



# **The Village Orchard East CIC**

## **Safeguarding Children Policy**

*Creatively nourishing communities*

**P3. Our Mission**

**P3. Our Story**

**P3. Our Aims and Objectives**

**P4. Our Safeguarding Ethos**

**P5. Safeguarding is everyone's responsibility**

**P5. Definitions of abuse and neglect**

**P7. Staff Awareness**

**P8. Natalie's roles and responsibilities**

**P9. Procedures**

**PI0. What information you will need to make a referral**

**PI1. Local authority safeguarding concerns**

**PI1. Allegations Involving a Members of Staff / Volunteer**

**PI2. Role of the LADO**

**PI3. Process chart where there are concerns about a child's welfare**

**PI4. Important contact details**

## OUR MISSION

The Village Orchard East CIC is a not-for-profit organisation based in East Anglia.

We are a trauma responsive organisation, with a goal of providing personalised mental health support through one-to-one therapy sessions and group work.

## OUR STORY

The Village Orchard East CIC opened in October 2019 with an aim to provide creative psychological interventions to communities who have experienced and/or been impacted by trauma, including those who have been turned away from, or unable to access the help they need elsewhere. Our service is trauma responsive, keeping the voice of the client at the centre of our work. We know people can face a number of barriers when trying to find help, but we believe everybody deserves access to the psychological support they need, that it is suited to them and that it is affordable.

Our team of clinical practitioners, volunteers and trainees provide this support to children from the age of 4, young people, adults, and families through one-to-one psychological interventions and group work, both at our centre, and within schools and other organisations

Being underpinned by creativity is at the core of our work and is one of the aspects that make us unique. Village Orchard East CIC recognises, from a personal and professional viewpoint, the beneficial effects of creativity on the individual and therefore their community; self-awareness, expression, stronger self-esteem, emotional and physical regulation and problem solving.

## OUR AIMS AND OBJECTIVES:

To carry out activities which benefit the community and in particular:

- To provide psychological, health and social individual and group interventions
- To provide creative therapeutic groups for those less able to access formal therapy
- To work towards empowering those who are emotionally and physically vulnerable members of society

- To work with all age groups- children, young people, adults, and families
- To raise awareness of the complicated and individual needs of communities affected by trauma
- To create a supportive and informative environment for local businesses and professionals to network and collaborate

## **OUR SAFEGUARDING ETHOS**

The team at The Village Orchard East CIC recognise their moral and ethical responsibility to safeguard and promote the welfare of all children and young people at risk. It is our priority to provide a safe, non-judgemental space for children and young people, where they are respected and valued at all times. We believe respecting and listening to the voice of the child is a core principle of our service. We believe that children and young people should never experience abuse of any kind and we are dedicated to upholding a high quality of service that protects them.

## ***Safeguarding is everyone's responsibility:***

Child protection is a part of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific children who are suffering or are at risk of suffering significant harm. As adults and/or professionals or volunteers, everyone has a responsibility to safeguard children and promote their welfare.

Safeguarding and promoting the welfare of children – and in particular protecting them from significant harm - depends upon effective joint working between agencies and professionals that have different roles and expertise.

Individual children, especially some of the most vulnerable children and those at greatest risk of social exclusion, will need co-ordinated help from health, education, children's social care, and quite possibly the voluntary sector and other agencies, including youth justice services.

For those children who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote welfare of the child(ren) and – where necessary – to help bring to justice the perpetrators of crimes against children. All agencies and professionals should:

- be alert to potential indicators of abuse or neglect
- be alert to the risks which individual abusers, or potential abusers, may pose to children
- share and help to analyse information so that an assessment can be made of the child's needs and circumstances
- contribute to whatever actions are needed to safeguard and promote the child's welfare
- take part in regularly reviewing the outcomes for the child against specific plans; and
- work co-operatively with parents unless this is inconsistent with ensuring the child's safety.

## ***Definitions of abuse and neglect:***

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. 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 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 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, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g.: rape, buggery, or oral sex) or non-penetrative acts.

