



# Safeguarding Children Policy

## 1 Introduction

---

- 1.1** This document is the Safeguarding Children Policy for the SONshine Club which will be followed by all members of the organisation and followed and promoted by those in the position of leadership within the organisation.
- 1.2** This policy should be read in conjunction with Health & Safety, Risk Assessment, and Complaints Policies. Whistleblowing and Staff Code of Conduct.
- 1.3** The SONshine Club recognises its responsibility under Working Together 2018 and local Safeguarding Partnership, for Safeguarding and Child Protection. It carries responsibility for ensuring that their employees are competent and confident in carrying out their responsibilities for safeguarding and promoting children's welfare. This states that all voluntary and faith organisations whether charitable or not..  
*should have the arrangements .. and should collaborate to work effectively with the safeguarding partners as required by any local safeguarding arrangements. Paid and volunteer staff need to be aware of their responsibilities for safeguarding and promoting the welfare of children, how they should respond to child protection concerns and how to make a referral to local authority children's social care or the police if necessary. (Working Together 2018)*
- 1.4** The purpose of the SONshine Club is to provide healthy lifestyle and educational activities out of school hours to children and young people, which are very open access policy for children with SEND or additional needs. These sometimes partner with school extra-curricular programmes.
- 1.5** We know that children and young people can be vulnerable to abuse by adults and other children or young people. The purpose of this policy is to make sure that the actions of any person in the context of the work carried out by the organisation are transparent and safeguard and promote the welfare of all children and young people.
- 1.6** This document is written in accordance with London Child Protection

Procedures <http://www.londoncp.co.uk/index.html> and Working Together to Safeguard Children 2023 and recent updates.

### **Principles upon which the Safeguarding Children Policy is based**

*We believe that:* \_\_\_\_\_

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

*We recognise that:* \_\_\_\_\_

- the welfare of children is paramount in all the work we do and in all the decisions we take all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

*We will seek to keep children and young people safe by:* \_\_\_\_\_

- appointing a Designated Safeguarding Lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- recording, storing and using information professionally and securely, in line with data protection legislation and guidance [more information about this is available from the Information Commissioner's Office: <https://ico.org.uk/for-organisations/> ]

- making sure that children, young people, and their families know where to go for help if they have a concern
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedures to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff, and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- building a safeguarding culture where staff and volunteers, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.

Paid staff and volunteers should make sure that they are **alert** to the signs of abuse and neglect, that they **question the behaviour** of children and parents/carers, and don't necessarily take what they are told at face value. They should make sure they know where to turn to if they need to **ask for help** and **refer** to children's social care or to the police, if they suspect that a child is at risk of harm or is immediate danger (see the section on *Taking action*, for further information).

### 1.7 Data Protection compliance

- The SONshine Club has appropriate Data Protection and Privacy policies compliant with the General Data Protection Regulation (GDPR) and has reviewed relevant areas of data processing of personal data.
- We only hold personal data for as long as necessary, have reviewed/noted reasons for storing particular data, and have a Data Retention policy and procedures for archiving and anonymisation of personal data.
- We will review any requests from data subjects to access their personal data, including requests to have their data erased in line with the GDPR (individuals may not always be able to exercise their right to data erasure if such data is needed for legal proceedings i.e.

in cases of misconduct or dismissal for abuse or other offences).

- We endeavour to seek consent, whenever relevant and legally required to do so, for accessing and processing personal data. We will make sure that, when consent is needed, the reasons for data being collected will be clearly explained to individuals alongside their rights to data protection.
- Unless not in the best interest of child's welfare, we will seek parental/carer consent to use data of children under the age of 16.
- When relevant we will provide child-friendly information about processing their personal data.
- All staff and volunteers processing personal data and working with children will be briefed on the Data Protection compliance. They will also be trained on cases when other legislation overrides data protection. In cases of safeguarding concerns, relevant legislation such as the Children Act 1989 takes precedence and personal information may be shared if it is clearly in the child's best interests.

