

### Introduction

SEND Active CIC acknowledges the duty of care to safeguard and promote the welfare of children and vulnerable adults.

SEND Active CIC has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm whilst engaged in activities and projects organised and provided by the organisation. The organisation is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and local authority requirements.

The policy recognises that the welfare and interests of children and vulnerable adults are paramount in all circumstances. It aims to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children and vulnerable adults have a positive and enjoyable experience of the activities delivered by the organisation. We are committed to ensuring that these activities will be in a safe environment, where children and vulnerable adults are protected from abuse whilst under our care.

SEND Active CIC acknowledges that some children (and adults), including those with a disability or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy SEND Active CIC will:

- Promote and prioritise the safety and wellbeing of children, young people and vulnerable adults
- Ensure staff, volunteers and trustees understand their roles and responsibilities in respect of safeguarding and are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children, young people and vulnerable adults
- Ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- Prevent the employment/deployment of unsuitable individuals and ensure that SEND Active CIC have safe recruitment procedures
- Ensure robust safeguarding arrangements and procedures are in operation

This policy and the procedures will be widely promoted amongst staff and are mandatory for everyone involved in SEND Active CIC. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

## **Principles**

This policy and supporting procedures are based on the following principles:

- The welfare of children and vulnerable adults is the primary concern.
- All children and vulnerable adults irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual orientation have the right to protection from abuse and harm.
- It is everyone's responsibility to report any concerns about abuse in order that prompt action be taken if required.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.

## **Monitoring**

The policy will be reviewed a year after development and then every three years, or in the following circumstances:

- Changes in legislation and/or government guidance
- As required by the Local Safeguarding Children Boards
- As a result of any other significant change or event.

## **Recruitment, Induction, training and qualifications**

All staff recruitment is carried out in an open manner to ensure that SEND Active CIC has the best staff.

Staff are recruited according to their experience and subject to a short listing and interview process, often involving external partners involvement in the interviews. During interviews candidates are asked whether they have any criminal convictions that may be flagged up during a DBS (Disclosure and Barring Service) check.

Successful candidates are also subject to reference checks, which ask previous employers of their opinion as to whether the candidate is suitable to work with children and vulnerable adults.

The employment of all SEND Active CIC staff is subject to individuals having an enhanced DBS check.

As part of the induction process for every member of staff (and volunteers), a copy of this Safeguarding Children and Vulnerable Adults Policy is provided and discussed. This allows all staff and volunteers to understand theirs, and the organisation's responsibilities in making our activities a controlled and safe environment for all those taking part. The induction process also covers the procedures for making disclosures or referrals should the need arise.

## **Disclosure and Barring Service Checks**

All staff and volunteers are subject to an enhanced DBS check, which will be undertaken through the DBS service.

As an organisation using the DBS checking service to assess applicants' suitability for positions of trust, SEND Active CIC complies fully with the DBS Code of Practice and the Rehabilitation of Offenders Act and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Criminal Records Check or self-disclosure on the basis of a conviction or other information revealed.

Having a criminal record will not necessarily bar individuals from working or volunteering with the organisation and any record will be considered as part of a risk assessment that ensures suitability for the post in question.

The decision on suitability will depend on the nature of the position and the circumstances and background of the offences, cautions and other criminal intelligence.

## **Directors**

Ultimately responsibilities for safeguarding and welfare lie with the Directors of SEND Active CIC.

The role of the Directors is not to oversee the day to day management of safeguarding and welfare controls, but to take leadership responsibility for the organisations safeguarding arrangements.

The day-to-day management for safeguarding controls is designated to the SEND Active Sports Coordinator. The subject of safeguarding and welfare is continuously managed and monitored by Directors at quarterly meetings through a standard 'risk' agenda item.