They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

## **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, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Staff awareness**

- For VOE to be part of the Safer Programme Norfolk
- For VOE to explicitly state in job advertisements and descriptions the need to be up to date with government guidelines and policies in regard to safeguarding and child protection.
- For VOE to incorporate safeguarding children and child protection policies and procedures into the interview process
- For all staff to have up to date Introduction to Safeguarding Children training, current and clear DBS, and appropriate experience for their role and for DSO to have up to date designated safeguarding officer training and to be kept up to date on relevant policies and legislations
- For all staff to have at least 2 employment or managerial references before they are employed
- For all staff to attend regular safeguarding, and associated training either through VOE or externally
- For all staff to read this policy as part of their initial induction process, as well as having an active conversation with the safeguarding lead, Natalie Tayte, to support any queries and to increase confidence in their work with children and young people
- For all staff to attend regular line management meetings to discuss any safeguarding concerns
- For all staff to conduct regular risk assessments with their clients, and to be held accountable for their individual clients' risk

## **Reviewing the Policy and Procedure**

This policy and procedure will be reviewed every year, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

## **Designated Safeguarding Lead:**

Natalie Tayte, Director of Clinical Services

Tel: 07419 315 330

Email: [natalie@villageorchardeastcic.co.uk](mailto:natalie@villageorchardeastcic.co.uk)

## ***Natalie's role and responsibilities are:***

- To support each member of the team to feel confident in recognising and reporting of any possible safeguarding issues
- To advise and support the team on what course of action would be most appropriate for the cause for concern
- To follow up on the action to ensure it has been implemented to the best of our abilities; with respect and dignity to our clients, with the child's need at the centre of the action, and with clear, concise communication to both client(s) and all other professionals involved
- To verify that all communication and actions have been recorded in client(s) files, appropriate emails, and a completed cause for concern form
- To offer supervision to the reporting team member(s) to allow space to reflect upon any emotional impact the incident has had on them
- To ensure every new member of staff, including volunteers and students, have read, and understood this policy
- To review this policy annually and make amendments where necessary



# Procedures

What to do if you have concerns about a child

You may have concerns about a child because of something you have seen or heard, or a child may choose to disclose something to you. If a child discloses information to you, the following actions should be taken:

- Do not promise confidentiality, you have a duty to share this information and refer to Children's Advice and Duty Service.
- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said.
- Reassure the child, but only as far as is honest, don't make promises you may not be able to keep e.g.: *'Everything will be alright now'*, *'You'll never have to see that person again'*.
- Do reassure and alleviate guilt if the child refers to it. For example, you could say, *'You're not to blame'*.
- Do not interrogate the child; it is not your responsibility to investigate.
- Do not ask leading questions (e.g.: Did he touch your private parts?), ask open questions such as *'Anything else to tell me?'*
- Do not ask the child to repeat the information for another member of staff.
- Explain what you have to do next and who you have to talk to.
- Take notes if possible or write up your conversation as soon as possible afterwards.
- Record the date, time, place, any non-verbal behaviour and the words used by the child (do not paraphrase).
- Record statements and observable things rather than interpretations or assumptions.

Whatever the nature of your concerns, discuss them with the Designated Safeguarding Lead, Natalie Tayte, Director of Clinical Services, [natalie@villageorchradeastcic.co.uk](mailto:natalie@villageorchradeastcic.co.uk) or **07419 315 330**

See the diagram on the next page for the process to follow.

If you still have concerns, you or your manager should refer to:

Children's Advice and Duty Service on their direct line: **0344 800 8021**

## **What information will you need when making a referral?**

You will be asked to provide as much information as possible; the child's full name, date of birth, address, school, GP, languages spoken, any disabilities the child may have, contact details of the parents. Do not be concerned if you do not have all these details, you should still make the call. **You must seek consent from parent/ guardian before any further action is taken. If this is not given, continue with reporting and state this to CADS in your call. ONLY SEEK CONSENT unless if to do so would likely place somebody at further risk or serious harm or undermine a criminal investigation**

To follow the role of standards of conduct, performance and ethics set out in the HCPC Ethical Framework:

*7.1 You must report any concerns about the safety or well-being of service users promptly and appropriately.*

*7.2 You must support and encourage others to report concerns and not prevent anyone from raising concerns.*

*7.3 You must take appropriate action if you have concerns about the safety or well-being of children or vulnerable adults.*

