

Child Protection and Safeguarding

Policy and Procedures

1. Policy Statement

The Garage believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children, young people & vulnerable adults, by a commitment to a practice which protects them.

For the purposes of this policy the terms 'child', 'young person' and 'vulnerable adult' may be used interchangeably and in all instances refer to all three groups.

Principles

The guidance given in the procedures is based on the following principles:

- The welfare of the child is the primary concern and paramount at all times
- All young people, whatever their age, culture, disability, gender, language, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting children's welfare

Responsibilities

The Garage will:

- Respect and promote the rights of children, and value their wishes and opinions
- Recruit staff, freelancers, volunteers & trustees safely, ensuring all necessary checks are made to prevent unsuitable people from working with children
- Provide effective management for staff, freelancers and volunteers through supervision & support
- Provide access for all staff, freelancers and volunteers to regular safeguarding training through Norfolk Safeguarding Children Board's SAFER programme
- Provide new Trustees with our Child Protection Policy, Procedures, Code of Conduct and invite them to the next Safeguarding Training delivered at The Garage.
- Put in place procedures and a code of practice designed to safeguard young people, require all staff, freelancers, volunteers and trustees to adopt these and support them to understand them
- Share any information about concerns - with consent where appropriate - with agencies who need to know, involving parents and children appropriately and, where possible, respecting the wishes of those who do not consent to share confidential information
- Commit to review our policy and good practice guidance annually
- Make decisions and act in a manner based on what is reasonable, necessary and proportionate to safeguard the child
- Should a person under the age of 18 be named in a concern, The Garage will contact the parents/guardian to inform them of the concern so long as it is considered that this will not put the child in danger.

The purpose of this policy

- To provide protection for the children, young people & vulnerable adults who receive The Garage's services
- To provide staff, freelancers, volunteers and trustees with guidance on procedures they should adopt to safeguard children, and what to do in the event that they suspect a child or young person may be experiencing, or at risk of harm

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, and anyone working on behalf of The Garage.

2. Definitions

Please see **Annex 1** for definitions of key terms, including type of abuse, and what we mean by 'safeguarding' and 'child protection'.

3. Confidentiality & Information Sharing

Every effort should be made to ensure that where information is personal or sensitive confidentiality is maintained for all concerned. However, information may, and should be shared appropriately where the intention is to protect a child or children from danger. Child protection will always take president over confidentiality.

- A full copy of this policy will be made available to parents on the organisation's website. Upon registration parents will be advised to read the policy.
- Personal and sensitive information should be handled and disseminated on a need to know basis only. 'Need to Know' means: Information should only be accessed by staff for whom the information is essential to do their job and who are authorised to access it. In the case of an emergency, this may apply to staff that it would normally not.
- Care should be taken when discussing personal or sensitive issues relating to children or staff. If it is necessary to share information to protect a child from harm, or to make an informed decision relating to this, information should be shared only with appropriate people, and in a private setting.
- Wherever possible confidential information will not be passed to statutory agencies without the consent of parents/guardians. There may be times, however, when disclosing confidential information without consent is necessary to safeguard a child or vulnerable adult or because the information suggests that there is a risk to others. If this is the case, information will be passed to the appropriate statutory agency by the Child Protection Lead or Deputy, making it clear that consent has not been sought and why, or that consent has been refused. The reasons for the disclosure without consent must be recorded on 'My Concern'.
- Decisions about appropriate information sharing around child protection issues should be taken carefully by the Child Protection Lead or Deputy and recorded on 'My Concern'.
- Should a person under the age of 18 be named in a concern, The Garage will contact the parents/guardian to inform them of the concern so long as it is considered that this will not put the child in danger.
- Decisions about appropriate information sharing will follow the DFE's 'seven golden rules for information sharing':

1. Data protection is not a barrier to sharing information – but provides a framework to ensure information is shared appropriately
2. Be open and honest – with the person from the outset about why, what, how and with whom information will, or could be shared
3. Seek advice – if you are in any doubt
4. Share with consent where appropriate – and, where possible, respect the wishes of those who do not consent to share confidential information
5. Consider safety and well-being – base your information sharing decision on considerations of the safety and well-being of the person and others whom may be affected by their actions
6. Necessary, proportionate, relevant, accurate, timely and secure – ensure information you share is necessary for the purpose for which you are sharing it, is shared only with those who need to have it, is accurate and is shared securely
7. Record decisions on ‘My Concern’ and the reasons for it.

4. Safer Recruitment and Selection

4.1 Regulated Activity

The Garage recognises its responsibility as an organisation employing or contracting staff to engage in regulated activity, and the necessity to ensure that safeguarding measures are put in place.

In response to COVID-19, the Disclosure and Barring Service (DBS) has made changes to its guidance on standard and enhanced DBS ID checking to minimise the need for face-to-face contact.

In most cases, the existing staff will already have received appropriate safeguarding training and all they will require is a copy of the receiving setting’s safeguarding and child protection policy, code of conduct, and details of how they record and report concerns, including the DSL arrangements in place.

Assessments as to whether a new activity, post or volunteering opportunity involves regulated activity (or where The Garage is unsure) will be made on a case by case basis making reference to government guidelines and seeking advice where necessary from DBS customer services [customerservices@dbs.gsi.gov.uk Telephone: 0870 909 0811]

More detailed information regarding DBS checking procedures and current role outlines in relation to standard and enhanced Disclosures can be found in The Garage’s ***Employing People With A Criminal Record Policy and Procedure***.

