

Refugee and Migrant Network Sutton Safeguarding and Child Protection Policy

(underpinned by the RMNS statement and Policy on Dignity at Work)

1. Purpose and Aim of the Policy and Procedures

At RMNS we believe that the safety and welfare of our children & young people is of the utmost importance. It is the duty of all our staff & volunteers to protect each child from abuse and to be alert to the possibility of abuse.

The following Procedures have been adopted by the Trustees of RMNS and have been set up in accordance with the Sutton Local Children's Partnership Guidance and the London Child Protection Procedures and Practice guidance.

2. Definition

Child protection relates to any child (under 18) who has suffered from, or may be at risk of physical injury, neglect, and emotional or sexual abuse. Fuller definitions can be found in the government guidelines 'What to do if you are worried a child is being abused'

3. Recognition

The first indication of concern about a child's welfare is not necessarily the presence of an injury.

Concerns may be aroused by:

- Bruises, bite marks, burns/scalds, scars or fractures on a child's body;
- Remarks made by the child, another child, a parent or another adult;
- Observations of the child's behaviour or reactions;
- Unexplained changes in the child's behaviour or personality;
- Evidence of disturbance or explicit detail in a child's play, drawing or writing;
- Neglect - where lack of due care for a child is creating significant risk to their health & well being.

4. Designated person for child protection

Anne Towner has the designated responsibility for child protection, as appointed by the Trustees. Anyone who has a concern about a child should contact Anne immediately. If Anne is unavailable you should contact the deputy designated person **Deborah Wroe**.

The designated person will:

- Liaise with Local Education Authority, Social Services, Sutton Area Child Protection Committee and any other agencies on individual cases of suspected or identified child abuse;
- Be responsible for co-ordinating action within RMNS on child protection issues;
- Ensure that all staff & volunteers are familiar with this Policy and Procedures;
- Raise awareness about child protection and safeguarding and arrange training as appropriate.

5. Safe Recruitment

RMNS recruitment policy stipulates that all staff (paid or voluntary) will have to complete an application form and provide references. Individuals are then interviewed and references requested. Only on receipt of satisfactory references will a formal offer of employment or placement be made.

All staff and volunteers working directly with children (under 18 yrs) and any vulnerable adults, are required to have an enhanced check through the Disclosure Service – the Government's **Disclosure and Barring service (DBS)** before commencement of work or placement. RMNS is registered with the Sutton and Merton Disclosure service for carrying out these checks.

Documentation pertaining to all DBS checks and to any child protection issues will be kept confidentially and securely locked within the RMNS office. NB The applicant's original disclosure document is sent directly to them and is not to be photocopied by anyone. Applicants should retain their disclosure in a safe place and should show it when requested.

Staff can undergo training and induction whilst waiting for the checks to clear, but cannot undertake any unsupervised face-to-face work until satisfactory checks have been received. Child protection awareness will be included in training.

6. The role of individual staff / volunteers

All staff & volunteers working for RMNS must be aware that a child may be the victim of abuse. Concern about a child or young person must be discussed with the Designated Person without delay so that, if necessary, the designated person can refer the matter on to the appropriate authorities.

Individual staff or volunteers should not investigate concerns. This is the role of the statutory agencies. However, if a child does say something, it is vital to listen carefully, so that it can be reported accurately.

Failure to uphold this policy and procedure will be treated as a disciplinary matter in accordance with the RMNS disciplinary policy.

7. Confidentiality (RMNS also have a confidentiality policy)

Our children & young people have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that only those with a 'need to know' should be told.

8 Whistleblowers

Those who raise a concern about our organisation or the conduct of any member of staff or volunteer will be treated with respect and confidentiality.

Safeguarding and Child protection Procedure - what to do:

Concern may arise from observations of the child (e.g. injury, behaviour, appearance and nature of play or work produced) or as a result of something said by the child, another child or an adult.

Do not delay:

1. Tell a **Designated Person** - as soon as you can. See emergency contact names and numbers at the end of this section.

Early referral gives more time to help the child and family before the situation becomes severe or serious. When necessary, early referral gives more time for others to protect the child.

The Designated Person may consult with the statutory agencies or the NSPCC.

