

## CHILD PROTECTION PROCEDURE

This document is to be read in conjunction with Clubland Playscheme's Safeguarding Policy and Basic Safeguarding Training document.

### 1. AIM OF THIS POLICY

This guidance allows us to respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. Our child protection procedures comply with all relevant legislation and with guidance issued by the Surrey Safeguarding Children Partnership.

### 2. CONTACT INFORMATION

#### **Our Designated Safeguarding Lead is:**

Emily McCartney, Managing Director; Telephone Number: 020 8979 3100

#### **Our Deputy Designated Safeguarding Leads is:**

Carrie Nixon, Regional Manager; Telephone Number: 020 8979 3100

#### **Our setting based Designated Safeguarding Leads are:**

Long Ditton Infant School: Andreja Vukovic, Playscheme Manager

Royal Kent School: Sally Offen, Playscheme Manager

#### **Other useful contacts:**

- ACT (Action Counters Terrorism) hotline: 0800 789321 or [www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity/report-possible-terrorist-activity2/report-possible-terrorist-activity/](http://www.met.police.uk/tua/tell-us-about/ath/possible-terrorist-activity/report-possible-terrorist-activity2/report-possible-terrorist-activity/)
- C-SPA Child Protection Consultation Line: 0300 470 9100 option 3, 9am to 5pm, Monday to Friday
- C-SPA Child Protection Text Line: 075271 828612
- C-SPA Emergency Duty Team: 01483 517898, evenings, weekends and bank holidays
- LADO: 0300 123 1650, Monday to Friday from 9am to 5pm or [lado@surreycc.gov.uk](mailto:lado@surreycc.gov.uk)
- Ofsted: [www.report-childcare-incident.service.gov.uk/serious-incident/childcare/update-incident/](http://www.report-childcare-incident.service.gov.uk/serious-incident/childcare/update-incident/)
- Surrey Police: 101 or 999 in an emergency

All these telephone numbers are programmed into the setting phones for easy access.

### 3. HOW TO RESPOND IF A CHILD DISCLOSES ABUSE

If a child wants to confide about having suffered abuse, or has a concern, the following guidelines are to be followed:

#### **DO**

- Find somewhere quiet, but if the child is making allegations about a member of staff or if you have concerns about the child's state of mind then make sure you're not alone
- Be accessible and receptive
- Stay calm and re-assure the child that they are right to tell you and that they are not to blame
- Without making the child feel uncomfortable, try to find out the facts of the allegation or disclosure using open questions such as:
  - Who was there?
  - What happened?
  - Where did it happen?
  - When did it happen?
- Listen to the child and value what they say
- Reassure the child and keep their confidence

## DO NOT

- Panic
- Ask someone else to listen to the disclosure – that child has chosen to confide in you because they trust you and feel safe in your care
- Jump to conclusions
- Try to get the child to disclose if they're feeling uncomfortable
- Stop a child who is freely recalling significant events
- Ask leading questions, such as:
  - Did he hit you with a belt?
  - Had she been drinking alcohol?
  - Has it happened before?
  - Did they tell you not to say anything?
- Speculate or accuse anyone
- Make promises you cannot keep (such as not telling anyone about the disclosure)
- Ask them to remove clothing

## 4. CONFIDENTIALITY

If a child requests confidentiality, it must be explained to them that this cannot be promised as the information must be shared with adults who will be able to protect them from harm. The child should be reassured that only people who need to know about it will be told.

If this results in the child not continuing with the conversation, the concern must be logged and reported immediately.

When sharing information, we only share information that is relevant and only to the relevant parties involved.