## **2 Safeguarding children and young people**

---

This section covers a collection of safeguarding measures which have been designed to safeguard children and young people from harm. They are as follows:

### **2.1 Safe recruitment and selection**

We have a policy and procedures which ensure that all potential paid staff and volunteers:

- Complete an application form or a letter of application. This includes address, evidence of relevant qualifications, the reasons why they want to work with children and young people, paid work and voluntary work experience and all criminal convictions.
- Provide two pieces of identification which confirm both identity and address.
- Undergo an interview (formal or informal) involving at least two interviewers.
- Provide at least two references which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicant's work or volunteering with children or young people. If the applicant has not worked with children or young people before, then they should confirm this and give an alternative referee.
- Consent to a Disclosure and Barring Service check (formally CRB check) at the appropriate level (standard or enhanced).

Furthermore, the organisation complies with all other safeguarding regulations:

- We understand that a person who is barred from working with children or vulnerable adults is breaking the law if they work or volunteer or try to work or volunteer with these groups or be a charity Trustee.
- We understand that an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
- We understand that if our organisation dismisses a member of staff, Trustee or volunteer because they have harmed a child or vulnerable adult, or would have done so if they had not left, we must complete a DBS referral form: <https://www.gov.uk/government/publications/dbs-referrals-form-and-guidance>.

### **2.2 Management and support of paid staff and volunteers**

- All staff, Trustees and volunteers are provided with a job description (paid staff) or a role profile (volunteers) outlining their main responsibilities. This includes a requirement to sign their agreement to comply with our Safeguarding Policy and procedures and code of conduct for appropriate behaviour.
- All staff, Trustees and volunteers are supported through an Induction process during which safeguarding/child protection procedures are explained and training needs identified.
- All paid staff and volunteers complete a role review at the end of their induction period before being confirmed in post. Inductions will be completed within 6 months.
- All paid staff are given supervision at least every 6 weeks by their line manager/ Chair of the organisation.
- All volunteers and staff are given regular support sessions. (This may include one to one or group support, mentoring or shadowing opportunities).
- Our organisation has disciplinary and grievance procedures in place for all paid staff and volunteers.
- All paid staff and volunteers attend regular ongoing safeguarding training appropriate to their role.

### **2.3 Providing safer activities and trips**

#### **2.3.1 Necessary arrangements**

- People whose suitability has not been checked, including through a DBS check must not be allowed to have unsupervised contact with

children.

- All paid staff and volunteers undertaking specialist support roles are provided with appropriate training.
- All activities are risk assessed to ensure that all reasonable steps are taken to prevent children and young people being harmed whilst participating in the organisation's activities.
- Employer's liability and/or public liability insurance has been taken out to ensure that all activities and services and all people taking part, are covered.
- All activities being provided are properly planned and organised. Planning ensures that the services are: age-appropriate, appropriately supervised, take account of staff ratio and use qualified instructors, or guidance as appropriate.
- The organisation has a Photography Policy about taking and using photographs of children and young people and a consent form for the use of photographs and filming and will remain compliant with the General Data Protection Regulation (GDPR).
- Vehicles will have up to date Tax and MOT, appropriate seats (including booster seats and seatbelts).
- First Aid Boxes are on hand.

### 2.3.2 Covid

In the event of a new COVID or other pandemic threat, Sonshine Club would implement existing plans and impose restrictions as necessary.

## 2.4 Online safety

The welfare of the children/young people who come into contact with our services is paramount and governs our approach to the use and management of electronic communications technologies.

Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to e-safety.

The use of information technology is an essential part of all our lives; it is involved in how we as an organisation gather and store information, as well as how we communicate with each other. It is also an intrinsic part of the experience of our children and young people. However, it can present challenges in terms of how we use it responsibly and, if misused either by an adult or a young person, can be actually or potentially harmful to them.