4.2 Standard Documents and Procedures

Where mentioned or referred to in following (4.4-4.9) sections:

A. Application Form

Whether using the standard, freelance or volunteer version, it will, amongst other things, provide the following information:

- Name, address and National Insurance number
- Relevant experience, qualifications and training undertaken
- The names of at least two appropriate referees, not relatives

- Whether the applicant has been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974
- The application form will require the applicant to sign a declaration that the information they have provided is true and complete

B. References

Where references are indicated:

- A minimum of two written references will be taken up
- Referees should be asked to comment on the applicant's suitability for the post, including their suitability for working with children and/or working in an environment in which they will come into contact with children, as appropriate.
- Written references should always be followed up and confirmed by telephone.

C. Checks

Offers of employment, work or volunteering opportunities where the work involves regulated activity, will be conditional upon the satisfactory completion of pre-employment/engagement checks. Applicants will be made aware of this. Checks will consist of:

- Disclosure & Barring Service: All successful applicants who are eligible will be subject to police checks through the DBS, and required to obtain a Certificate of Disclosure at the appropriate level to their role, as outlined in The Garage's ***Employing People With A Criminal Record Policy and Procedure***.

Update Service: The Garage will accept previous DBS Disclosures accessed via the DBS Update Service only where the level of disclosure matches the required level for the role being undertaken.

Staff should not be allowed unsupervised contact with children or young people before a member of the SLT or has reviewed their DBS check.

These checks will be reviewed by a member of the SLT. Where anything in these checks, or in applicants behaviour during selection gives The Garage concern that they may not be appropriate to work with children, The Garage reserves the right not to make an offer of employment, volunteering opportunity, work/education placement or enter into a contract of services.

D. Induction

All inductions at The Garage will cover, amongst other things, the following:

- The Garage's '**Child Protection and Safeguarding Policy**' (This document), related procedures and '**Code of Practice: Working with children and young people**'
- They will be made aware of Child Protection Lead and Deputies in the organisation, and who to go to if they have any questions or concerns
- Their current child protection training will be reviewed, and training needs identified

E. Contracts

The Garage Contracts will require the signatory, amongst other things, to know and abide by

- This 'Child Protection and Safeguarding Policy' and related procedures
- The Garage's Code of Practice: working with children and young people.

4.3 Employed staff

A. Application

Applicants will be provided with:

- a **job description** outlining roles and responsibilities
- a **person specification** including level of experience and/or qualifications required

They will be required to complete:

- The Garage's written **Application Form**

B. Interview

1. All posts will be subject to a formal interview with at least 2 members of the The Garage team present.
2. Applicants will be asked to bring to interview photo identification to confirm their identity and evidence of relevant qualifications

C. Checks and References

The following checks will be undertaken before a formal contract of employment is entered in to

DBS Disclosure (as appropriate see 4.2 c)

Update Service: The Garage will accept previous DBS Disclosures accessed via the DBS Update Service where the original level of disclosure matches the required level for the role being undertaken.

Two written references will be taken up

D. Contracts

Employees will be required to sign a formal contract of employment.

E. Induction

On appointment employees will be given a formal induction

4.4 Self-employed staff and volunteers: undertaking regulated activity

New applicants for regular, frequent or intensive work will go through the following process the first time they are employed by The Garage:

A. Application

Applicants will be required to complete a written Application Form

B. Interview

Applicants:

- Will be required to take part in an interview with at least 2 member of The Garage Team present.

C. Teaching Observation

Applicants:

- Freelance Delivery Staff Applicants will be required to be observed delivering a session by an existing member of The Garage Staff. This is to check that the applicants planning and delivery skills are at an acceptable standard to represent The Garage.
- Delivery Staff will only be contracted once a successful teaching observation has taken place.

D. Checks and References

The following checks will be undertaken before a formal contract of services is entered in to, or a volunteering opportunity is offered:

DBS Disclosure (as appropriate see 4.2 c)

Update Service: The Garage will accept previous DBS Disclosures accessed via the DBS Update Service where the original level of disclosure matches the required level for the role being undertaken.

Two written or verbal references will be taken up

E. Contracts

Self-Employed workers will be required to sign a contract of services

F. Induction

On appointment freelance workers and volunteers will be given an informal (single or group) induction.

4.5 Self-employed staff and volunteers: non regulated activity

Self-employed staff and volunteers who are not undertaking regulated activity (**see 4.1**) will be subject to the following:

At the minimum;

- Will be given a briefing and induction appropriate to their role, covering The Garage's Child Protection Policies and Procedures
- Will be supported to understand their role and responsibilities in relation to safeguarding and child protection

4.6 Trustees

A. Meeting

1. All posts will be subject to a meeting to discuss the role

B. Checks and References

The following checks will be undertaken before a Trustee is registered

1. DBS Disclosure (as appropriate see 4.2 (c))

C. Induction

- Will be given a briefing and induction appropriate to their role, covering The Garage's Child Protection Policies and Procedures
- Will be supported to understand their role and responsibilities in relation to safeguarding and child protection

5. Safeguarding: Checks and measures after appointment

5.1 Training

All staff, including freelance workers, volunteers and Trustees:

- Will be required to keep their own knowledge up to date around child protection awareness
- Will be supported to acquire a basic level of child protection awareness if required

Employees, freelancers and long term volunteers:

- Will be required to attend the next available Norfolk Safeguarding Children Board Child Abuse Awareness training or equivalent, and to re-attend appropriate training every 2 years

Child Protection Lead and Deputy:

- Will be supported to identify additional training needs to develop their knowledge

5.2 Monitoring

A. Feedback and Teaching/Support Work Observations

At regular intervals, all staff or volunteers undertaking regulated activity will be observed and receive feedback (appropriate to their role), in which they will be supported to:

- Review current practice and performance
- Address any areas where practice could be improved, or where poor practice has been identified
- Set new goals and identify training needs where appropriate
- Discuss any areas of concern, including around safeguarding and child protection

Senior managers undertaking feedback should be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

B. Ongoing Checks

For those roles where a DBS disclosure is relevant:

- New DBS Disclosure Checks at the appropriate level will be applied for and reviewed at the minimum every 3 years. Where an individual has subscribed to the DBS Update Service, this will be checked annually in place of requesting a new disclosure as long as long as the level of disclosure matches the required level for the role being undertaken. Employees will be signed up for the updating service at the next time their DBS is up for review, this will be paid for by The Garage and reviewed online every 12 months to identify any changes to the status of the certificate, if a change is identified a new DBS will be requested.

If these checks give a member of the SLT concern that an employee may not be suitable to continue working with or around children, The Garage reserves the right to review their continued employment/engagement.

If The Garage has concerns about an individual's suitability to work with children, it is their duty to inform the DBS of these concerns. See **Annex 2** for contact details

5.3 Code of Practice

The Garage expects its staff to demonstrate good practice when working with children and young people. The Garage, as far as is reasonably possible, will take a whole institution approach to safeguarding. The Garage will support its staff and volunteers to improve their practice where possible.

All staff, freelancers, volunteers will be required to know and abide by the Garage's '**Code of Practice: Working with Children and young people**' when working or interacting with children whether on behalf of The Garage, for another organisation or independently.

5.3 (1) Online Delivery

If staff are delivering virtual lessons in their home it will be crucial for them to implement the following:

- Always use their The Garage email address when communicating with children and parents/carers
- Ensure all participants have their camera on and with their name visible as to identify themselves at the beginning of all sessions
- Wear appropriate clothing as they would on site
- Consider which room the lesson is taking place in
- Consider the background that participants can see
- Consider who else may be in the house with them
- Consider whether the session should be recorded and if so, has consent been gained from pupils/parents and carers and are senior staff at The Garage are aware of this, and if a session has been recorded, where will this be stored and how long for

The Garage will make clear to parents and carers the expectations of remote delivery. This will include the following:

- Participants must identify themselves with their name when they log on
- Children should access the learning in a living or communal space
- Participants should be suitably dressed
- Participants should be aware that the session is being recorded

- Participants should know how to ask for help during the lesson and afterwards

It is important that all staff who interact with children, including online, continue to look out for signs a child may be at risk. Any such concerns should be dealt with as per the Safeguarding and Child Protection policy. It is crucial that all staff know how to contact the Designated Safeguarding Leads and how to refer directly to social care if they have concerns about the immediate safety of a child outside school hours

5.4 Poor Practice

The following are examples of areas which may constitute poor practice in relation to child protection and safeguarding:

- Failure to comply with this policy and related procedures
- Failure to comply with The Garage's '**Code of Practice: Working with children and young people**'
- Failure to carry out responsibilities in relation to child protection and take adequate safeguarding measures expected of role (including management responsibilities)
- Failure to use good judgement in relation to child protection and safeguarding

5.5 Support for reporting poor practice

It is in the best interest of children that colleagues bring incidences of poor practice relating to safeguarding or child protection to the attention of senior management. The Garage will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's poor practice.

Any member of staff who has concerns should raise them, in confidence, with their line manager or The CEO.

5.6 Responding to poor practice

- The Garage will internally look into allegations of poor practice. in a manner which takes into account the rights of the individual that concerns have been raised about
- Response will be based on the individual case and be proportionate. The Garage will work with the individual to improve practice in the first instance if appropriate. Measures may be taken to safeguard the children normally in their care (if applicable).
- If the individual concerned does not improve practice within any timescales given, disciplinary measures may be taken in line with The Garage's **Disciplinary and Dismissal policies**.

5.7 Gross Misconduct

The following are indications of actions (non exhaustive) that are likely to be considered misconduct in relation to child protection and safeguarding:

- Conducting a sexual relationship with a child under the age of 18, or for whom they have duty of care. *Staff conducting a sexual relationship with any young person or young adult with whom they are in a specified position of trust is illegal, even if the person concerned is over 16 and consenting.*

- Deliberate serious failure to comply with this policy, the Code of Practice and related procedures
- Convictions of child abuse or causing harm to children, whether at work or outside of work time/hours
- Grave incidents of poor practice

All such incidences will be dealt with in line with The Garage's **Gross Misconduct Procedure** and/or, in line with contract terms, as appropriate.