2. **Make written notes** - as soon as you can, write down your concerns and record the facts accurately on the Child Protection Incident Form, available from the RMNS website or from the RMNS office (**Appendix 1**). Be clear when you are expressing an opinion and what your opinion is based on.

If the allegation comes to you from someone else, you should get that person to make a written note of what they were told or what they observed. Ask them to date and sign the note.

These notes must be given to the Designated Person immediately and will help to ensure accuracy in recalling events.

3. **Concern about what the child or someone else says**

Listen - do not interrupt, ask leading questions or push for information; let the child tell you in their own words and in their own time. (Probing at this stage may interfere with further investigations and cause the child to have to repeat painful information.)

Remain calm - If you are shocked, upset or angry the child will sense this and this may prevent them from talking further. It may be helpful to keep eye contact.

Accept what the child is saying; do not argue about it or belittle it.

Reassure - The child has done nothing wrong - tell her / him it is all right to talk.

Do not give your own views on the incident or people concerned.

Do not promise to keep it secret - Tell the child that what they have said cannot be kept secret and that you will tell someone who can help.

4. Remember

Consult with senior staff members or Designated Person without delay.) Do not ignore concerns, even if these are vague. **Your first responsibility is to the child.**

5. Contact with the family.

Before speaking to the child's family, you should talk to the **Designated Person**, who may consult outside the bounds of RMNS.

In cases where a physical injury causes concern, it may be appropriate to discuss this with the parent or carer. If the explanation suggests the injury was non-accidental (or a failure to protect the child from harm), the parent or carer should be informed of the need to refer the matter to Social Services.

In cases of possible neglect or emotional abuse, the concern is likely to have built up over a period of time. There may have been discussion with the family about sources of help (e.g. Social Services, NSPCC), but if concerns persist, there must be an immediate referral to Social Services

Where there are suspicions of sexual abuse, the Designated Person will seek immediate advice from the Social Services Department before discussing the matter with the family.

6. Concern about a member of staff or volunteer

Allegations or concerns about a member of staff or volunteer must immediately be referred to a statutory agency by the Designated Person or deputy.

7. Requests for assistance by other agencies

RMNS should assist local authority Social Services or the Police when they are making enquiries about the welfare of children. Information about a child must therefore be shared on a 'need to know' basis.

When such requests are received by telephone, **always** maintain security by checking the telephone listing before calling back.

Always advise the Designated Person of this contact.

8. General issues

All staff & volunteers must observe the above policy and procedures at all times and adhere to the RMNS instructions for the care and control of children (**Appendix 2**).

As part of overall good practice risk assessments should be carried out for all activities, with staff taking full responsibility for using measures to reduce risk for activities within RMNS.

This policy & procedures will be reviewed annually and/or as required by any stipulation within the Sutton Local Safeguarding Board Guidance or The London Child Protection Procedures and practice.

EMERGENCY CONTACT DETAILS

Designated Person within RMNS: Anne Towner 020 8669 2322

Deputy Designated Person within RMNS: Deborah Wroe 020 8642 9064

Multi- Agency Safeguarding Hub 020 8770 6001 (out of hours 020 8770 5000)
mash@sutton.gov.uk (this is a joint Social services and Police referral and advice service)

NSPCC Child Protection Help line

0808 800 5000

Reviewed and Amended August 2021

Next review due August 2022 (no trustees' meeting August 2022 so postponed until October)

Reviewed October 2022: (discussion needed, and ongoing, in relation to Lloyds Bank Foundation grant.
New online Safeguarding training to be mandatory for all volunteers)

Appendix 1:

Child Protection – Incident Report Form REFUGEE AND MIGRANT NETWORK SUTTON

"The welfare of the Child is paramount"

CHILD PROTECTION - INCIDENT RECORD FORM

Your Name:
Your Position:
Child's Full Name:
Child's Address:
Parent(s) /carer(s) Name(s) and Address(es) :
Child's Date of Birth:

Date and Time of any Incident:

Your Observations:

Exactly what the child said and what you said (Remember; do not lead the child – record actual details. Continue on separate sheet if necessary)

Action Taken so far:

PRINT YOUR NAME.....

Your Signature.....Date.....

NOW HAND THIS FORM TO THE DESIGNATED PERSON FOR CHILD PROTECTION.