## **Welfare Officer**

SEND Active CIC has a designated Welfare Officer. This officer will always be a Director of the organisation that has undergone the relevant and necessary training. The role of the Welfare Officer is:

- To be clear about the organisations responsibilities when running activities for children, young people and vulnerable adults.
- To help organisational staff and volunteers understand what their duty of care towards children, young people and vulnerable adults actually means and entails on a day to day basis

The Welfare Officer will lead the organisation on safeguarding and the welfare of children, young people and vulnerable adults on a day-to-day basis, supported by an informed and trained workforce. This ensures that risks are managed as effectively as possible and all staff and volunteers are aware of the processes and procedures for reporting concerns should the need arise.

## **Definitions**

### ***Child***

In line with the UN Convention on the Rights of the Child and NSPCC guidance for England, for the purpose of this policy a child is defined as anyone under the age of 18.

### ***Vulnerable Adult***

A vulnerable adult can be anyone who is 18 years old or over, who has a physical or sensory impairment, a learning disability, or a mental health problem and may be unable to protect themselves from harm or abuse.

This may include:

- People with a learning disability
- People who experience mental ill health
- Those with a disability
- Older people
- People who are experiencing short or long term illness

However, it is important to note that inclusion in one of the above groups does not necessarily mean that a person is implicitly vulnerable.

All of the policies and procedures in this document refer to vulnerable adults as well as children.

## **Types of Abuse**

Abuse can happen on any occasion or in any place where children, young people or vulnerable adults are present. Abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. It commonly occurs within a relationship of trust or responsibility and represents an abuse of power or a breach of trust. Abuse can happen to an individual regardless of their age, gender, race or ability.

Somebody may abuse or neglect an individual by inflicting harm, or by failing to act to prevent harm. People may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by a stranger. People can be abused by adults either male or female, or children.

Any allegations or suspicions of abuse, poor practice or bullying need to be responded to and reported in line with the organisation's reporting procedures.

There are four main types of abuse: neglect, physical abuse, sexual abuse and emotional abuse. Children, young people and vulnerable adults can also be harmed through poor practice and bullying within an activity setting. Here we look in detail at the types of abuse and some signs to look out for if staff are concerned about abuse.

### ***Neglect***

This is when adults consistently or repeatedly fail to meet an individual's basic physical and/or psychological needs which could result in the serious impairment of the individual's health or development e.g. failure to provide adequate food, shelter and clothing; failing to protect someone from physical harm or danger; or the failure to ensure access to appropriate medical care or treatment. It may also include refusal to give love, affection and attention.

Neglect in sport or physical activity could include a coach or other member of staff repeatedly failing to ensure people are safe, exposing them to undue cold, heat or extreme weather conditions without ensuring adequate clothing or hydration; exposing them to unnecessary risk of injury e.g. by ignoring safe practice guidelines, failing to ensure the use of safety equipment, or by requiring young people to participate when injured or unwell.

Examples include

- Withholding help or support necessary to carry out daily living tasks
- Ignoring medical and physical care needs
- Failing to provide access to health, social or educational support

- The withholding of medication, nutrition and heating
- Keeping someone in isolation.
- Failure to intervene in situations that are dangerous to the vulnerable person Inadequate supervision and guidance – leaving the child to cope alone, abandoning them or leaving them with inappropriate carers and failing to provide appropriate boundaries about behaviours such as under age sex or alcohol.

Signs include

- Constant hunger, sometimes stealing food from others
- Dirty or 'smelly'
- Loss of weight, or being constantly underweight
- Inappropriate dress for the weather
- Complaining of being tired all the time
- Having few friends
- Worsening of health conditions
- Mentioning their being left alone or unsupervised
- Sore or extreme nappy rash
- Skin infections
- Lack of response to stimuli or contact
- Poor skin condition(s)
- Anxiety
- Distressed
- Child moves away from parent under stress
- Little or no distress when separated from primary carer
- Inappropriate emotional responses
- Language delay

### ***Physical Abuse***

When someone physically hurts or injures another person by hitting, shaking, throwing, poisoning, burning, biting, scalding, suffocating, drowning or otherwise causing harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to someone they are looking after.