*7.4 You must make sure that the safety and well-being of service users always comes before any professional or other loyalties.*

### **Follow up concerns**

*7.5 You must follow up concerns you have reported and, if necessary, escalate them.*

*7.6 You must acknowledge and act on concerns raised to you, investigating, escalating, or dealing with those concerns where it is appropriate for you to do so.*

## Local Authority Designated Safeguarding Officer Concerns

If you have concerns in regard to an adult working with children that has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way which indicates they may pose a risk of harm to children
- Behaved in a way that indicates they may not be suitable to work with children

(NCC <https://www.norfolk.gov.uk/children-and-families/keeping-children-safe/local-authority-designated-officer>)

Please complete the LADO referral form found at

<https://norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/> and send it to [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

### ***Allegations Involving a Members of Staff / Volunteer***

The Village Orchard East CIC is committed to having effective recruitment and human resources procedures (Please see recruitment policy), including checking all staff and volunteers to make sure they are safe to work with children and young people. Where appropriate, key staff involved in recruitment processes will undertake Safer Recruitment Training.

However, there may still be occasions when there is an allegation against a member of staff or volunteer. Allegations against those who work with children, whether in a paid or unpaid capacity, cover a wide range of circumstances

All allegations of abuse of children by those who work with children or care for them must be taken seriously. All reports of allegations must be submitted within one working day to The LADO.

The following procedure should be applied in all situations where it is alleged that a person who works with children has:

- Behaved in a way which has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way which indicates that he/she is unsuitable to work with children

The allegations may relate to the persons behaviour at work, at home or in another setting.

## THE ROLE OF THE LADO

The role of the LADO is to be involved in the management and oversight of allegations against people who work with children. They are not responsible for undertaking investigations. They can provide advice and guidance to employers and voluntary organisations. Please note:

- Incidents where one child harms another child, or a parent who does not work with children harms their own children do not need to be reported to the LADO Service, these need to be referred directly to Norfolk Children's Advice and Duty Service (CADS) 0344 800 8021
- Norfolk LADO service do not deal with allegations re bullying , unless there is clear evidence that it is by an adult working with children.
- Parental complaints need to go through the organisational complaints process, initially raising the complaint with the Director of Clinical Services or Clinical Manager in the first instance.
- General dissatisfaction with a team or individual needs to go through the settings complaints process. NEXT STEPS Fill in a referral/consultation form if you want advice if the behaviour you are reporting meets the LADO criteria or you are unsure. Sometimes behaviours may concern you and make you wonder whether someone is suitable to work with children i.e. there has been a pattern of inappropriate behaviour that has been addressed via disciplinary procedures but the behaviour continues to occur.

Some allegations will be so serious as to require immediate referral to the CADS and the Police, but common sense and judgement must be applied in reaching a decision about what action to take.

