



BuzzWorks Association Hitchin
 Registered Charity No. 1166441
www.buzzworks.org.uk

Safeguarding Lead: Nathalie Titterton
 Email: nathaliebuzzworks@gmail.com Tel 07581185965

BUZZWORKS ASSOCIATION HITCHIN*

JANUARY 2023

SAFEGUARDING CHILDREN and YOUNG ADULTS AT RISK **
POLICY and PROCEDURE

* BuzzWorks Association Hitchin includes BuzzWorks Discovery Centre and Honeyworks Beekeeping Centre.

** Children and young adults at risk include child, young person, young people and those under the age of 18 and any individual aged 18 years and above who is unable to protect themselves from abuse or neglect.

CONTENT

POLICY STATEMENT	
BUZZWORKS ASSOCIATION WILL SAFEGUARD CHILDREN AND YOUNG ADULTS AT RISK THROUGH THE FOLLOWING ACTIONS:	
CODE OF BEHAVIOUR FOR VOLUNTEERS	
MONITORING	
SAFEGUARDING LEAD	
UNDERSTANDING AND IDENTIFYING ABUSE AND NEGLECT	



IMPLEMENTATION PROCEDURE	
PUBLICATION	
<p>Appendix A: Types of Abuse and Indicators</p> <p>Appendix B: Possible Warning Signs</p> <p>Appendix C: Contact details for reporting abuse or suspected abuse</p> <p>Appendix D: Incident report</p> <p>Appendix E: Code of Behaviour for Children</p> <p>Appendix F: Guidance on handling communication and information sharing</p>	

POLICY STATEMENT

BuzzWorks Association is a charity run entirely by volunteers, governed through a board of trustees that looks to help people to discover, understand and enjoy the world of bees.

The charity has two sites dedicated to this work:

*BuzzWorks Discovery Centre in Old Hale Way allotments in Hitchin is designed to host visits from local schools, youth organisations and adult community groups and is open to the public on selected days between May and September.

*HoneyWorks Beekeeping Centre in Burford Way Allotments in Hitchin is used for mentoring budding beekeepers, running taster days for those considering taking up apiculture, and offering bee experience days for people with a general interest.



BuzzWorks Association recognises its duty of care and the welfare and safety of all our members, volunteers and visitors regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity is paramount.

The aim of BuzzWorks Association Safeguarding policy statement and procedure is to ensure that all our members, volunteers and visitors regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity whilst in our care have a safe, positive, fun and enjoyable experience in a trustworthy environment.

BuzzWorks Association acknowledges **IN PARTICULAR** that:

- the safeguard and welfare of the **children and young adults at risk*** whilst in our care during school or club visits, and the various opportunities and activities that the Association has to offer is paramount. We strongly believe that it is always unacceptable for a child or a young person to experience abuse of any kind.
- all children and young adults at risk, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse,
- the children and young adults at risk have a positive and enjoyable experience of the world of bees in a safe, fun and trustworthy child centred environment, and are protected from any abuse whilst participating in the activity provided by BuzzWorks Association or outside of the activity.
- working in partnership with children, young adults, their parents, carers and schools/clubs is essential in promoting children and young adults's welfare.
- we have robust policies and practices in place.
- we provide the volunteers engaged with BuzzWorks Association's activities with information and training on the appropriate action to take to safeguard children and young adults at risk from abuse and to handle and report incidents appropriately according to **Statutory Guidance for charities and trustees**.
- <https://www.gov.uk/guidance/safeguarding-for-charities-and-trustees>

BUZZWORKS ASSOCIATION WILL SAFEGUARD CHILDREN AND YOUNG ADULTS AT RISK THROUGH THE FOLLOWING ACTIONS:



- Robust volunteering process is in place in particular for the volunteers who will be directly engaged in visits from local schools, youth organisations and young adult community groups.
- DBS checks will be obtained for all volunteers for whom there is a legal obligation. (as per the terms and conditions of BuzzWorks Association insurance policy.) and
- Everyone engaged with BuzzWorks Association is made aware of the relevant policies, procedures and code of conduct, together with information about children and young adults safeguarding and good practice in the following ways: as part of their induction, via signage at our sites.
- The provision of effective management of volunteers and trustees through supervision and support.
- Training is provided where this is identified as necessary.
- The provision of a BuzzWorks Association Designated Safeguarding Lead, designated by BuzzWorks Association Trustees to act on their behalf and with their full support, with responsibility to share any safeguarding concerns with agencies who need to know, involving parents, careers and children appropriately.