6. Child Protection: Disclosures, Suspicions and Concerns

Parents should know that the law (Children Act 2004) requires all staff to pass on information which gives rise to a concern about a child's welfare, including risk from neglect, physical, emotional or sexual abuse. Staff will seek, in general, to discuss any concerns with the parent and, where possible, seek their consent to make a phone call to the Children's Advice and Duty Service to discuss the concern if that is considered necessary. The Garage staff may still share information without consent if, in our judgement, there is good reason to do so, such as where safety may be at risk. The Garage staff will seek advice from the Children's Advice and Duty Service when they have reasonable cause to suspect a child may be suffering or likely to suffer harm. Occasionally, concerns are passed on which are later found to be unfounded. Parents will appreciate that The Garage's Designated Safeguarding Lead carries out their responsibilities in accordance with the law and acts in the best interests of all children.

Should a person under the age of 18 be named in a concern, The Garage will contact the parents/guardian to inform them of the concern so long as it is considered that this will not put the child in danger.

6.1 Introduction

A. Disclosures

A disclosure in this context is when a child communicates to staff that they are being abused, or tells a member of staff something which gives them concern that they may be at risk of harm.

B. Suspicions or Concerns

This is when staff sees, hears or witnesses something that gives them concern that a child may be in danger of harm.

Anyone who has concerns has a responsibility to report them, (whether they are about a participant on a The Garage programme, a building user, or a member of the public), even if they are unsure. It is not the responsibility of staff to decide whether or not child abuse is taking place, but it is their duty to take any disclosures, suspicions or concerns very seriously and report them as soon as possible, following procedures.

A phone call to the Children's Advice and Duty Service must be made even if it is known that Children's Services is already involved with the child/family. If it is known, the details of the social worker should be passed on to the Children's Advice and Duty Service.

6.2 Taking a disclosure

Actions to take

The person receiving information concerning disclosure should:

- React calmly so as not to frighten the child
- Tell the child he/she is not to blame and that he/she was right to tell
- Take what the child says seriously, recognising the difficulties inherent in interpreting what a child who has a speech disability and/or differences in language says.
- Questions should only be used to clarify if necessary and should be kept to the absolute minimum to ensure a clear and accurate understanding of what has been said
- Reassure the child but do not make promises of confidentiality which might not be feasible in the light of subsequent developments.
- Make a full written record of what has been said, heard, and or/seen as soon as possible. Do not do this in front of the child/young person.
- Follow the **Disclosures and Concerns** procedure immediately.

Actions to avoid

The person receiving the disclosure **should not**:

- Panic
- Allow their shock or distaste to show
- Probe for more information than is offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Approach the alleged abuser
- Make promises or agree to keep secrets
- Attempt to investigate

6.3 Reporting Disclosures and Concerns

Please see Annex 3 'Disclosure's and Concerns Procedure'

Information passed to children's services or the police must be as helpful as possible, hence the necessity for making a detailed written record at the time of the disclosure/concern.

If a child is considered to be at risk of immediate significant harm then the police must be called.

If a child is considered at risk of significant harm then a phone call must be made to the Children's Advice and Duty Service:

Telephone: 0344 800 8020

Referral forms sent to:

For specialist Police advice you can contact the Duty Detective Sergeant

Call: Direct dial 01603 276151

6.4 Concern about the general welfare of a child

The Garage recognises that staff may well become aware of issues or problems that children are encountering in their lives (for example, bullying at school, stress, anger management etc) which impact on their wellbeing. If staff are satisfied that the child is not in danger of harm or abuse, but think they could benefit from additional support they should:

- Help them to know about, and encourage them to access, the support that other agencies can offer
- Discuss these concerns with the Child Protection Lead/ Deputies
- Discuss these concerns with their parents where appropriate
- Record these concerns on 'My Concern'.
- If it appears that the concern is not one of child protection, but may require the provision of other Children's Social Care services, The Garage staff must seek the consent of the parents before making a call to the Children's Advice and Duty Service.
- If staff concerns increase over time, or staff become concerned at any point that the child may be at risk of harm or abuse, staff should and follow the 'Disclosures and concerns' procedure immediately
- Where individuals who are self-isolating are within our definition of vulnerable, it is important that Communication to signpost back to schools and statutory services where welfare checks are warranted

6.5 Supporting the mental health and wellbeing of children and families

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of participants and their parents. The DfE's guidance on mental health sets out how mental health issues can bring about changes in a young person's behaviour or emotional state which can be displayed in a range of different ways, and that can be an indication of an underlying problem. Participants can be signposted to specialist support services via The Garages referral network Support

Participants may be experiencing a variety of emotions in response to the coronavirus (COVID19) outbreak, such as anxiety, stress or low mood. This may particularly be the case for vulnerable children, including those with a social worker and young carers. It is important to contextualise these feelings as normal responses to an abnormal situation. Some may need support to re-adjust, either to a return to learning at home or being in school without their peers, and some may be showing signs of more severe anxiety or depression. Others will not be experiencing any challenges and will be content with the change in circumstances.

The return to remote learning for most will limit pupils' social interaction with their peers, carers and teachers, which may have an impact on wellbeing.

The Garage staff are made aware, through training, that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. Staff are well placed to observe children in sessions. And identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one.

The Garage understands that where participants have suffered abuse and neglect, or other potentially traumatic adverse childhood experiences, this can have a lasting impact throughout childhood, adolescence and into adulthood. Therefore, through training, staffs are aware of how children's experiences, can impact on their mental health, behaviour and education. All staff are

aware that if they have a mental health concern about a child that is also a safeguarding concern, they should take immediate action by passing the information on to a Designated Safeguarding Lead. And follow the “guidance in dealing with a concern” flowchart.