*We will seek to promote online safety by:*

---

- Examining and risk assessing any emerging new technologies before they are used within the organisation. We will provide guidance for staff and volunteers for use.
- Working with TAG (Technology Awareness Group) to appropriately filter IT equipment.
- Supporting and encouraging parents and carers to do what they can to keep their children safe online and when using their mobile phones and any computer-based activities. We will encourage TAG services to support parents with this.
- Incorporating statements about safe and appropriate ICT use into the codes of conduct both for staff and volunteers and for children and young people.
- Use our procedures to deal firmly, fairly and decisively with any examples of inappropriate ICT use, complaints or allegations, whether by an adult or a child/young person (these may include breaches of filtering, illegal use, cyberbullying, or use of ICT to groom a child or to perpetrate abuse).
- Informing parents and carers of incidents of concern as appropriate.
- Reviewing and updating the security of our information systems regularly.
- Providing adequate physical security for ICT equipment.
- Ensuring that usernames, logins and passwords are used effectively.
- Using only official email accounts provided via the organisation and monitoring these as necessary (see staff handbook).
- Ensuring confidential information sent by emails is sent securely, and depending on the sensitivity of the data, it may need to be encrypted.
- Ensuring that the personal information of staff, volunteers and service users (including service users' names) are not published on any online websites or promotional links.
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, (including children over 12) and only for the purpose for which consent has been given.
- Discouraging use of social media but must be approved by senior manager and risk assessed in advance if there is a need or wish to use them.

- Providing effective management for staff and volunteers on ICT issues, through supervision, support and training.

### 2.5 Code of Conduct

We have a Code of Conduct for staff and volunteers. Where there are clear breaches, the disciplinary route may be used.

We also have an appropriate behaviour system for children and young people. Systems are in place and implemented for dealing with unacceptable behaviour.

#### 2.5.1 Whistleblowing

All our staff and volunteers should feel able to raise concerns about poor or unsafe practice that they observe, to their line manager or Senior person. Our Whistleblowing Policy sets out procedures and staff safeguards. Should a staff member feel unable to raise an issue with the team or feels that their genuine concerns are not being addressed, other whistleblowing channels are open to them.

The NSPCC whistleblowing helpline – 0800 028 0285 – this line is open from 8am to 8pm Monday to Friday or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Alternatively, staff/volunteers may seek advice from the Shema Koli Helpline: 0203 670 1818

### 2.6 Peer on peer abuse and bullying

Peer on peer abuse can take different forms including:

- 1) bullying (including cyberbullying)
- 2) sexual violence and sexual harassment
- 3) physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- 4) sexting
- 5) upskirting

Children from ethnic minorities, disabled children, young people who have any other of the protected characteristics or those with learning difficulties are more vulnerable to this form of abuse.

#### *Competitive sports*

---

During competitive sports, there is sometimes covert or overt passionate bullying during enthusiastic participation. We deal with this sensitively, sometimes splitting up groups and bringing in extra supervision to overcome these issues. We use similar techniques for other projects where there may be any similar issues.

The SONshine Club recognizes:

---

Where service users have SEN or disabilities and therefore may be more vulnerable. As such staff and volunteers will be specifically made aware:

- Not to assume that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration;
- To recognise that children with SEND are more prone to peer group isolation than other children;
- Of the potential for children with SEN and disabilities being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs; and
- communication barriers and difficulties in overcoming these barriers.

Everybody has the responsibility to work together to stop peer-on-peer abuse – staff, the parent/guardian, the child/young person, the official commitment to the early identification of peer-on-peer abuse or bullying and prompt, collective action to deal with it.

Any reported incident of peer-on-peer abuse will be investigated objectively and will involve listening carefully to all those involved. We recognize that both the victim and the perpetrator may need support.

Children/young people experiencing peer-on-peer abuse will be supported or mentored and assistance given to reduce the risk of further incidences and to uphold their right to play and live in a safe environment which allows their healthy development.

### **2.7 Comments, Compliments & Complaints Policy**

We have a written Comments, Compliments & Complaints Policy and procedure so that children and young people, and staff and volunteers can make any necessary comment, compliment or complaint.