CODE OF BEHAVIOUR FOR VOLUNTEERS

In order to achieve the above BuzzWorks Association expects all volunteers engaged in its activities the following:

- To be excellent and positive role models.
- Act in ways that is in line with the purpose and values of the charity and that enhances the work of the charity;
- BuzzWorks Association volunteers create a positive visit atmosphere.
- Maintain the highest standards of behaviour in the performance of their duties.
- Fulfilling their role as outlined in the written volunteer role description to a satisfactory standard;
- Perform their volunteer role to the best of their ability in a safe, efficient and competent way.
- Follow the charity's safeguarding policies and procedures as well as any instructions or directions reasonably given to them;
- Act and Communicate respectfully and honestly, responsibly and with integrity at all times.
- Treat others with fairness, equality, dignity and respect;
- BuzzWorks Association volunteers and children in the visits respect one another at all times.
- No volunteers or visitors or trainees under the age of 18 are allowed to participate in any activity unless 2 responsible adults are present i.e. a parent/guardian/2nd BuzzWorks volunteer, in addition to the BuzzWorks volunteer working with the minor.
- BuzzWorks Association makes it clear that the children and vulnerable adults should be accompanied by their own teachers, carers, supervisors or helpers and they take full responsibility for them.
- BuzzWorks Association's volunteers will have no direct responsibility for the care of children or vulnerable adults that visit our sites.
- BuzzWorks Association volunteers are to make sure all children understand the learning objectives and associated concepts, whilst having well organised resources and smooth visits routines at BuzzWorks Discovery Centre.



- BuzzWorks Association volunteers will be encouraged to be sensitive to the individual needs of children.
- Raise concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with BuzzWorks Association with the Safeguarding Lead (Nathalie Titterton 07 581 185 965).
- Observe safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers.
- Report any health and safety concerns.
- Direct any questions regarding BuzzWorks Association's policies, procedures, support or supervision to the safeguarding Lead Nathalie Titterton 07 581 185 965.
- Address any issues or difficulties about any aspect of their role or how they are managed in line with BuzzWorks Association's grievance procedures.
- Declare any interests that may conflict with their role or the work of the charity (e.g. business interests or employment, safeguarding issues). If any doubt arises as to what constitutes a conflict of interest or a safeguarding issue, volunteers may seek guidance from the safeguarding lead.
- Keep confidential matters confidential.
- Exercise caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with BuzzWorks Association returning any such documents, material in their possession.
- Seek authorisation before communicating externally on behalf of BuzzWorks Association;
- Maintain an appropriate standard of dress and personal hygiene.
- Disclose the potential fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to the safeguarding lead.

Volunteers are expected NOT to:

- bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or



harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);

- be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- provide a false or misleading statement, declaration, document, record or claim in respect of BuzzWorks Association Hitchin its volunteers, employees or charity trustees;
- engage in any activity that may damage property;
- take unauthorised possession of property that does not belong to them.
- engage in illegal activity while carrying out their role.
- improperly disclose, during or after their involvement with BuzzWorks Association ends, confidential information gained in the course of their role with BuzzWorks Association.
- where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of BuzzWorks Association's policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that BuzzWorks Association may terminate a volunteer's position without cause.
- volunteers acknowledge that no employment relationship is created in the context of their role with BuzzWorks Association.
- It will be stressed to the Buzzworks Association volunteers, in the context of safeguarding children and young adults, that the following should never occur or be permitted by BuzzWorks Association volunteers:
 - Engage in rough, physical or sexually provocative situations,
 - Share a room alone with a child,
 - Allow or engage in any form of inappropriate touching,
 - Allow children to use inappropriate language unchallenged,
 - Make sexually suggestive comments to a child, even in fun,
 - Reduce a child to tears,
 - Allow allegations made by a child to go unchallenged, unrecorded or not acted upon,
 - Do things of a personal nature for children that they can do for themselves,
 - Invite or allow children to stay with you at your home unsupervised.