Physical abuse in sport or physical activity may be when the nature and intensity of training or competition exceeds the capacity of the child's immature and growing body; where coaches encourage the use of drugs or harmful substances to enhance performance or delay puberty; if athletes are required to participate when injured; or when sanctions used by coaches imposed involve inflicting pain.

Examples include

- Shaking
- Pinching
- Slapping
- Force-feeding
- Biting
- Burning or Scalding.
- Causing needless physical discomfort
- Inappropriate restraint
- Locking someone in a room

Signs include

- Unexplained bruising, marks or injuries on any part of the body
- Frequent visits to the GP or A&E
- An injury inconsistent with the explanation offered
- Fear of parents or carers being approached for an explanation
- Aggressive behaviour or severe temper outbursts
- Flinching when approached
- Reluctance to get changed or wearing long sleeves in hot weather
- Depression
- Withdrawn behaviour or other behaviour change
- Running away from home/ residential care
- Distrust of adults, particularly those with whom a close relationship would normally be expected

### **Sexual Abuse**

This is where children, young people or vulnerable adults are abused by adults (both male and female) or other children who use them to meet their own sexual needs. This could include full sexual intercourse, masturbation, oral sex, anal intercourse, kissing and sexual fondling. Showing individuals pornographic material (books, videos, pictures) or taking pornographic images of them are also forms of sexual abuse.

In sport or physical activity, coaching techniques which involve physical contact with others can create situations where sexual abuse can be disguised and may therefore go unnoticed. The power and authority of, or dependence on, the coach if misused, may also lead to abusive situations developing. Contacts made within sport and pursued e.g. through texts, Facebook or Twitter have been used to groom children for abuse.

Examples include

- Rape and other sexual offences
- For vulnerable adults, sexual activity including sexual contact and non-sexual contact that the person does not want, to which they have not consented, could not consent, or were pressured into consenting to.
- Being encouraged or enticed to touch the abuser
- Coercing the victim into watching or participating in pornographic videos, photographs, or internet images
- Any sexual relationship that develops where one is in a position of trust, power or authority

Signs include

- Pain or itching in the genital/anal areas
- Bruising or bleeding near genital/anal areas
- Sexually transmitted disease
- Vaginal discharge or infection
- Stomach pains
- Discomfort when walking or sitting down
- Pregnancy
- Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn
- Fear of being left with a specific person or group of people
- Nightmares
- Leaving home
- Sexual knowledge which is beyond their age or development age

- Sexual drawings or language
- Bedwetting
- Saying they have secrets they cannot tell anyone about
- Self harm or mutilation, sometimes leading to suicide attempts
- Eating problems such as overeating or anorexia

### ***Emotional Abuse***

Emotional abuse is the persistent emotional ill-treatment of an individual so as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to people 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 someone or even the over protection of an individual. It may involve causing people to feel frightened or in danger by being constantly shouted at, threatened or taunted which may make the person very nervous and withdrawn. Some level of emotional abuse is involved in all types of ill-treatment of a child, young person or vulnerable adult.

Emotional abuse in sport or physical activity may occur if people are subjected to constant criticism, name-calling, sarcasm, bullying, racism or pressure to perform to unrealistically high expectations; or when their value or worth is dependent on sporting success or achievement.

Examples include

- Intimidation and/or threats
- Bullying
- Rejection
- Shouting
- Indifference and the withdrawal of approval
- Denial of choice
- Deprivation of dignity or privacy
- The denial of human and civil rights
- Harassment
- Being made to fear for one's well being

Signs include

- A failure to thrive or grow
- Sudden speech disorders
- Developmental delay, either in terms of physical or emotional progress
- Behaviour change
- Being unable to play or socialise with others
- Fear of making mistakes
- Self harm
- Fear of parent or carer being approached regarding their behaviour
- Confusion

## **Additional Welfare Considerations**

### ***Poor Practice***

Poor practice is behaviour of an individual in a position of responsibility which falls below the organisation's required standard. Poor practice may not be immediately dangerous or intentionally harmful to an individual, but is likely to set a poor example.