**This section to be filled in by the Designated Person
External Agencies Contacted (Date & Time)**

**SUTTON MULTI-
AGENCY
SAFEGUARDING HUB**

Name:

Contact Number:

Details of Advice Received:

<p>LONDON BOROUGH OF SUTTON CHILDREN'S SERVICES</p> <p>Yes/No</p>	<p>Name:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>
<p>POLICE</p> <p>Yes/No</p>	<p>If Yes – Which Station & Officer:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>
<p>Other (e.g. NSPCC)</p>	<p>Which:</p> <p>Name:</p> <p>Contact Number:</p> <p>Details of Advice Received:</p>

Reporting Person	
Print Name:	
Signature:	
Date:	

- Remember to maintain confidentiality on a need to know basis only if it will protect the child.
- Do not discuss this incident with anyone other than those who need to know.

Appendix 2:

Care and Control of Children: Instructions for all staff and volunteers of RMNS who may be involved with children

Responsibility

Parents remain responsible for their own children while they are engaged in any RMNS activities or visits. Parents must be informed as soon as possible of any problems or concerns. Your responsibility is -to provide a safe and happy experience by controlling the surroundings, activities and behaviour. The trustees' responsibility is to make this as easy as possible for you by providing appropriate equipment and advice and to insure you against any legal claims, provided that you have followed the advice.

The environment

Check furniture, mats and floor as you set up in the hall. Check the toys as you set them out and remove any damaged ones. If you notice any danger to children from any aspect of the premises, take action to limit the danger and report it to a trustee as soon as possible.

Make sure children sit down when using any type of scissors or other cutting tool. Do not let children walk around with pencils or paint brushes in their hands.

Keep your hot drinks away from children and out of their reach.

Protecting children from harm

You will sometimes need to stop a child from hurting her/himself or another child. Whenever possible, remove the danger, eg a cup of tea on a low table, water on the floor, a small toy that could be swallowed. Distract the child rather than showing alarm or saying "No".

When it is not possible to remove the danger, eg an electric socket, use as little contact as possible, eg lift the child's hand away, stand between the child and the dangerous object, stretch your arm across to stop the child, take the child's hand and steer her/him away from danger.

If one child attacks another, take away the victim if possible. Give lots of attention to the victim and only a brief firm word to the attacker. This avoids rewarding bad behaviour.

If two children fight and will not stop in response to being told, one member of the team should put an arm round each child from behind, holding the child's arms by her/his sides.

In any situation of conflict, talk calmly to children about the danger of harm to them and the way you expect them to behave. It does not matter if they do not fully understand you. Talking in this way shows that you are in charge and are going to control the situation. It also helps to distract the child from the conflict.

If a child has a tantrum, lies down and kicks etc, clear a space around her/him, keep others away. Try to give the child the impression- that you are taking no notice of their antics, but keep an eye on them for safety. Reassure the other children. If the tantrum persists fetch the child's parent.

Do not offer a child anything to eat or drink without consulting the parent. They may have an allergy or be on a special diet.

Protecting yourself

Do not pick up or carry children if it is not necessary.

Do not bend over to pick up a child as this may injure your back. Bend your knees and keep your back straight. Sit on a low chair or kneel rather than bending over children doing activities. This is particularly important if you are tall.

Do not take children to the toilet. Ask the parent to do it.

Do not take children out of the hall for any reason unless the parent or another adult comes with you. Never be alone with a child.

Do not take any action that could be understood as physically punishing a child eg slapping or tapping any part of their body.

Rewards and sanctions

Rewards are often more effective than punishments, so praise, encourage and smile. Being known is important, so learn and use children's names. Notice what each child likes to do and use favourite activities to reward or distract them. Tell parents how well their child is playing/sharing/learning to be kind.

Take away toys that are being misused eg put into mouth, thrown, snatched or not shared. Pointedly start an appealing activity with children who are being good.

If a child will not conform and is causing danger, take her/him to the parent and say you are sorry but you cannot look after her/him at the moment and say why. Ask the parent to bring the child back to the creche when s/he is ready to play properly.

If the team agrees that a child's behaviour is too dangerous and s/he should be excluded, inform a trustee.