General behaviour

- Minimise the chances of spending time alone with children, and where required, tell other adults that you are doing so in advance, preferably a parent/carer.



- Where close contact is required (e.g. learning to use tools safely), ensure that it takes place in a group, so that all involved are in an appropriate situation.
- Avoid physical activity which is, or may be thought to be, sexually stimulating.
- Don't rely on your good name - rely on good, consistent work practices.
- Do not offer lifts to children, or agree to giving them, unless with parent/carer consent and more than one adult is in the car.
- Language should always be appropriate to the age and nature of the people you are working with.
- Any computer-based activity should be agreed in advance and closely supervised. will not tolerate access to pornographic or other inappropriate websites.
- If you work with the children of your friends and family, ensure that you distinguish your role at work from your 'friend and family' role. For example, it is not appropriate to take children to your own home, or to offer lifts when you are in your work role.

Physical contact

- Keep everything public - a hug in the context of a group is very different to a hug behind closed doors.
- Touch should be related to the child's needs, not the adult's.
- Touch should be age appropriate and should not be initiated by the adult, except in exceptional circumstances such as where medical attention is required.
- Adults should monitor one another regarding physical contact. They should be free to help each other by pointing out anything that could be misunderstood.

Promoting healthy lifestyles

- Smoking and drinking alcohol in front of children is discouraged, and a no smoking/alcohol policy is in place for adults during session times with children and young adults.

The policy and procedures will be promoted and are mandatory for everyone involved in BuzzWorks Association. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from BuzzWorks Association.

MONITORING

The board of charity trustees will review the Safeguarding policy every year or as appropriate after development or/and in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board



- as a result of any other significant change or event

SAFEGUARDING LEAD

The safeguarding lead:

Nathalie Titterton,
mobile n. 07581185965,
email nathliebuzzworks@gmail.com,

is responsible for ensuring that this policy is implemented effectively, for responding promptly and appropriately to the concerns raised and notifying the suspected case of abuse to the appropriate organisation. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

- ensure that all BuzzWorks Association volunteers understand their roles and responsibilities in respect of safeguarding.
- ensure that volunteers have read Buzzworks Association's children and young adults safeguarding policy and understood it, so that in the event that they suspect a child or a young person may be experiencing, or be at risk of harm, they are confident to make informed and appropriate responses.
- they understand they should demonstrate exemplary behaviour in order to protect themselves from false allegations.

In case of an accident, the safeguarding lead will keep written records of any safeguarding issues that may occur during any event organised by BuzzWorks Association.

UNDERSTANDING AND IDENTIFYING ABUSE AND NEGLECT

What constitutes abuse and neglect?

Abuse and neglect are forms of maltreatment – a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent that harm.



Child welfare concerns may arise in many different contexts and can vary greatly in their nature and seriousness.

An abused child will often experience more than one type of abuse, as well as other difficulties in their lives.

Abuse and neglect can happen over a long period of time, but can also be a one-off event.

Child abuse and neglect can have major long-term impacts on all aspects of a child's health, development and well-being.

“What To Do If You’re Worried a Child is Being Abused”

The Care and support statutory guidance identifies ten types of abuse, these are:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

(See Appendix A: Types of abuse and indicators)

How to recognise abuse and neglect?

The warning signs and symptoms of child abuse and neglect can vary from child to child. Parental behaviours may also indicate child abuse or neglect. By understanding the warning signs, you can



respond to problems as early as possible and provide the right support and services for the child and their family.

It is important to recognise that a warning sign doesn't automatically mean a child is being abused.

(See Appendix B: Possible Warning Signs)

Who may be the abuser?

Children and young adults at risk may be abused by those known to them or by a stranger. They may be abused by an adult or adults, or another child or children.

Where can abuse occur?

Anywhere - children or young adults at risk may be abused in a family, in an institutional setting or community setting, or via the internet. In some cases eg female genital mutilation, a child may be taken out of the country to be abused.

Taking action

'What to do if you're worried a child is being abused' identifies four key steps to follow to help individuals identify and respond to possible abuse and/or neglect:

- Be alert
- Question behaviours
- Ask for help
- Refer

It is not always appropriate to go through all four stages sequentially.