Poor practice is potentially damaging to the individual, the organisation and to those who experience it. For example, leading a group with alcohol on the breath, smoking, swearing in front of others, or not paying due care and attention to participants all constitute poor practice.

Poor practice can sometimes lead to, or create, an environment conducive to more serious abuse. It may also lead to suspicions about the individual's motivation, even where no harm is intended. For example, if a member of staff is giving one child too much attention, regularly transports children in their car, or encourages physical contact with children without obvious justification.

### ***Bullying***

Bullying by peers can occur whenever children and young people come together. Bullying can take many forms, and is harmful to the victim. It may be physical e.g. hitting; online or cyber e.g. abusive messages, comments or images on social media; involve damage or theft of property; based on someone's gender, ethnicity, sexuality or disability; or about their physical ability.

### ***Increased Risk to Vulnerable Children***

There are many issues that may contribute to child abuse, but some factors increase the risk to children and make them more vulnerable to abuse. They can be found in the background of parents, in the environmental situation and in attributes of the child themselves.

Parental factors:

- Parent has a mental illness
- Parent is abusing drugs or alcohol
- Parent has already abused a child
- Pregnancy was not wanted
- Parent has a background of abuse when growing up
- Young, unsupported mother often with low education
- Parents have unrealistic expectations of the child and lack parenting knowledge
- Parent is isolated and has little support
- Parent has a learning difficulty

Environmental factors:

- Overcrowding in the house
- Poverty or lack of opportunity to improve the family's resources
- Domestic violence is present
- A non biological adult (i.e. unrelated) living in the house
- Family is experiencing multiple stresses



## ***Additional Risks to Vulnerable Adults***

With vulnerable adults being classed as 18+, there are additional risks relating to financial, legal and discriminatory matters

### ***Financial abuse***

Examples include

- Being over charged for services
- Being tricked into receiving goods or services that they do not want or need
- Inappropriate use, exploitation, or misappropriation of property and/or utilities
- Theft
- Deception
- Fraud
- Exploitation or pressure in connection with wills

Signs include

- Lack of basic requirements e.g. food, clothes, shelter
- Inability to pay bills.
- Unexplained withdrawals from accounts.
- Inconsistency between standard of living and income
- Reluctance to take up assistance which is needed
- Unusual interest by family and other people in the person's assets
- Recent changes in deeds
- Power of Attorney obtained when person lacks capacity to make the decision

### ***Discriminatory***

Examples include

- Use of inappropriate "nick names"
- Use derogatory language or terminology
- Enforcing rules or procedures which undermine the individual's well being
- Denial to follow one's religion
- Lack of appropriate food
- Denial of opportunity to develop relationships
- Denial of health care

Signs include

- Being treated unequally from other users in terms of the provision of care, treatment or services
- Being isolated
- Derogatory language and attitude by carers
- Dismissive language by staff
- Hate campaigns by neighbours or others
- Deteriorating health
- Indicators of other forms of abuse

## Code of conduct for staff and volunteers

SEND Active CIC staff and volunteers involved have a great opportunity to be a positive role model and help build an individual's confidence, whether a child, young person or vulnerable adult.

Staff and volunteers are expected to:

- Ensure the safety of all children, young people and vulnerable adults by providing effective supervision, proper pre-planning of sessions, using safe methods at all times
- Consider the wellbeing and safety of participants before the development of performance
- Encourage and guide participants to accept responsibility for their own performance and behaviour
- Treat all people fairly and ensure they feel valued. Have no favourites
- Encourage all Children, young people and vulnerable adults not to discriminate on the grounds of religious beliefs, race, gender, social classes or lack of ability
- Not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour
- Be positive, approachable and offer praise to promote the objectives of the organisation at all times
- Not let any allegations of abuse of any kind or poor practice to go unchallenged or unrecorded
- Incidents and accidents to be recorded in the line with the organisations procedures
- Never use sanctions that humiliate or harm participants
- Report accidents or incidents of alleged abuse or poor practice to the designated person
- Administer minor first aid in the presence of others and where required
- Have access to telephone for immediate contact to emergency services if required
- Foster team work to ensure the safety of children, young people and vulnerable adults in their care
- Ensure the rights and responsibilities of children, young people and vulnerable adults are enforced
- Establish and address the additional needs of disabled participants or other vulnerable groups
- Not abuse members physically, emotionally or sexually
- Not engage in a sexual relationship with a child, young person or vulnerable adult for whom they are responsible
- Maintain confidentiality about sensitive information
- Respect and listen to the opinions of children, young people and vulnerable adults
- Develop an appropriate working relationship with participants, based on mutual trust and respect
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember people learn by example
- Refrain from smoking and consumption of alcohol during activities or sessions
- Never condone rule violations, rough play or the use of prohibited substances
- Not spending excessive amounts of time alone with children, young people or vulnerable adults unless there are exceptional circumstances
- Never taking a child, young person or vulnerable adult to their home or travel alone with them
- Not administering First Aid involving the removing of an individual's clothing unless in the presence of others
- Hold appropriate valid qualifications and insurance cover
- Make activity fun

Staff and volunteers have the right to:

- Access on-going training and information on all aspects of leading/managing activities for young people and vulnerable adults, particularly on safeguarding
- Support in the reporting suspected abuse or poor practice
- Access to professional support services
- Fair and equitable treatment by the organisation
- Be protected from abuse by children, young people, other adults and parents
- Not to be left vulnerable when working with children or vulnerable adults

Any minor misdemeanours and general misbehaviour will be dealt with immediately and reported verbally to the designated person. Serious or persistent breach of the code will result in disciplinary action and could lead to dismissal from the organisation.

## **Emergency action and first aid**

All coaches, leaders and members should be prepared with an action plan in the event of an emergency and be aware of our First Aid Procedures. This will include:

- Access to First Aid equipment
- Telephone contact if the participant is a minor
- Telephone contact to the Emergency Services

## **Management of safeguarding cases**

The NSPCC Child Protection in Sport Unit (CPSU) assists sports organisations to achieve an agreed set of standards which provide frameworks for safeguarding the welfare of children and young people involved in sport. The same principles and standards will also be adopted by SEND Active CIC for safeguarding vulnerable adults.

A key requirement of the standards is for sports organisations to have procedures and systems in place to effectively manage complaints and concerns about the welfare of children, young people and vulnerable adults. These are collectively referred to as the case management process.

General principles of case management

1. Where, in a sport context, any issue arises in relation to child protection and safeguarding, the welfare of children, young people and vulnerable adults shall be the paramount consideration
2. Any investigation or inquiry is to proceed upon the basis that the primary consideration will be a determination of the risk posed to children, young people or vulnerable adults
3. Unless the determination finds no, or an insignificant, risk, effective steps must be taken to manage or reduce the risk
4. Individuals about whom there are concerns should be treated fairly and honestly and should be provided with support throughout the process

Investigation

5. Any investigation or inquiry must be sensitive to the welfare of the children, young people or vulnerable adult during its processes and, at all times, hold central the need to keep the interests of those directly involved as paramount
6. Where issues other than risk to children, young people or vulnerable adults are under consideration in any investigation or inquiry, such issues must remain subordinate to the requirement to determine the risk posed to children, young people or vulnerable adults

## Risk assessment

7. The assessment of risk involves consideration of the actual or potential harm that an individual poses to a child, young person or vulnerable adult
8. The assessment of risk does not involve making a finding based upon either the criminal or civil standards of proof (i.e. certainty or “the balance of probabilities”). The assessment requires a defensible decision that a risk does or does not exist and, where it does, a determination of the extent of such risk
9. Save in exceptional cases, the assessment will not require the production of a formal risk assessment report