Refugee and Migrant Network Sutton

Adult Safeguarding Policy

(underpinned by the RMNS Statement and Policy on Dignity at Work)

1. Purpose and Aim of the Policy

RMNS makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

RMNS comes into contact with adults who may be vulnerable through the following activities: Drop In advice service with crèche and English classes and advice sessions by appointment.

This policy seeks to ensure that RMNS undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

Safeguarding is about embedding practices throughout the organisation to ensure the protection of children and / or vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.

Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying
- Neglect
- Financial (or material) abuse

2 Definition of Vulnerable Adult

A vulnerable adult is a person aged 18 years or over who by nature of their circumstances, mental or physical health may be unable to take care of themselves or protect themselves from harm or from being exploited.

3 Trustee responsibilities

Trustees have responsibility to ensure

- The policy is in place and appropriate
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented

- the welfare of vulnerable adults is promoted
- A designated person has responsibility for the protection of children and vulnerable adults

4 Designated person for child and vulnerable adult protection

Anne Towner has the designated responsibility for child and vulnerable adult protection, as appointed by the Trustees. Anyone who has a concern should contact her immediately. If she is not available you should contact the deputy responsible for child and vulnerable adult protection, Deborah Wroe.

The designated person will:

- Liaise with Sutton Council and the Sutton Safeguarding Adults Board and any other agencies on individual cases of suspected or identified vulnerable adult abuse;
- Be responsible for co-ordinating action within RMNS on vulnerable adult protection issues;
- Ensure that all staff & volunteers are familiar with this Policy and Procedures;
- Raise awareness about vulnerable adult protection and arrange training as appropriate.

5 Safe Recruitment

RMNS recruitment policy stipulates that all staff (paid or voluntary) will have to complete an application form and provide references. Individuals are then interviewed and references requested. Only on receipt of satisfactory references will a formal offer of employment or placement be made.

6. The role of individual staff / volunteers

All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Any volunteer or member of staff who has a concern about a vulnerable adult should discuss this with the designated person.

Individual staff or volunteers should not investigate concerns. This is the role of the statutory agencies. However, if an adult discloses abuse, it is vital to listen carefully, so that it can be reported accurately.

Failure to uphold this policy and procedure will be treated as a disciplinary matter in accordance with the RMNS disciplinary policy.

7. Confidentiality (RMNS also have a confidentiality policy)

Those who come into contact with RMNS have the right to expect that all staff and volunteers will deal sensitively and sympathetically with their situation. It is important that information remains confidential and that only those with a 'need to know' should be told.

8 Whistleblowers

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mash@sutton.gov.uk (this is a joint Social services and Police referral and advice service)

Reviewed August 2020

Due for review August 2021

Reviewed October 2022: (discussion needed and ongoing in relation to One2 One Project, International Coffee Club and Lloyds Bank Foundation grant. Plans in place to organise online safeguarding training to all volunteers.)

Our commitment to safeguard vulnerable adults

Abuse is a violation of an individual's human and civil rights; it can take many forms. The staff and volunteers in RMNS are committed to practice which promotes the welfare of vulnerable adults and safeguards them from harm.

Staff and volunteers in our organisation accept and recognise our responsibilities to develop awareness of the issues that cause vulnerable adults harm, and to establish and maintain a safe environment for them. We will not tolerate any form of abuse wherever it occurs or whoever is responsible. We are committed to promoting an atmosphere of inclusion, transparency and openness and are open to feedback from the people who use our services, carers, advocates, our staff and our volunteers with a view to how we may continuously improve our services/activities.

We will endeavour to safeguard vulnerable adults by:

- Adhering to our safeguarding vulnerable adult policy and ensuring that it is supported by robust procedures;
- Carefully following the procedures laid down for the recruitment and selection of staff and volunteers;
- Providing effective management for staff and volunteers through supervision, support and training;
- Implementing clear procedures for raising awareness of and responding to abuse within the organisation and for reporting concerns to statutory agencies that need to know, while involving carers and vulnerable adults appropriately
- Ensuring general safety and risk management procedures are adhered to;
- Promoting full participation and having clear procedures for dealing with concerns and complaints;
- Managing personal information, confidentiality and information sharing; and

We will review our policy, procedures and practice at regular intervals, at least once every three years.