If a child or a young adult at risk is in immediate danger or is at risk of harm this should be reported to the Hertfordshire Safeguarding Children Partnership (HSCP) and/or the police immediately. Before doing so you should try to establish the basic facts. However it is the role of social workers and the police to investigate cases and make a judgement on whether there should be a statutory intervention and/or criminal investigation.

(See Appendix C: Contact details for reporting abuse or suspected abuse)

You should record in writing all concerns and discussions about a child's welfare, the decisions made and the reasons for those decisions. **(See Appendix D: Incident Report)**

It is important to treat all cases of suspected or actual abuse seriously from minor to serious incidents.



Information Sharing

It's important to remember that throughout the four stages, early information-sharing is key to providing effective early help where there are problems. Decisions on how much information to share, with whom, and when, can have a profound impact on people's lives.

For more information on sharing information which includes a myth-busting guide see Information Sharing: Advice for practitioners providing safeguarding services to children, young adult at risk, parents and carers, which can be found online here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/106296/9/Information_sharing_advice_practitioners_safeguarding_services.pdf

IMPLEMENTATION PROCEDURE

If an allegation of bullying or abuse is suspected:

BuzzWorks Association volunteers should follow the procedures stated below in accordance to the situation:

Do	Do not
<ul style="list-style-type: none"> ● Reassure the child ● Listen carefully and attentively ● Clarify the facts ● Check if medical attention is required ● Record accurately using child's own words, ● noting site of any injuries ● Pass on information to your Designated Safeguarding Lead* 	<ul style="list-style-type: none"> ● Promise confidentiality ● Interrupt ● Investigate ● Try to resolve ● Use leading questions

(See appendix F: Guidance on handling communication and information sharing)

Contact and report immediately your concerns directly to safeguarding lead, Nathalie Titterton, 07 581 185 965 for Buzzworks Association, and simultaneously pass the information to the



Designated Safeguarding Person* of the school, club or association in charge of the child and vulnerable person.

Responsibilities of those engaged with BuzzWorks Association's activities DO NOT include investigating suspected abuse or questioning children when they have disclosed abuse.

Responsibility for investigating allegations of abuse, whether they are the result from the disclosure of a child or the concerns of an adult, lies with Social Services or NSPCC, who have statutory powers and obligations under the Children Act 1989.

Asking for help

Concerns about a child's welfare can vary greatly in terms of their nature and seriousness, how they have been identified and over what duration they have arisen. Any individual who has concerns about a child, should ask for help.

Any individual suspecting possible abuse **must** discuss their concerns with the safeguarding lead when they first become concerned, regardless of the level of their concern, minor or serious.

If the individual is concerned that the alleged abuser is the safeguarding lead, they should discuss their concerns with BuzzWorks Association's Chair of Trustees or contact HCC Children's Services, either directly or via the call centre.

You can seek advice at any time from the NSPCC helpline, help@nspcc.org.uk or 0808 800 5000.

It should then be decided:

- What is the nature of the actual/possible abuse?
- Is there a reasonable explanation?
- Is medical attention / examination needed?
- What is the current risk to the child?

Direct contact should be made with the Police if:

- There is an immediate or real risk of injury
- A suspected crime has been / is being committed



Otherwise contact should be made with the Hertfordshire County Council Children's Services who will involve the Police if required. Once notified of the suspected case of abuse it is the responsibility of Children's Services to manage the child protection investigation. The safeguarding lead will be the main point of contact and provide assistance as required.

If you have concerns about the safety or welfare of a child and feel they are not being acted upon by your designated safeguarding lead, **it is your responsibility to take action.**

The HCC investigation team or emergency duty team will take the lead in considering the need and any arrangements for a safeguarding plan. Where the alleged abuser is a child then duty of care considerations may apply to that person.

Information received should be recorded in as verbatim format as possible, and any rough notes retained even after completion of the incident report. The considerations (i.e. What is the nature of the actual/possible abuse? Is there a reasonable explanation? Is medical attention / examination needed? What is the current risk to the child?) by the safeguarding lead and the individual first aware of possible abuse, should be similarly recorded. All records and notes should be signed and dated.

If, at any time, you see further signs of potential abuse and neglect, report and refer again.

Allegations against those engaged with BuzzWorks's activities

BuzzWorks Association is responsible for following its own complaints procedures when an allegation of abuse is made against those against BuzzWorks Association's engaged activities, or when Children's Services, or the Police, suggest that an individual is removed from working with a suspected victim of abuse.