How to further support participants and families can be found in the useful links section

7. Child Protection: Allegations involving staff or volunteers

7.1 Reporting suspicions

Where staff suspect that a colleague (including a volunteer or Trustee) may be abusing a child, or be unsuitable to work with children, they should act immediately, even if they are unsure. Concerns should be raised, for example, if a staff member suspects that a colleague 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 that indicates s/he is unsuitable to work with children

Or is:

- Having a sexual relationship with a child under 18
- ‘Grooming’ i.e. meeting/communicating with a child with intent to commit a relevant offence
- Other ‘grooming’ behavior giving rise to concerns of a broader child protection nature e.g. inappropriate text, social media, e-mail messages, images, gifts, socializing etc.
- In possession of indecent photographs/pseudo-photographs of children

Allegations of abuse may be made some time after the event. Where such an allegation is made, the staff should follow the same procedures. Reference may be made to the DfES/AMA “Guidance for Safe Working Practice for Adults who work with Children and Young People” and “Safeguarding Children and Safer Recruitment in Education”.

What to do:

1. Concerns should be reported immediately to The CEO. If The CEO/Child Protection Lead is not available you should report to one of the Child Protection Deputies
2. If the staff member having concerns raised against them is The CEO, staff should approach the next most senior person, which will be a member of The Executive Board.
3. If staff cannot get hold of the correct person and they are concerned a child is in danger, they should contact Norfolk county council LADO (Local Authority Designated Officer) team, or, if out of hours, Children’s Services, or failing these, contact the Police directly.

See **Annex 2**.for contact numbers

7.2 Support for the Reporter of Suspected Abuse

The Garage will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague as outlined in **7.1**

7.3 Responding to concerns of abuse/suspected abuse involving staff

- The CEO, will refer the allegation to a member of the Norfolk County Council LADO (Local Authority Designated Officer), or if this is not possible, and they believe a child may be in danger they will contact Children's Services and/or the Police. The LADO can be contacted on **01603 223473**. Referrals are made via a '**LADO – Referral / Consultation Request form**' – available to download via www.norfolksbc.org (under the 'how to make a referral' tab). The LADO must be contacted within 24 hours of an allegation being made and followed up in writing within 24 hours
- The parents or carers of the child will be contacted as soon as possible following advice from LADO, Children's Services and/ or the Police
- If the designated person is the subject of the suspicion/allegation, the report will go to the designated Executive Board Member, who is then responsible for taking the action outlined above.

See **Annex 2**. for contact numbers

7.4 Investigations and Suspension

A. Suspension

The Garage will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further Police/Children's Services inquiries. This in no way implicates blame but is a measure taken to protect the child and staff member.

B. Investigation

An investigation will be led by the LADO and Police. The Garage will cooperate fully in this investigation.

C. Internal Inquiry

Where the investigation concludes that there is no criminal or safeguarding case to answer, The Garage will assess all individual cases under the appropriate misconduct/ disciplinary procedure and in line with employment law. The welfare of the child should always remain paramount.

D. Support following the inquiry

1. Consideration will be given about what support may be appropriate to children, parents and members of staff. For example: use of helplines, support groups and open meetings will maintain an open culture and help the recovery process.
2. Consideration will be given about what support may be given to the alleged perpetrator of the abuse if appropriate.

7.5 Complaints or concerns from parents/children regarding staff members

These should be referred straight to The CEO, who will determine the nature of the complaint/concern and respond appropriately as outlined above.

8. Safeguarding: Standard Practice

8.1 Introduction

The Garage will make every reasonable effort to identify times or situations when safeguarding measures will be needed, and to respond promptly and appropriately to protect children. This section is designed to support staff by outlining standard practice expected in specific areas of work. It is not exhaustive and staff are expected to use good judgement to implement safeguarding measures appropriate to their role.

8.2 Risk assessments

Thorough risk assessments will be completed for all activities targeted at children.

Risk assessments will consider threats to the safety and wellbeing of children, and outline measures that will be taken to guard against these and reduce risk. These will be shared with key members of staff.

8.3 Supervision and staffing

The Garage will ensure adequate supervision for children on its activities. The Garage will consider the protection, welfare and particular needs of children and young people when organising staffing. In the planning of all activities, an assessment will be undertaken which specifically informs decision-making about appropriate supervision levels.

Key factors to assess include:

- Age of children
- Additional supervision/support needs of some or all participants (for example due to disability, volatility)
- Any known risks associated with individuals or groups
- Competence/experience of participants for the specific activity
- Likely behavior of participants
- Nature of activity and nature of venue or setting

Guidelines:

- Under 18 year olds should only be used to shadow the adults supervising the activity as part of a development opportunity and should not be considered as supervisory
- Inexperienced staff and volunteers should only be used as additional support staff
- Staff or volunteers who have not undergone appropriate checks should not be left alone with children at any time.

8.4 Identification of Staff

Delivery Staff should wear their identity badges when working so that they are clearly identifiable as a member of The Garage team.

- Delivery Staff working outside the building should wear their Garage badges
- Badges contain the expiry date of the DBS in accordance with The Garage Policy and an expiry date for when the person is representing or working on behalf of The Garage.

8.5 *Consent and Parental information*

Parental consent will be sort for a child to take part in activities.