### 3 Child Protection

---

#### 3.1 Immediate action to ensure safety

Immediate action may be necessary at any stage in involvement with children and families.

***In all cases it is vital to take whatever action is needed to safeguard the child or children concerned i.e.***

- If emergency medical attention is required, this can be secured by calling an ambulance (dial 999 or Hatzola) or taking a child to the nearest Accident and Emergency Department.
- If a child is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via their powers to use police protection.

#### 3.2 Recognition of abuse or neglect

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, or another child or children.

Individuals within the organisation need to be alert to the potential abuse of children both within their families and also from other sources including abuse by members of that organisation.

The SONshine Club staff should know how to recognise and act upon indicators of abuse or potential abuse involving children and where there are concerns about a child's welfare. There is an expected responsibility for all members of the organisation to respond to any suspected or actual abuse of a child in accordance with these procedures.

Abuse can take many forms and the following is a summary of the most common forms of child abuse as set out in *Working Together to Safeguard Children (2018)*.

##### 3.2.1 Physical abuse

Physical Abuse - a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

*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.

### 3.2.2 Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

*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.

### 3.2.3 Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

*Once a child is born, neglect may involve a parent or carer failing to:* \_\_\_\_\_

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

*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.

### 3.2.4 Sexual abuse and exploitation

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching 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 also 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.

*Further information on child sexual exploitation*

---

Child sexual exploitation (CSE) involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, gifts, money or in some cases simply affection) as a result of engaging in sexual activities. Sexual exploitation can take many forms ranging from the seemingly 'consensual' relationship where sex is exchanged for affection or gifts, to serious organised crime by gangs and groups. What marks out exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers to have sex, sexual bullying including cyberbullying and grooming. However, it is also important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

### **3.2.5 Preventing radicalisation**

Protecting children from the risk of radicalisation should be seen as part of an organization's wider safeguarding duties and is similar in nature to protecting children from other forms of harm and abuse. During the process of radicalisation it is possible to intervene to prevent vulnerable children and young people being radicalised.

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism. There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many different ways and settings. Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or online, and with specific needs for which an extremist or terrorist group may

appear to provide an answer. The internet and the use of social media in particular has become a major factor in the radicalisation of young people. As with managing other safeguarding risks, staff/volunteers should be alert to changes in children's behaviour which could indicate that they may be in need of help or protection.

### 3.3 Taking action

There are 4 key steps to follow to help you identify and respond appropriately to possible abuse and or neglect.



It may not always be appropriate to go through all 4 stages sequentially. **If a child is in immediate danger or is at risk of harm you should refer to children's social care and/or the police.** Before doing so, you should try to establish the basic facts. However, it will be the role of the social workers and the police to investigate cases and make a judgement on whether there is ground for statutory intervention and/or a criminal investigation.

You should record, in writing, all concerns and discussions about a child's welfare, the decisions made and the reasons behind those decisions.

The first step is to be alert to the signs of abuse and neglect, and to have read this document.

### 3.4 When you must NOT discuss your concerns with parents/carers

It is good practice to be as open and honest as possible with parents/carers about any concerns. However, you **MUST NOT** discuss your concerns with parents/carers in the following circumstances:

- Where sexual abuse or sexual exploitation is suspected
- Where organised or multiple abuse is suspected
- Where fabricated or Induced Illness (previously known as Munchausen Syndrome by proxy) is suspected
- Where Female Genital Mutilation is the concern
- In cases of suspected Forced Marriage
- Where contacting parents/carers would place a child, yourself or others at immediate risk.

These decisions should not be taken in isolation. Consult with your

senior manager/line manager/designated safeguarding lead or the MASH team in the region which the child resides. (See 3.5 and 3.10 below.)

### **3.5 What to do if children talk to you about abuse or neglect**

It is recognised that a child may seek you out to share information about abuse or neglect or talk spontaneously, individually or in groups when you are present.