BuzzWorks Association's trustees must ensure that any actions taken in such cases do not prejudice wider investigations by Hertfordshire County Council or the police.

PUBLICATION

This policy is available at BuzzWorks Discovery Centre and Honeyworks Beekeeping Centre. It is available on request in hard copy – please email nathaliebuzzworks@gmail.com.

All those engaged with BuzzWorks Association's activities will be made aware of its existence and any revisions made.



Appendix A: Types of Abuse and Indicators

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Physical abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health or if they live in a home where domestic abuse happens. Babies and disabled children also have a higher risk of suffering physical abuse.

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Some of the following signs may be indicators of physical abuse:

- Children with frequent injuries;
- Children with unexplained or unusual fractures or broken bones; and
- Children with unexplained bruises or cuts; burns or scalds; or bite marks.

Emotional abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and can cause severe and persistent adverse effects on the child's emotional development. Although the effects of emotional abuse might take a long time to be recognisable, practitioners will be in a position to observe it, for example, in the way that a parent interacts with their child. It may involve deliberately telling a child that they are worthless or unloved and inadequate. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say and how they communicate. Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

Some of the following signs may be indicators of emotional abuse:

- Children who are excessively withdrawn, fearful, or anxious about doing something wrong;
- Parents or carers who withdraw their attention from their child, giving the child the 'cold shoulder';
- Parents or carers blaming their problems on their child; and
- Parents or carers who humiliate their child, for example, by name-calling or making



negative comparisons.

Sexual abuse and exploitation is any sexual activity with a child. You should be aware that many children and young people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not even understand that it is wrong. Sexual abuse can have a long-term impact on mental health.

Sexual abuse may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may also include non-contact activities, such as involving children in the production of sexual images, forcing children to watch sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the Internet)

Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

Some of the following signs may be indicators of sexual abuse:

- Children who display knowledge or interest in sexual acts inappropriate to their age;
- Children who use sexual language or have sexual knowledge that you wouldn't expect them to have;
- Children who ask others to behave sexually or play sexual games; and
- Children with physical sexual health problems, including soreness in the genital and anal areas, sexually transmitted infections or underage pregnancy.

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Some of the following signs may be indicators of sexual exploitation:

- Children who appear with unexplained gifts or new possessions;



- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and
- Children who regularly miss school or education or don't take part in education.

Neglect is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of the child's health or development. Children who are neglected often also suffer from other types of abuse. It is important that practitioners remain alert and do not miss opportunities to take timely action. However, while you may be concerned about a child, neglect is not always straightforward to identify.

Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.

Some of the following signs may be indicators of neglect:

- Children who are living in a home that is indisputably dirty or unsafe;
- Children who are left hungry or dirty;
- Children who are left without adequate clothing, e.g. not having a winter coat;
- Children who are living in dangerous conditions, i.e. around drugs, alcohol or violence;
- Children who are often angry, aggressive or self-harm;
- Children who fail to receive basic health care; and
- Parents who fail to seek medical treatment when their children are ill or are injured.





Appendix B: Possible Warning Signs

Some of the following signs might be indicators of abuse or neglect:

Children whose behaviour changes – they may become aggressive, challenging, disruptive, withdrawn or clingy, or they might have difficulty sleeping or start wetting the bed;

Children with clothes which are ill-fitting and/or dirty. Children with consistently poor hygiene;

Children who make strong efforts to avoid specific family members or friends, without an obvious reason;

Children who don't want to change clothes in front of others or participate in physical activities;

Children who are having problems at school, for example, a sudden lack of concentration and learning or they appear to be tired and hungry;

Children who talk about being left home alone, with inappropriate carers or with strangers;

Children who reach developmental milestones, such as learning to speak or walk, late, with no medical reason;

Children who are regularly missing from school or education;

Children who are reluctant to go home after school;

Children with poor school attendance and punctuality, or who are consistently late being picked up;

Parents who are dismissive and non-responsive to practitioners' concerns;

Parents who collect their children from school when drunk, or under the influence of drugs;

Children who drink alcohol regularly from an early age;

Children who are concerned for younger siblings without explaining why;

Children who talk about running away; and



Children who shy away from being touched or flinch at sudden movements.