Upon booking, parental consent will be obtained and recorded in relation to:

- Provision of emergency first aid and medical treatment
- Use of photographic images or video recordings of the child

Wherever relevant, prior to the activity a child has signed up to, parents will be sent additional information to help them make an informed decision. This should include

1. Arrangements for dropping off and collecting of children, and supervision at lunch times
2. Arrangements for off-site visits
3. Notification of any activities with additional risk
4. Notification of any challenging/mature artistic content

If after this information, parents are not happy with arrangements made for their children, they will be able to withdraw them from the activity without consequence.

8.6 *Participants and other children*

The Garage recognises that there is as risk of abuse to children also from other participants (both those who are over and under 18). To guard against this eventuality:

- Children and young people/adults should be made aware of expected acceptable behaviour towards each other.
- The Garage will have a code of conduct for all young people taking part in Garage activities
- Staff should adopt where possible the practice of setting a code of conduct/ ground rules with participants so that it is an interactive process
- Staff should respond appropriately to any breaches of appropriate conduct and implement agreed disciplinary measures which could result in a young person being removed from the activity.
- Staff should always take bullying seriously and respond quickly and appropriately to stop it taking place

8.7 *Partnership Working*

Where The Garage has projects or activities involving children running in partnership with other organisations we will:

- Have a partnership agreement (formal or informal) which outlines responsibility for safeguarding procedures, child protection reporting, and health and safety
- Request partners to inform us of any risks they are aware of that we may need to know about
- Clearly agree roles and responsibilities
- Share necessary information, on a need to know basis, taking into account data protection and confidentiality

The Garage recognises that particular organisations will have statutory duties in relation to Safeguarding and Child Protection (e.g. Schools, Hospitals, Children's Services, Youth Services,

Youth Offending Team). Generally in such partnerships we would expect these organisations will take the lead in safeguarding, however

- Staff should still report concerns they have through The Garage's '**Disclosures and Concerns procedure**' as well, so that we have a record, but make it clear to the Child Protection Lead that it is also being referred through the partner organisation.
- No matter who they are working with and in what capacity, The Garage staff have a responsibility to all children they come in to contact with, to report any child protection concerns. If ever in doubt, The Garage staff should follow the procedures set out in this document. It is crucially important that child protection and safeguarding issues do not 'fall through the gaps' in partnership working.

The Garage's staff are expected to abide by The Garage's '**Code of Conduct: Working with young people**' at all times, including when working for other organisations, or independently. If staff feel that they are being requested to act differently to this by another organisation, or have concerns about methods of working in partnership, they should discuss this with their line manager/project manager as soon as possible and report their concern on 'My Concern'.

8.8 *The Garage as a Venue*

A. Hirers

The Garage will require, through contract, all hirers working with children (including principle users) to:

- Take responsibility for safeguarding the children they work with at The Garage, to have robust child protection policy and procedures in place, and to practice safe recruitment
- Make known to us any risks that they are aware of (eg: attached to participants, activities or individual young people) that The Garage may need to take into account when considering the safety of other building users, especially children
- Abide by The Garage's Code of Conduct

B. The public or other building users

The Garage is situated in its own venue, which sees members of the public come in to attend shows, classes run by other organisations, or to make enquires. They may come into contact with children using the cafe, foyer or other common areas. The Garage will:

- Implement a '**Respect Agreement**' or equivalent, which outlines acceptable behaviour towards other users. Any users not abiding by this may be asked to leave
- If users of the building pose a threat, or refuse to leave when asked, staff should call the police immediately

C. Venue staff

When open to the public the venue will always be staffed by Garage employees. Venue staff will receive child protection awareness training and be the first point of contact for public enquires or concerns. If staff become concerned about activity in public area's involving children, or the practice of a hiring organisation, they should report/address the situation as appropriate, make a record on 'My Concern' and follow '**Disclosures and Concerns**' procedure where appropriate.

8.9 *Online contexts*

The Garage encourages young people at times to use online media (Facebook, twitter, etc.) to communicate with The Garage and share work.

- Staff should be aware that abusers or those seeking contact with children often can use online communication to contact or 'groom' children
- Websites/forums created by The Garage for young people should be closely monitored. Designated, DBS checked staff only should be given responsibility of monitoring online forums, websites where there is the possibility of interaction with children.
- Staff should be alert to the possibility of cyber bullying and take steps to address this immediately if they notice it occurring or a young person expresses that they are being bullied. Bullying can be a form of emotional abuse, and/or can indicate/threaten physical abuse or harm.

The DfE guidance on providing education remotely sets out 4 key areas that leaders should consider as part of any remote learning strategy. This includes the use of technology, help with planning online lessons and/or activities and advise to plan them safely.

8.10 Online safety

It will be more important than ever that The Garage provides a safe environment, including online. The Garage will continue to ensure that appropriate filters and monitoring systems are in place to protect children when they are online via recommended resources.

When communicating online with parents and pupils, The Garage should:

- communicate through The Garage channels approved by the senior leadership team
- use Garage email accounts (not personal ones)
- use Garage devices over personal devices wherever possible
- advise tutors not to share personal information

Teaching from home is different to teaching in the classroom. Teachers should try to find a quiet or private room or area to talk to pupils, parents or carers. When broadcasting a lesson or making a recording, consider what will be in the background.