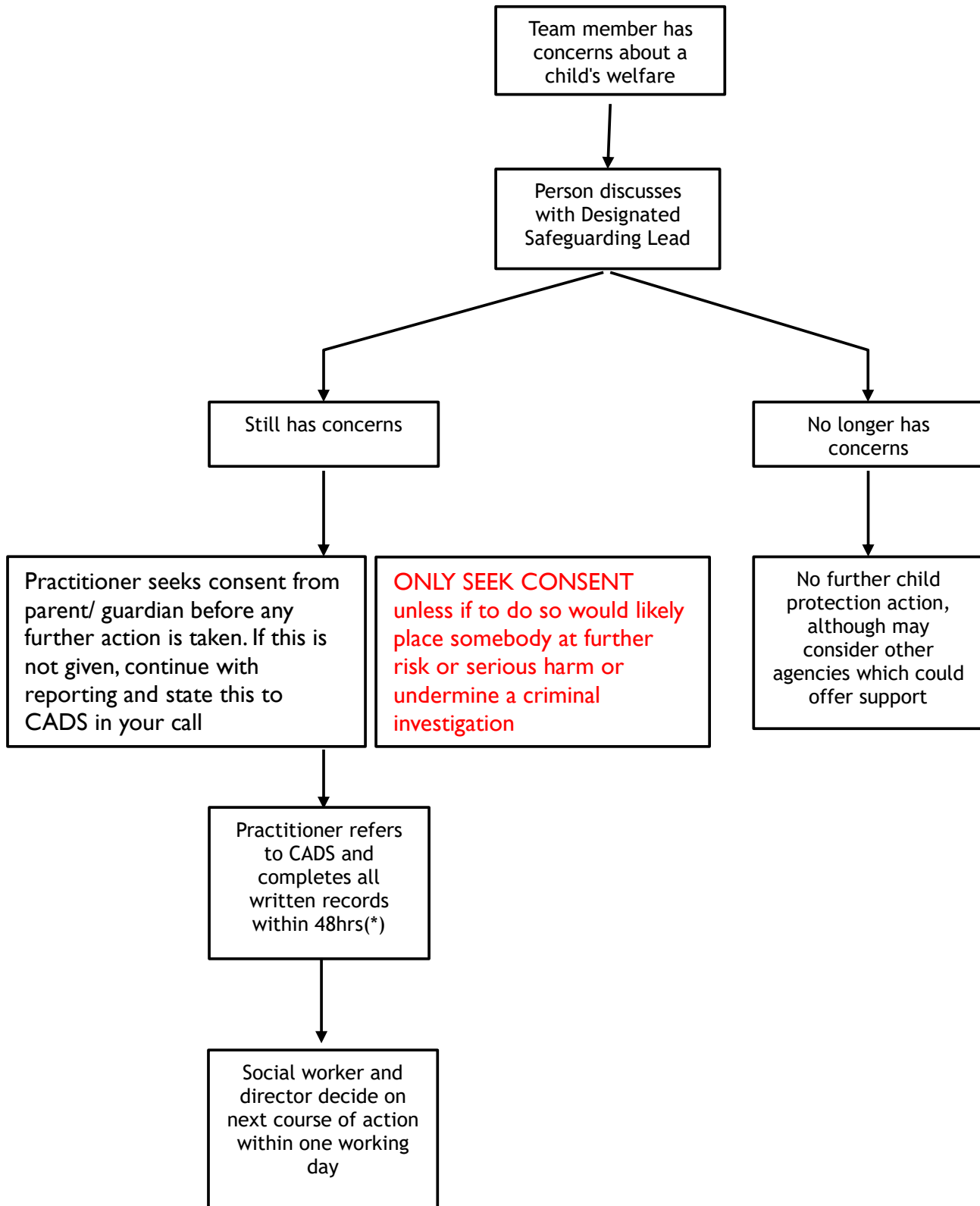
If the allegation is not patently false and there is cause to suspect that a child is suffering or is likely to suffer Significant Harm, the LADO will immediately refer the matter to CADS and ask for a Strategy Discussion/Meeting to be convened straight away.

Some allegations may be less serious and at first sight might not seem to warrant consideration of a police investigation or enquiries by the Children's Advice and Duty Service. However, it is important to ensure that even apparently less serious allegations are followed up and examined objectively by someone independent of the organisation. Consequently, the LADO should be informed of all allegations that come to the employer's attention and appear to come within the scope of this procedure so that he or she can consult Police and social care colleagues as appropriate.

Where such allegations are made, consideration must be given to the following three strands:

- 1) The police investigation of a possible criminal offence
- 2) Enquiries and assessment by Children's Advice and Duty Service as to whether the child is in need of protection or in need of services
- 3) Consideration by an employer of disciplinary action in respect of the individual

## Process Chart Where There Are Concerns About A Child's Welfare



(\*) to record concern and all communication in client's files, and to complete a Cause for Concern form. To ensure all notes are objective and factual, and not subjective

***Important contact details:***

Designated Safeguarding Lead, Village Orchard East CIC:

Natalie Tayte, [natalie@villageorchardeastcic.co.uk](mailto:natalie@villageorchardeastcic.co.uk) 07419 315 330

Children's Advice and Duty Service on their direct line: **0344 800 8021 (Professionals)**

**0344 800 8020 (General Public)**

Norfolk's Emergency Duty Team (out of hours): **0344 800 8021**

LADO referral form found at

<https://norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/> and send it to [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

Please refer to Norfolk Safeguarding Procedures for further information:

<https://www.norfolkscb.org/about/policies-procedures/policies-and-procedures/>

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