By understanding the warning signs, you can respond to problems as early as possible and provide the right support and services for the child and their family. **It is important to recognise that a warning sign doesn't automatically mean a child is being abused.**



Appendix C: Contact details for reporting abuse or suspected abuse

Please contact the Police (choose one of the 3 options below) or Children's Services in the first instance, depending on the circumstances.

Please find the latest contact details and procedural information on **What to do if you suspect a child is being abused** here: <https://www.nspcc.org.uk/>

Police:

- 1. Immediate response** For incidents concerning a child or young person, where there is danger to life, risk of injury or a crime is being committed – dial 999
- 2. High priority** For incidents taking place against a child or young person, where there is no immediate risk to life or property but a police response is required as soon as practicable due to the seriousness of the incident and / or potential loss of evidence dial 101.
- 3. Routine** For incidents that have taken place against a child or young person, where that person wishes to make a report of crime please contact 101 and specify that a crime has been committed and that person wishes to make a report of the crime.

Children's Services:

For all incidents of suspected child abuse please contact Children's Services (including out of hours) **0300 123 4043**

<https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/report-child-protection-concern.aspx>

or the Joint Child Protection Investigation Team (JCPIT) on 01707 354 000

Other support agencies:



ChildLine (Freephone) 0800 1111

Get Connected 0808 808 4994

Muslim Youth Helpline 0808 808 2008

Children's Legal Centre Helpline 0300 330 5480

NSPCC Child Protection Helpline 0808 800 5000

Family Lives 0808 800 2222

Samaritans National Helpline 08457 90 90 90

Internet Watch Foundation <https://www.iwf.org.uk/>



Appendix D: Incident report

This report should be:

- completed by the individual who first becomes aware of suspected abuse, in all cases, even if no further action is taken.
- completed as soon as possible after an incident, and within 24 hours at the latest.
- countersigned by BuzzWorks Association Designated Child Safeguarding Lead or Chair of Trustees.

This report is strictly confidential: please keep it in a secure place at all times (e.g. a locked filing cabinet / password protected if held in electronic format).

Observation Form in case of any incidents (verbal and/or physical), injuries, trauma and illness happening during the event.

Once completed form to be handed to the safeguarding officer Nathalie Titterton 07 581 185 965 nathaliebuzzworks@gmail.com

Name of the person reporting and role:

Incident Day, Date and Time:

Location:

Name, age, gender of the child/vulnerable person involved:

<p>Parents/carer's details:</p> <p>(address and any relevant phone numbers):</p> <p>Source of incident Direct / indirect</p> <p>Any other adult(s) present:</p> <p>Comments:</p>	
<p>Verbatim account of disclosure or incident, by whom and when; What is said to have happened or was seen and where, in the words used by the person making the allegation (ie if the person uses 'pet' words, record the actual words used, rather than translating them into 'proper' words),</p>	
<p>Description of injuries if relevant: Any evidence of abuse, e.g. bruises, bleeding, unusual behaviour (draw a diagram to show the position of bruises or marks they show you, include the size, shape and colour).</p>	
<p>Observe behavioural concerns</p>	
<p>Discussion with Herts Safeguarding Children board's.</p>	
<p>Action taken</p>	



Signature Date	

Appendix E: Code of Behaviour for Children

Children and young people are expected to:

- Listen and follow instructions of activity supervisors
- Cooperate with each other
- Be friendly
- Listen to each other
- Be helpful
- Follow this code of behaviour and other rules
- Act safely and responsibly when using the internet, social networking sites, mobile phones etc
- Have good manners
- Join in
- Respect each other's differences
- Treat staff, tutors, volunteers and visitors with respect
- Report anything that worries or concerns them to the adult in charge

Children and young people shouldn't:

- Pick on or make fun of each other
- Bully each other
- Stare at others



Yell or shout at others

Be abusive

Spread nasty rumours/untrue stories about others

Use equipment to be abusive or to cyberbully – for example, by using mobile phones to send nasty messages, taking and sharing photos without permission, sending nasty emails, or ‘trolling’ (leaving unkind comments on a webpage or social network profile).



Appendix F: Guidance on handling communication and information sharing

Receive

Listen to what is being said, without displaying shock and disbelief.

Accept what is being said.