8.11 Online safety advice for children at home

It is likely that during this period children will spend more time online, therefore The Garage's staff should continue to reiterate online safety advice and resources.

The Garage's staff will ensure children who are being asked to work online have very clear reporting routes in place so they can raise any concerns whilst online such as the chat on Zoom. Key information available via The Garage website which will include signposting children to age appropriate practical support. Guidance on additional support, reporting and removing and harmful content can be found in useful links

Garage staff have been given clear reporting routes so that participants can raise any safeguarding concerns..

8.12 *Online safety advice for parents and carers*

Any communications with parents and carers should reinforce the importance of children being safe online. It will be especially important for parents and carers to be aware of what learning their children are being asked to do online, including the sites they will be asked to access and who from The Garage may be teaching them.

The Garage should emphasize the importance of a safe online environment and encourage parents and carers to set age-appropriate parental controls on digital devices and use internet filters to block malicious websites. These are usually free, but often need to be turned on.

8.13 *Online safety advice for one to one working*

For guidance on how staff should communicate with children using online media and the internet refer to. The Garage's '**Code of Practice: Working with Children and Young People**' and **Remote Working Policy**

9. Safeguarding: Young people's Details, Information and Images

9.1 *Information and consent collection*

For the safety of the children involved The Garage will require young people who wish to take part in activities at The Garage to complete a booking process asking for the following:

- Parent's signed consent for their involvement in activities
- Parent's consent for media release
- Parent's consent for emergency first aid and medical treatment
- Address and contact details of Parents (and emergency contact details if different)
- Details of medical conditions

9.2 *Data Protection and Information Storage*

A. Booking information

This contains personal and sensitive information. The mishandling of this could lead to a child protection issue, should the address or details of a young person get into the wrong hands. Therefore this information should be stored carefully and accessed strictly on a 'need to know' basis.

- Information stored on computer systems eg. Plus2, should be password protected and only accessible to The Garage's Staff
- Emergency Contact Registers should be kept, in case of an emergency when computer systems are down
- These should be kept securely and accessed only on a 'need to know' basis, by The Garage staff.

All information should also be treated in line with The Garage's **Data Protection Policy**

B. Child Protection Records and Information

This information is sensitive and divulging this information to the wrong people/persons could result in a child being greater danger of harm.

- You can and should share this information with the relevant authorities if you think a child may be in danger and doing so may help to protect them from harm. There is a clear expectation that referral agencies will obtain consent prior to making contact about individual children and families, unless it is not appropriate to do so – if it would place a child at increased risk of harm, prejudice the prevention, detection or prosecution of a serious crime or lead to an unjustified delay in making enquiries about allegations of harm
- In general Information should be kept securely, and only accessed by authorised staff on a “need to know” basis

Please see Annex 2 ‘*Disclosures and Concerns*’ procedure

9.3 Photography, media and the press

The below applies to all images and portrayals of children taking part in Garage activities, and all media and press outlets:

- The Garage will require children’s parents to sign a media release as part of their sign up procedures.
- A child’s image will only be used by The Garage as stated in this, and if release is consented to
- Photographs released to the media should not normally identify young people, give their name, address, school etc.
- The Garage will take care that any images or other material used promotionally or released to the press show the children concerned in positive light and are not likely to cause distress to the children involved or their families
- Signs will be clearly displayed when photography is used as part of a Garage event or activity.

10. Implementation, Dissemination and Review

10.1 Dissemination

Staff:

- All salaried staff will be made aware of Safeguarding and Child Protection Policy and Procedures as outlined in sections 4 and 5 of this document

Children:

- Materials will be displayed in the building which outline The Garage’s stance on Safeguarding and Child protection, and guidelines of what to do if they feel they are unsafe or are another child may be unsafe
- Child friendly version of statement and any relevant guidelines to be displayed in specific media – eg. Facebook/Twitter/Website

Parents:

- Information will be displayed on The Garage website
- Further information, including our policy statement, will be available on request.

10.2 Implementation: Staff Responsibilities

All staff (including volunteers, short term staff, freelance):

- To take responsibility for their own learning and development in relation to child protection awareness
- To know, to ensure they understand, and to adhere to this Policy, all related procedures and The Garage's '**Code of Practice: Working with children and young people**'
- To take responsibility for safeguarding procedures relevant to their role and for reporting any child protection concerns in the correct manner

Line managers (in addition):

- To take responsibility for monitoring implementation of policy and procedures with the staff they line manage.
- To take responsibility for safeguarding practice in appropriate areas of 'Recruitment and employment of staff' (**section 4**) and 'Check and measures after appointment' (**section 5**)

Senior management team (in addition):

- To take responsibility for maintain an overview implementation of Child Protection and Safeguarding Policy and Procedures in their department/area
- To take responsibility for overview and implementation of Child Protection and Safeguarding Policy and Procedures at an organisational level as part of the senior management team
- To take on responsibility for updating of Child Protection and Safeguarding Policy and Procedures if requested by Executive CEO

10.3 Child Protection Leads

This role may be a compulsory part of specific jobs at The Garage.

Role: To act as lead point of contact and responsible person within the organisation on Safeguarding and Child Protection concerns and issues.