## Risk management

10. The steps taken to address any perceived risk to children, young people or vulnerable adult must have regard to the nature and extent of the risk as well as to any particular and relevant aspects of the activity in question and, in the light of this, must seek to ensure that such steps will be effective
11. In cases where the perceived risk is low, and no criminal or disciplinary charge could be made out, it may be nonetheless necessary to impose stringent restrictions on an individual or remove his/her ability to participate in the activity in question

## Responding to Disclosure

If a child, young person or vulnerable adult informs a member of staff directly that they are concerned about someone’s behaviour towards them, this is known as disclosure. This disclosure may be relating to an incident or incidents either during the SEND Active CIC activity, or outside of the activity environment.

The person receiving the disclosure should:

- React calmly so as not to frighten the individual
- Tell the individual that he or she is not to blame and that they were right to share their concerns
- Take what the individual says seriously
- If the individual needs immediate medical treatment, take them to hospital or telephone for an ambulance, inform doctors of concern and ensure they are aware that is a child protection issue
- Ensure the immediate safety of the individual in question
- Avoid leading the individual in questioning and keep any questions to the absolute minimum. Ask only what is necessary to ensure a clear understanding of what has been said
- Re-assure the individual but do not make promises of confidentiality or outcome, which might not be feasible in the light of subsequent developments
- In the event of suspicion of sexual abuse do not let the child bath or shower until given permission to do so. Washing can destroy evidence.
- Inform parents/carers immediately unless there is a specific reason not to e.g. the individual has named the parent/carer as the abuser. If this is the case then contact the organisation’s Welfare Officer. If they are unavailable, staff should contact local Social Services or the Police for guidance.
- The judgment about whether an incident is one of abuse or poor practice may not be able to be made at the point of referral, but only after the collection of relevant information by someone appropriately trained and skilled

In the event of a disclosure, staff should not:

- Dismiss the concern
- Panic
- Allow your shock or distaste to show

- Probe for more information than is offered
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises or agree to keep secrets
- Ask the child, young person, vulnerable adult or any witnesses to sign your written information as this may be significantly detrimental to any subsequent police investigation

Do not take photographs of any alleged injuries. Any such recording must only be done by an approved medical or other practitioner, following referral.

### ***Other Disclosures***

There may be instances where a fellow member of staff, friend or carer of a child, young person or vulnerable adult may disclose a concern about the welfare of a young person.

In this instance the same protocol should be followed regarding reporting procedures, and it should be made clear on the referral form by whom the disclosure was made.

This Safeguarding Children and Vulnerable Adults Policy should be made available for all key stakeholders upon request, to ensure individuals and organisations are aware of the SEND Active CIC reporting procedure for safeguarding concerns.

### **Reporting Procedure**

All allegations or suspicions are to be treated seriously. No abuse is acceptable and some abuse is a criminal offence and must be reported to the Police as soon as possible.

It is the responsibility of the individual employee or volunteer to take a lead on reporting any concerns to the Welfare Officer and to assist in any further action required on behalf of the organisation.

Information should be shared with the Welfare Officer, who must approve any actions to be taken and any documentation or correspondence being sent out.

Employees with concerns should discuss them with the Welfare Officer immediately. If the Welfare Officer is not available, then any concerns should be discussed with the relevant agencies (see page 14).

Volunteers with concerns should discuss these discreetly with their coordinator or the Welfare Officer as soon as possible after the abuse or suspicions of abuse are observed. If unavailable then any concerns should be discussed with a Director.

Concerns about colleagues should be addressed initially with Welfare Officer, but if this is not possible or the concern is about the Welfare Officer or other Director, then any concerns should be discussed directly with another Director or the relevant agencies (see page 14).

Where there is evidence of immediate harm then the employee should phone 999 and report the incident to the Police.

## Information Sharing

If there is a reasonable concern that a child may be at risk of significant harm this will always override a professional agency requirement to keep information confidential.

If SEND Active CIC are approached about sharing information, the following will be considered:

- What information do they need?
- Why they need it
- What they will do with the information?
- Who else needs to be informed if concerns about the individual persist?