Take notes (**See Incident report, Appendix : Incident Report**)

Reassure

Be reassuring, but honest.

Don't make promises you may not be able to keep, don't say things like, "I'll stay with you," or "Everything will be all right now".

Don't promise confidentiality, you have a duty to refer.

Do reassure them that they were right to tell you, and recognise how difficult it might have been to tell.

Remember that they may feel guilty; refer to this if they mention it. If they don't, you could be putting the idea in their head. You could say things like "You're not to blame, it's not your fault,,"; "You're not alone, you're not the only one this sort of thing has happened to".

What you say should be appropriate to their age and stage of development.

React

Do not interrogate them for full details. All you need to do is get enough information to decide whether or not you need to refer this further.

Do not ask leading questions, for example "What did he do next?" (this assumes that something else did happen) or "did she touch your private parts?" Questions like this can invalidate your evidence (and the child's) in any later court case.

Do ask open questions, like "Anything else to tell me?"

Do not criticise the person the child is talking about; they may love him/her, and reconciliation may be possible.

Do not ask the child to repeat what they have said to another worker or management member.

Explain what you have to do next and who you will have to talk to.



Record

Make some brief notes as soon as possible. Do not destroy these in case they are needed by Social Services or the Police. As soon as possible, record the following information and complete the Incident Report (Appendix D), and pass it to the safeguarding lead. A decision on the need to refer the matter to Police or Children's Services will be made by the safeguarding lead in consultation with the individual first made aware of the suspected abuse.

Please record as soon as possible: Name of person, Parents/carer's details, Their address and any relevant phone numbers, What is said to have happened or was seen and where, in the words used by the person making the allegation (ie if the person uses 'pet' words, record the actual words used, rather than translating them into 'proper' words), The date and time it occurred, Who else, if anyone, was present, What was said by others present, Any evidence of abuse, eg bruises, bleeding, unusual behaviour (draw a diagram to show the position of bruises or marks they show you, include the size, shape and colour).

Remember

Ensure that you record, as accurately as possible, things that are really said, rather than your interpretations or assumptions.

Follow this policy and refer any issues to the safeguarding lead as soon as possible.

You may need support yourself: if so, please talk to the safeguarding lead in the first instance.

Information Sharing and Confidentiality

In the case of suspected abuse, it is important to ensure as much confidentiality as possible. Allegations should not be openly discussed with others - this can be harmful for the person who made the allegation as well as the person against whom the allegation was made.

Myth-busting guide to information sharing

Sharing information enables practitioners and agencies to identify and provide appropriate services that safeguard and promote the welfare of children. Below are common myths that may hinder effective information sharing:

Data protection legislation is a barrier to sharing information



No – the Data Protection Act 2018 and GDPR do not prohibit the collection and sharing of personal information, but rather provide a framework to ensure that personal information is shared appropriately. In particular, the Data Protection Act 2018 balances the rights of the information subject (the individual whom the information is about) and the possible need to share information about them.

Consent is always needed to share personal information

No – you do not necessarily need consent to share personal information. Wherever possible, you should seek consent and be open and honest with the individual from the outset as to why, what, how and with whom, their information will be shared. You should seek consent where an individual may not expect their information to be passed on. When you gain consent to share information, it must be explicit, and freely given. There may be some circumstances where it is not appropriate to seek consent, because the individual cannot give consent, or it is not reasonable to obtain consent, or because to gain consent would put a child's or young person's safety at risk.

Personal information collected by one organisation/agency cannot be disclosed to another

No – this is not the case, unless the information is to be used for a purpose incompatible with the purpose for which it was originally collected. In the case of children in need, or children at risk of significant harm, it is difficult to foresee circumstances where information law would be a barrier to sharing personal information with other practitioners.

The common law duty of confidence and the Human Rights Act 1998 prevent the sharing of personal information

No – this is not the case. In addition to the Data Protection Act 2018 and GDPR, practitioners need to balance the common law duty of confidence and the Human Rights Act 1998 against the effect on individuals or others of not sharing the information. IT Systems are often a barrier to effective information sharing

No – IT systems, such as the Child Protection Information Sharing project (CP-IS), can be useful for information sharing. IT systems are most valuable when practitioners use the shared data to make more informed decisions about how to support and safeguard a child.