*In these situations,*

***you must:***

---

- Listen carefully to the child. DO NOT directly question the child.
- Give the child time and attention.
- Allow the child to give a spontaneous account; do not stop a child who is freely recalling significant events.
- Make an accurate record of the information you have been given taking care to record the timing, setting and people present, the child's presentation as well as what was said. Do not throw this away as it may be needed later as evidence.
- Use the child's own words where possible.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.

*Reassure the child that:*

- they have done the right thing in telling you
- they have not done anything wrong
- Tell the child what you are going to do next and explain that you will need to get help to keep him/her safe.
- DO NOT ask the child to repeat his or her account of events to anyone

**If a child discloses information to you about abuse or neglect you must take action.**

Contact your Designated Safeguarding Lead or if you cannot contact them go straight to the statutory authority in the region which the child resides:

**Hackney MASH** on 020 8356 5500.

**Haringey MASH** on 020 8489 4470

**Barnet MASH** on 020 8359 4066 (*See full contact details in 3.10*)

If a child is in immediate danger of being harmed, the police should be called on 999.

### 3.6 Consult about your concern

Because of your observations of a child, or information received you may become concerned about a child who has not spoken to you.

Ask a child why they are upset or how a cut or bruise was caused or respond to a child wanting to talk to you. This practice can help clarify vague concerns and result in appropriate action.

If you are concerned about a child, you must share your concerns. Initially you should talk to one of the two designated safeguarding leads whose contact details are below.

It will usually be the designated safeguarding lead who will then get in touch with the MASH team in the region which the child resides, if necessary.

If you are worried about a child and cannot contact a designated safeguarding lead, speak to another manager, or go direct to the relevant MASH team below.

**Hackney** MASH on 020 8356 5500.

**Haringey** MASH on 020 8489 4470

**Barnet** MASH on 020 8359 4066 (See full contact details in 3.10)

If a child is in immediate danger of being harmed, or if a child is home alone, the police should be called on 999.

If a caller rings out of office hours, there will be a message directing to an out of hours number to call.

### 3.7 Make a referral

- 3.7.1 A referral involves giving the Hackney, Haringey or Barnet MASH teams or the Police, if it is an acute situation, information about concerns relating to an individual or family in order that enquiries can be undertaken by the appropriate agency followed by any necessary action.
- 3.7.2 Parents/carers should be informed if a referral is being made except in the circumstances outlined in Section 3.3.
- 3.7.3 However, inability to inform parents for any reason should not prevent a referral being made. It would then become a joint decision with the relevant local authority MASH team about how and when the parents should be approached and by whom.
- 3.7.4 If your concern is about harm or risk of harm from a family member or someone known to the children, you should make a referral to the relevant local authority MASH team.

**3.7.5** If your concern is about harm or risk of harm from someone not known to the child or child's family, you should make a telephone referral directly to the Police and consult with the parents.

**3.7.6** If your concern is about harm or risk of harm from an adult in a position of trust (see Section 3.8: Allegations against Adults Who Work with Children).

### *Information required when making a referral*

---

**3.7.7** Be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available). Unavailability of some information should not stop you making a referral.

- Your name, telephone number, position and request the same of the person to whom you are speaking.
- Full name and address, telephone number of family, date of birth of child and siblings.
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of professionals known to be involved with the child/family e.g. GP, Health Visitor, School.
- The nature of the concern and foundation for the concern.
- An opinion on whether the child may need urgent action to make them safe.
- Your view of what appears to be the needs of the child and family.
- Whether the consent of a parent with Parental Responsibility has been given to the referral being made.

### *Action to be taken following the referral*

---

**3.7.8** You must take the following action after making a referral:

- Ensure that you keep an accurate record of your concern(s) made at the time.
- Or if you contacted the local authority MASH via telephone,
- Accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

### **3.8 Allegations against adults who work with children**

**3.8.1** If you have information which suggests an adult who works with children (in a paid or unpaid capacity) has:

- Behaved in a way that has harmed, or may have harmed, a child;
- Possibly committed a criminal offence against children, or related to a child; or
- Behaved towards a child or children in a way that indicates s/he may pose a risk to children.
- behaved or may have behaved in a way that indicates they may not be suitable to work with children.

