity of any person who enters the activity venue, inform the Activity Lead and ensure that they are marked on the visitor log.
- Do not allow a CYP to leave the activity venue with an unidentified adult.
- Inform the Activity Lead if a CYP leaves the activity venue and ensure that they are marked as leaving on the register.
- Ensure you have read and understood the risk assessment for the activity you are staffing and report any issues around health & safety to the Activity Lead as soon as possible.
- Immediately report any allegations made against you or a colleague to the Activity Lead.
- Ensure you have read and understood your staffing allocation.
- Ensure you have access to the contact details of the Parasol leadership team.
- Ensure you contact the Activity Lead if you are unable start work on time.
- Ensure you are dressed appropriately for the activity you are staffing.
- Ensure you respond to communications from Parasol in good time.
- Make yourself available for training and meetings.

Practice to be avoided:

- You should not be left alone with a CYP. If you are left alone with a CYP inform the Activity Lead or another worker as soon as possible.
- In accordance with Parasol's Intimate Care Policy you should never carry out an intimate care task for CYP that they can do for themselves. Where this is essential, you will help a child whilst being accompanied by a colleague. Where possible CYP will be supported by staff of the same gender unless a CYP has a particular need.
- You should not give lifts in your car to individual CYP. Where not doing this would compromise the safety of a CYP (e.g. leaving a young person alone at a venue) you should inform the Activity Lead who will attempt to phone the parent/guardian of the CYP to confirm what you will be doing. You should also ask the CYP to sit in the back seat.
- You should not take CYP to your home or that of another worker.
- Where a private meeting with a lone CYP is unavoidable it should be held in an open place in view of others or in a room visible to those outside and where a colleague has agreed to visually monitor the meeting. If a CYP participates in a review of their involvement in a programme as a result of disruptive or unacceptable behaviour, it is advisable that this review is witnessed by a second staff member.
- You should not use your own 'personal' electronic communications (e.g. mobile phones, social networking sites) for contacting young people, UNLESS agreed by the Activity Lead.
- You should not give your personal mobile phone number to CYP.
- You should not link with a CYP on social media.

- You should not use your mobile phone for personal business whilst working with CYP UNLESS agreed in advance by the Activity Lead.
- You must not take photos of CYP on your mobile phone UNLESS agreed in advance with the Activity Lead. Any photo taken should be transferred to parasol as soon as possible and then deleted. When taking or deleting photos you should do so in the presence of another member of staff.
- Do not smoke around CYP. In the event of a young person approaching you whilst you are smoking you should put the cigarette out of leave the area.

Unacceptable practice:

- Invading the privacy of CYP when they are toileting or showering, changing or dressing.
- Inappropriate physical or sexually provocative games.
- Sharing sleeping accommodation with an individual CYP.
- Making sexually suggestive comments about or to a CYP even in fun.
- Inappropriate and intrusive touching of any form.
- Scape-goating or ridiculing a CYP.
- Allowing inappropriate, foul, sexualised or discriminatory language to remain unchallenged.
- Any form of physical punishment.
- Illegal use of drugs.
- Providing CYP with cigarettes or the materials to make cigarettes.
- Use of alcohol during an event.
- Bullying of any form, including name calling or constant criticism.
- 'Picking on' a CYP because of their family background, manner of dress or physical characteristic.
- Racism or sectarianism of any form.
- Favouritism and exclusion - all CYP should be equally supported and encouraged.
- Abusive language or gestures .