## 5. WHAT TO DO IN THE EVENT OF A CONCERN OR FOLLOWING A DISCLOSURE

If a staff member has a concern about a child and suspects that they are at risk of or are being abused or radicalised, the following process will be followed:

Step	Action	Responsibility	Notes
1.	Complete a <b>logging concern</b> form	Member of staff with concern or to whom the disclosure was made	Found in the Safeguarding folder at each setting Speak to the setting DSL for support if required Be accurate and factual with the account. If recording a disclosure, use the child's own words
2.	Complete a <b>skin map</b>	Member of staff with concern or to whom the disclosure was made	Found in the Safeguarding folder at each setting Speak to the setting DSL for support if required Only if the sign/s of abuse are obvious without asking the child to remove any clothing or the child has voluntarily revealed an injury
3.	Review the <b>level of needs</b> document to identify the level of support needed	Setting DSL and Head Office DSL team	Found on the Surrey CC <a href="#">website</a>

4.	Seek advice from the C-SPA Child Protection Consultation Line	Setting DSL and Head Office DSL team	Only if required
5.	Complete a neglect toolkit	Setting DSL and Head Office DSL team	Only if concern or disclosure is suspected to be neglect
6.	Signpost parents/carers to universal services	Setting DSL and Head Office DSL team	If LEVEL 1 on the level of needs document
7.	Offer parents/carers an Early Help Assessment	Setting DSL and Head Office DSL team	If LEVEL 2 on the level of needs document
8.	Gain consent from the parents/carers to request support from Children's Services	Setting DSL and Head Office DSL team	If LEVEL 3 or 4 on the level of needs document DO NOT DO if doing so may increase the risk of harm to the child or young person
9.	Download, complete and send a <b>request for support</b> form within 48 hours	Head Office DSL team	Found on the Surrey CC <a href="#">website</a>
10.	Notify school DSL of concern/request for support made	Head Office DSL team	
11.	In an emergency, call 999	Any staff member	

Although it is the responsibility of the DSL to request support from C-SPA when the situation dictates, if a staff member feels that the situation has not been taken seriously enough, they can make the request for support themselves.

## 6. CONCERN ABOUT RADICALISATION

Under section 26 of the Counter-Terrorism and Security Act 2015 all childcare settings have a legal duty to prevent children from the risk of radicalisation being drawn into extremism.

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **logging concern form** and refer the matter to a DSL. The DSL will call the ACT anti-terrorism line or report it online.

## 7. WHAT TO DO IN THE EVENT OF A CONCERN ABOUT OR AN ALLEGATION AGAINST A MEMBER OF STAFF

If a staff member has a concern about another member of staff or an allegation against a member of staff has been made, they are protected by our Whistleblowing Policy and the following process will be followed:

Step	Action	Responsibility	Notes
1.	Complete a <b>logging concern form</b>	Member of staff with concern or to whom the disclosure was made	Found in the Safeguarding folder at each setting Speak to a DSL for support if required Be accurate and factual with the account. If recording a disclosure, use the child's own words
2.	Complete a <b>skin map</b>	Member of staff with concern or to whom the disclosure was made	Found in the Safeguarding folder at each setting Speak to a DSL for support if required Only if the sign/s of abuse are obvious without asking the child to

			remove any clothing or the child has voluntarily revealed an injury
4.	Seek advice from LADO	Setting DSL and Head Office DSL team	Refer directly to Head Office DSL team if the concern/allegation is against the Setting DSL
5.	Notify Ofsted of the concern/allegation within 14 days	Head Office DSL team	Use the <a href="#">online form</a> on the gov.uk/Ofsted website
11.	In an emergency, call 999	Any staff member	

## 8. PRE-EXISTING INJURIES

If a child comes into our care with an existing injury that has happened outside of our care, this will be recorded on Magicbooking. This helps us to monitor a child’s wellbeing and can help spot instances of abuse. Any pre-existing injuries on non-mobile children must be logged and also reported.

1. Create an incident report – can be found next to child’s name on register or in injuries/incidents under centre on the main menu
2. Name the incident report ‘Pre-existing injury’
3. Complete the form with all the information provided.
4. If reported by, or happened during school, log the member of teaching staff who provided the information, save the form and email it to the parent/carer
5. If the injury occurred at home do not email it to the parent/carer – the Manager will subtly question the parent/carer about the injury upon collection to ensure their recollection is the same as the child’s
6. If the explanation is unsatisfactory or the injury is on a non-mobile child, complete a **logging concern form** and refer the matter to the DSL

## 9. RELATED POLICIES

See also our related policies: **Basic Safeguarding Training, Safeguarding Policy** and **Whistleblowing Policy**.