(Working Together 2018)

**3.8.2** You should speak immediately with the director or chief executive who has responsibility for managing allegations, even where the concerns are low level. The chief executive will make a judgement on the course of action to take and may contact the LADO, formally or informally to arrive at the decision.

### **3.9 Confidentiality**

**3.9.1** The organisation should ensure that any records made in relation to a referral should be kept confidentially and in a secure place.

**3.9.2** Information in relation to child protection concerns should be shared on a "need to know" basis. However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to a child's need for protection. See Information sharing advice for safeguarding practitioners:

<https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>.

**3.9.3** If in doubt, consult.

### 3.10 Useful contact details

**Designated Safeguarding Lead** Mrs Rachel Gruber  
020 8802 1152

**Deputy Designated Safeguarding Lead** Mrs Gitty Bayer  
(07908952018)

---

**Hackney MASH** 020 8356 5500  
Email: [csreferrals@hackney.gov.uk](mailto:csreferrals@hackney.gov.uk)  
Secure email: [csreferrals@hackney.gov.uk.cjism.net](mailto:csreferrals@hackney.gov.uk.cjism.net)

---

**Duty Social Worker** 020 8356 4484  
Out of hours No (5pm-9am): 020 8356 2710.

---

**Local authority designated officer (LADO)** 020 8356 4569

---

**NSPCC** Helpline: 0808 800 5000  
[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

---

**ChildLine** 0800 1111  
Child Line textphone 0800 400 222)

This procedure is consistent with the government guidelines set out in *Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children, 2018*, and with *Keeping Children Safe in Education 2023* (recruitment guidance)

#### **Police Public Protection Investigation Unit**

- 
- Child Protection:
  - Domestic Violence

---

**For non-urgent police matters** dial 101 and in emergencies dial 999

---

**Local Police** 020 8808 1212

### Appendix 1 **Safeguarding advice and referrals contacts**

---

*Hackney* <http://www.chscp.org.uk/>  
[http://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=\\_B7Bm1XBLBM](http://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=_B7Bm1XBLBM)

---

*Haringey* <https://haringeyscp.org.uk>, <http://www.haringeyscb.org/what-do-if-youre-worried-about-child>

---

*Barnet* <https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children/multi-agency-safeguarding-hub-mash.html>

---

#### **City and Hackney** *For children who are resident in the London Borough of Hackney*

*Hackney MASH* (Multi Agency Safeguarding Hub)  
*Children's and Family Service* 020 8356 5500

---

*Duty Social Worker* 020 8356 4844 any time Monday – Friday for advice, guidance or to make a referral.

---

*Out of Hours service* 020 8356 2710 after 5.00 pm and at weekends  
Fax – 020 8356 5516/7  
email [MASH@hackney.gov.uk](mailto:MASH@hackney.gov.uk), or secure e-mail on [MASH@hackney.gov.uk.cjism.net](mailto:MASH@hackney.gov.uk.cjism.net)

---

*Postal address* MASH, 4th Floor, Hackney Learning Trust, 1 Reading Lane, Hackney E8 1GQ

---

#### **Hackney – making a safeguarding referral:**

Professionals and members of the public can contact MASH with safeguarding concerns about a child who lives in Hackney, you can contact MASH directly 9am – 5pm, Monday – Friday except Bank Holidays.

*Telephone* 020 8356 4844

*Fax* 020 8356 5516

*Email* [csreferrals@hackney.gov.uk](mailto:csreferrals@hackney.gov.uk)

*Secure emails* [csreferrals@hackney.gov.uk.cjism.net](mailto:csreferrals@hackney.gov.uk.cjism.net)  
[csreferrals@hackney.gcsx.gov.uk](mailto:csreferrals@hackney.gcsx.gov.uk)

Outside of the above hours, the Emergency Duty Team (EDT) can be contacted on 020 8356 2710.