Important contact details

Parasol Office	01865 742816
Dan Norey (Executive Director & Director of Teenage Service)	07717573058
	07483156400

Imran Mirza (Director of Children's Service)	imran@parasolproject.org
Rory Cleaver (Operations Manager)	info@parasolproject.org
Shannon Steepe (Play Leader)	playleader@parasolproject.org
Dan Hack (Parasol Plus Co-ordinator)	07483156342 / danhack@parasolproject.org
Kat Smart (Volunteer Co-ordinator)	volunteer@parasolproject.org
Dan Wadsworth (Chair of Parasol's Trustees)	danielw@jessopandcook.co.uk
Multi Agency Safeguarding Hub (MASH)	01865 792422
Social Services 'No Names' consultation	0345 2412705
Local Authority Designated Officer (LADO)	01865 810603

Date last updated:	24/09/2019
Updated by:	Daniel Norey
Job Title:	Executive Director
Signature:	

Include - Involve - Inspire



INCLUDE INVOLVE INSPIRE

Whistleblowing Policy

The Parasol Project is committed to maintaining a culture where it is safe and acceptable for all employees and users to raise concerns about poor or unacceptable service, civil offences (including negligence, breach of contract) or misconduct.

This policy is designed to assist those who have come to a decision to express a concern after a great deal of thought.

Employees are often the first to realise that there may be something seriously wrong within the organisation. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues, Parasol or other agencies. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

Parasol is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect employees, and others that we deal with, who have serious concerns about any aspect of the service to come forward and voice those concerns. It is recognised that most cases will have to proceed on a confidential basis.

The policy document makes it clear that you can do so without fear of victimisation, subsequent discrimination or disadvantage. This Whistle blowing policy is intended to encourage and enable employees to raise serious concerns within our service rather than overlooking a problem or “blowing the whistle” outside.

There are existing procedures in place to enable you to lodge a grievance etc relating to your own employment. The Whistle blowing policy is intended to cover major concerns that fall outside the scope of other procedures.

These include:

- Safeguarding

- Conduct which is an offence or a breach of Law
- Disclosures related to miscarriages of justice
- Health and safety risks, including risks to the public, children as well as other employees
- Damage to the environment
- The unauthorised use of charity funds
- Possible fraud and corruption
- Other unethical conduct

The law only requires that there be genuine doubt, therefore the individual who decides to “whistle blow” is not expected to produce unquestionable evidence to support the concern. Producing the evidence is the responsibility of the club.

Policy Principles:

The person raising the concern (whistle blowing) will not be allowed to

- be victimised for doing so
- The victimisation of whistle blowers is a serious matter and disciplinary action will be taken should this happen
- The organisation will not attempt to conceal evidence of poor or unacceptable practice and disciplinary action will be taken if any evidence of such is destroyed
- Confidentiality policy/clauses do not forbid or penalise whistle blowing

A member of staff or volunteer may raise the concern with the manager or a trustee (in the case of the concern being about the manager) or if it is regarding a safeguarding issue and it is inappropriate to report to the manager then they must call the **Multi-Agency Safeguarding Hub (MASH)** team on **0345 0507666**

How to raise a concern

As a first step, you should normally raise concerns with a member of the management team. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if you believe that a member of the management team is involved you should approach the Chair of Trustees.

Chair of Trustees: Dan Wadsworth 07881707216 email: danielw@jessopandcook.co.uk

Concerns may be raised verbally or in writing. Staff wishing to make a written report are invited to use the following format;

- The background and history of the concern (giving relevant dates)
- The reason why you are particularly concerned about the situation.

The earlier you express the concern, the easier it is to take action. Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.

Within ten working days of a concern being raised, the responsible person will write to you:

- Acknowledging that the concern has been received;
- Indicating how it is proposed to deal with the matter;
- Giving an estimate of how long it will take to provide a final response;
- Telling you whether any initial enquiries have been made;
- Supplying you with information on staff support mechanisms (where appropriate) and
- Telling you whether further investigations will take place and if not, why not.

The amount of contact between those considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved, and the clarity of the information provided. If necessary, further information may be sought from you.

Whistle blowing should not be used in place of grievance procedures or be used to raise unfounded or malicious allegations against colleagues or users.

Date of Review		07/11/2019
Date of Next Review		07/11/2020
Director of Children's Service (Designated Safeguarding Lead)	Imran Mirza	
Executive Director	Daniel Norey	
Chair of Trustees	Daniel Wadsworth	



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