Lead:

Responsibilities

- To know current Garage Policies and Procedures relating to Child Protection , and be able to act on these at short notice/in an emergency
- To be willing to be contacted 'out of hours' and to respond as rapidly to any contact made by a member of staff regarding a child protection concern
- To be aware of sources of further information/local organisations
- To take responsibility for dealing with Child Protection and Safeguarding concerns, reporting, and contacting Children's Services. To make sure these are responded to and reported in a timely manner.
- To take responsible and informed decisions relating to individual Child Protection cases, and safeguarding in the organisation. To record these decisions where appropriate. To ensure any necessary implementation

Deputy: To take on the role and responsibilities of the Lead in the absence of the Lead, or where staff are unable to reach them. Deputies should inform the lead of developments as soon as possible.

10.4 Review

1. This Policy and related procedures should be reviewed and updated once a year and signed off by The CEO

2. Additional to this where important changes are necessary these can be made at any point if approved by The CEO
3. Any staff member unclear about any aspect of this Policy or related Procedure should speak to the Child Protection Lead or CEO (which may be the same)

10.5 Notes and References

In the writing of this policy and procedures advice has been sought from:

Norfolk Local Safeguarding Children's Board

Social Care Team, Norfolk County Council

National Society for the Protection of Children (NSPCC) Safe Network

Independent Safeguarding Authority

Disclosure & Barring Service

Norfolk Threshold Guide

Child Exploitation and Online Protection Centre (CEOP)

Online policy

Reference has been made to:

2004 Children Act

1989 Children Act

Safeguarding Children and Vulnerable Adults Act (SCVA) 2006

Working Together 2015

What to do if you're worried a child is being abused 2015

Framework for the assessment of children in need and their families

Cads Flowchart

Useful links

Public Health England's [Every Mind Matters](#) The [Wellbeing in Education page](#) The [Just One Norfolk](#)

Resources to promote and support mental wellbeing are included in the [list of online resources](#) the DfE have published to help children to learn at home. Public Health England has also published [guidance on supporting children and young people's mental health](#).

Digital support includes:

- [MindEd educational resources](#) for adults about children and young people's mental health, which is relevant for teachers, other professionals working with children, volunteers, parents and carers
- the [Every Mind Matters platform](#), from Public Health England, about looking after your mental health
 - [Rise Above](#), targeted at young people, which also has [schools-facing lesson plans](#)

[Guidance from the UK Safer Internet Centre on safe remote learning](#) the [London Grid for Learning on the use of videos and livestreaming](#) and [online safety and safeguarding](#) could help plan online lessons and/or activities and plan them safely.

The DfE guidance

[Safeguarding and remote education during the coronavirus](#) gives information about to how to approach teaching online.

- remote education advice from [The Key for School Leaders](#)
- advice from [NSPCC](#) on undertaking remote education safely
- guidance from the [UK Safer Internet Centre](#) on remote education
- [online safety toolkits](#) from Thinkuknow

Guidance on [teaching online safety in schools](#) provides information to help schools ensure their pupils understand how to stay safe and behave online.

The Times Educational Supplement (TES) has produced a document about remote teaching which gives [10 safeguarding rules](#) to help keep staff and pupils safe.

The PSHE Association has produced a guide to [delivering PSHE remotely](#) including planning carefully which topics should and should not be covered during this period.

- Childline, Thinkuknow and NSPCC - for support
- UK Safer Internet Centre - to report and remove harmful online content
- CEOP - for advice on making a report about online abuse

The UK Council for Internet Safety provides information to help governing boards and proprietors assure themselves that any new arrangements continue to effectively safeguard children online.

The UK Safer Internet Centre's professional online safety helpline also provides support for the children's workforce with any online safety issues they face. Local authorities may also be able to provide support.

Annex 1: Definitions

Child: Children and young people under the age of 18

Vulnerable adult: Anyone aged over 18 who is at risk of abuse and neglect

Parent: The term 'parent' is used throughout this document as a generic term to represent parents, carers and guardians.

The Garage: The Garage Trust Limited of The Garage, 14 Chapel Field North, Norwich NR2 1NY

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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, sexual online images, 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), protect a child from physical and emotional harm or danger, ensure adequate supervision (including the use of inadequate caregivers), ensure access to appropriate medical care or treatment, It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Safeguarding and Promoting the Welfare of Children: Protecting children from maltreatment, preventing the impairment of health and development and ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. All agencies should aim to proactively safeguard and protect the welfare of children so that the need for action to protect children from harm is reduced.

Child Protection: Child protection is part of safeguarding and promoting welfare. It is activity undertaken to protect specific children who are suffering, or who are at risk of, significant harm.

Working Together 2015

Annex 2. Contacts

The Garage Landline: 01603 283382

The Garage Safeguarding and Child Protection Leads:

1. Adam Yaxley, Inclusion Lead 07376170672
2. Carrie Mansfield, Creative Director 07748 984334
3. Beth Norman, Learning Manager 07871880447
4. Adam Taylor, CEO, 07747 873075

Member of The Garage's Executive Board, designated contact:

Catrin Parry-Jones, Head of West Earham Junior School

(07539 172387 // head@westearlhamjunior.norfolk.sch.uk)

Sarah-Jayne Lumley - Safer Programme Co-ordinator Norfolk County Council
01603 228966 sarah-jayne.lumley@norfolk.gov.uk

Norfolk Children's Services (24 Hour): 0344 800 8020

LADO's Designated Officers (Norfolk Children's services): 01603 223473 (or you can ring the Children's Services number above)

Police emergency line: 999