**Hackney Children and Family Service** is located at:  
1 Hillman Street, London E8 1DY.

### **Hackney LADO**

To report/consult about an allegation against a professional/volunteer working with children

Contact the LADO (Local Authority Designated Officer) on 0208 356 4569 / LADO@hackney.gov.uk. If unavailable, call the Safeguarding Duty Service (020 8356 8082) to leave a message.

---

### **Haringey** *For children who are resident in the London Borough of Haringey*

*Safeguarding Children Board information* 020 8489 1470/3145

---

*Haringey Safeguarding MASH* (Multi Agency Safeguarding Hub)  
020 8489 4470, Monday to Thursday 8.45 am – 5pm, Friday 8.45 am to 4.45 pm for advice about a child

Where there is no immediate risk of significant harm or abuse to the child, but where you believe some early help and additional support may be needed:

*Email to MASH* referral@haringey.gov.uk

---

*MASH Consultation* If you are not sure and need to talk to a social worker about a concern, you could also call:  
020 8489 4430

---

*Out of Hours service* (including weekends) – 020 8489 0000. An emergency duty social worker will call back.

---

*Postal address* Haringey Local Safeguarding Children Board, River Park House, London N22 8HQ

### **Haringey LADO**

For advice and information about allegations against staff and volunteers please contact the Haringey Local Authority Designated Officer on 020 8489 2968/1186 or email LADO@haringey.gov.uk

---

### **Barnet** *For children who are resident in the London Borough of Barnet*

*Barnet MASH* (Multi Agency Safeguarding Hub)

---

*Members of the public or professionals can call MASH* 0208 359 4066 any time  
Monday – Friday for advice, guidance or to make a referral.

*Online* Referral form:  
<https://www.barnet.gov.uk/directories/directme/multi-agency-safeguarding-hub-mash-team-childrens>

---

*Walk-in* Children and families can walk in to:  
Barnet Council, MASH, 2 Bristol Avenue, Colindale, NW9 4EW, and ask to see a children's social worker any time Monday-Friday between 9am-5pm

---

*After 5pm, weekends and the Out of Hours social work service is provided by LB Harrow* 020 8359 2000

---

*Email: Members of the public or professionals can e-mail MASH* MASH@barnet.gov.uk  
*Secure e-mail* MASH@barnet.gcsx.gov.uk

---

*Mail: Members of the public or professionals can post referrals or letters to:* MASH London Borough of Barnet, North London Business Park, Oakleigh Road South, London N11 1NP

---

*Fax: Members of the public or professionals can fax MASH* 020 594 8766

---

*MASH online referral:* <https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html>

---

### **Barnet LADO**

If you suspect that a paid or unpaid worker, volunteer or person in a position of trust working with children, has harmed, may harm or failed to protect a child or young person You must tell Barnet's Local Authority Designated Officer (LADO) via MASH on 020 8359 4066

---

*Barnet Safeguarding Children Partnership* <https://thebarnetscp.org.uk/>

---

### **Safeguarding Children Policy**

*Last review* 10/01/2026

*Signature* 

*Position* Rachel Gruber, Chair

*Next review date* 10/01/2027

### Concern recording form

This form should be completed when there is cause for concern and given to your **Designated Safeguarding Lead** as soon as possible.

#### Details of child

Name

Age (date of birth if known)

#### Details of person reporting concerns

Full name

Post

Do these concerns relate to a specific incident/ disclosure?

If YES complete section A. If NO omit Section A and move straight to Section B.

#### Section A

Date and time of incident/ disclosure

Date this form completed

Location of incident/disclosure

*Please circle relevant factors of incident (all that apply):*

**Bullying** **Online** **SVSH** **Prejudice** **Protected** **Characteristic** **Other**

Other person(s) present

#### Section B

##### Details of concern/ disclosure/incident

What was said, observed, reported

##### Action taken

What did you do following the incident/ disclosure/ concern?

Follow up (decision, outcomes)

Any other relevant information

Signed

Date