If we are asked to provide information we will never refuse solely on the grounds that all information is confidential.

SEND Active CIC will consider:

- What information the individual in question has given permission to use
- Any perceived risk to the individual, which would warrant breaching confidentially
- Any relevant information on risk to the individual, which would allow another agency to offer appropriate help and services or take action to reduce risk to the child
- Whether to ask advice from Coventry City Council, Warwickshire County Council or Solihull Borough Council

SEND Active CIC will record when, what, why, and with who information has been shared; or why sharing was refused. This is recorded as the organisation may be required to justify reasons at a later date.

Staff should always seek advice if unsure and never refuse to provide information without considering the risks of not sharing. All decisions on information sharing will ultimately fall with the SEND Active CIC Welfare Officer.

## **Coventry Referrals**

### ***Emergency***

If a child is in immediate danger or left alone, you should contact the police on 0345 113 5000 or, call 999 in an emergency.

Police Child Abuse Investigation Unit: 024 7653 9044.

Social worker (out of office hours): 024 7683 2222.

### ***Non emergency***

If there is no immediate danger or you need advice or information, you should call the Referral and Assessment Service on 024 7678 8555.

### ***Advice and information***

If you want to discuss your concerns or need advice e.g. if you are not sure whether your concerns are justified, you would like more information about issues like confidentiality or you would like to know what happens next (after you have reported your concerns), do one of the following:

Call Childline on 0800 1111

Call the NSPCC Helpline on 0808 800 5000

## **Warwickshire Referrals**

If you have concerns that a child is suffering ANY form of neglect, abuse or cruelty, contact us immediately on: 01926 410410

Lines are open from:

Monday to Friday: 8am – 6.30pm

Saturday: 9am – 1pm

Out of hours:

If you need to get in touch out of usual office hours, please contact the Local Children's Team immediately on: 01926 886922

## **Solihull Referrals**

To report a child or young person at risk call 0121 788 4333 (Monday to Thursday 8.45am - 5.20pm, Friday 8.45am - 4.30pm).

If you are calling out of working hours (Evenings, weekends or bank holidays) please call 0121 605 6060.

In an emergency always call 999.

When making a referral regarding child protection concerns, it is important to have the following information wherever possible readily available for the duty social worker:

- Name, date of birth, ethnic origin, gender of the child, address and telephone numbers
- The reasons for your concern
- Injuries and/or other indicators observed
- The child's first language
- Details of any specific needs of the child, e.g. disability, etc.
- Details of family members, if known
- Other agencies, professionals involved
- Family doctor

Staff in children's teams will make enquiries with other agencies who may have information regarding the child (or vulnerable adult) and family. On the basis of the information gathered, they will then make an initial assessment on what further action is necessary or appropriate.

Whenever children's teams receive information about a possible criminal offence against a child, they will share the information with the Police at the earliest opportunity and a decision will be made jointly on how to proceed with the enquiries.

Following the referral of a child, the referrer and the children's team must be clear about who will be taking what action.

Professionals who contact a children's team to make a referral must confirm the details of this in writing within 24 hours addressed to the children's team for that locality, using the WSCB Confirmation of Child Protection Referral form.

The team should acknowledge a written referral within one working day of receiving it, so if we have not heard within three working days, contact the children's team again.

The Welfare Officer for SEND Active CIC is: ***Susan Backhouse***

## **Useful Contacts/Support Organisations**

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children and vulnerable adults safe is everyone's responsibility.

Staff must ensure that they speak to the appropriate organisations who can listen to and record the concerns, and then take appropriate action.

### ***Useful contacts***

NSPCC Helpline: 0808 800 5000

ChildLine: 0800 1111 / [www.childline.org.uk](http://www.childline.org.uk)

Kidscape: [www.kidscape.org.uk](http://www.kidscape.org.uk)

Anti-Bullying Alliance: [www.antibullyingalliance.org](http://www.antibullyingalliance.org)