

Luton's Voluntary & Community Sector Safeguarding Standards Toolkit



March 2010



For organisations who have not completed
a Section 11

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Introduction

The following standards have been developed to help to safeguard and protect children and young people in Eastern Region and have been adopted by the Luton Safeguarding Children Board as the minimum standards for safeguarding practice in Luton.

They are informed by legislation, research and good practice, and have been developed in consultation with LSCB leads and voluntary and community provider organisations. Importantly the document's provenance lies with the partners of Safe Network: Children England whose regional leadership has supported their development and NSPCC whose Safety check Toolkit provided the standards origination. The whole project has been funded and supported by Go East the Government office for the region.

They are aimed at setting a benchmark of good practice for organisations who provide services to children, young people and their families and make explicit what is expected in relation to safeguarding children and young people.

Chief Executives and Trustees are responsible for ensuring that those benefiting from, or working with their charity or organisations are not harmed in any way through contact with it. They have a legal duty to act prudently and this means that they must take all reasonable steps within their power to ensure that this does not happen. Chief Executives and Trustees should be committed and supportive of the roll out and continual compliance to these Safeguarding Standards to ensure children, young people and their families, especially those who are vulnerable, are not harmed through accessing their services.

It is recognised that further capacity is needed to support organisations to effectively implement these standards. Additional guidance via a workbook, web based resources and pilot area implementation workshops will be provided within the first year to facilitate their effective roll out. It will take time for the standards to be effectively embedded in each organisation and therefore organisations should see the implementation of these standards as work in progress, Children's Trusts should not attempt implementation without consultation or being prepared to offer some support on that journey.

The Self Audit toolkit will be a means of ascertaining where further development, training and support is needed to help organisations achieve these standards. It is recommended that the self audit tool kit is reviewed annually.

Standard 1 – Equal rights of all children to be safe

Organisations should take steps to address the needs of all children to be protected from abuse, and to combat discrimination

Criteria	Evidence
<ul style="list-style-type: none">• The safeguarding policy makes it clear that all children have equal rights to protection• Procedures, guidance and training help staff and volunteers to recognise the additional vulnerability of some children because of their race, gender, disability, language, religion, sexual orientation or culture• Codes of conduct make it clear that adults and children have a responsibility to treat each other with dignity and respect• Codes of conduct are clear that discriminatory, offensive or violent behaviour or language is unacceptable and complaints will be acted upon• Processes for responding to complaints are fair and include a right to appeal	<ul style="list-style-type: none">• An equality statement or policy• Copies of the relevant procedures• Examples of training programmes• Copy of the complaints procedure

Standard 2 – Policy and Procedures

Organisations should have a safeguarding children policy which demonstrates a commitment to keeping children safe, makes clear what is required in relation to protecting children, and how the organisation will support this commitment.

Accompanying procedures should provide guidance on what action to take if there are concerns about a child’s welfare or safety.

Safeguarding Policy

Criteria	Evidence
<ul style="list-style-type: none"> • The organisation has a safeguarding policy compliant with the LSCB procedures and section 11 of the Children Act 2004 • The policy is clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff • The policy is approved by the relevant management group • The policy is publicised and promoted widely • Staff and volunteers receive training on the policy and its implementation • The policy is checked annually for accuracy and formally reviewed every three years and revised as required by legislation and government guidance. 	<ul style="list-style-type: none"> • A copy is available • A distribution list to show who has a copy of the policy

Procedures

Criteria	Evidence
<ul style="list-style-type: none"> • There is a named, designated person in the organisation who is responsible for any issues related to child safeguarding • There is a set of written procedures, compliant with LSCB procedures, relating to safeguarding • The procedures include step by step guidance on the following: <ul style="list-style-type: none"> ○ How to recognise child abuse ○ How to respond if there are concerns ○ How to report concerns ○ How to record incidents or concerns ○ How to store information securely ○ How to refer on appropriately • The procedures are clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff 	<ul style="list-style-type: none"> • The name of the responsible person • A copy of the written procedures which include the date of update • Examples of forms used for recording incidents and making referrals • A flowchart describing the process to be followed • Reference to the local LSCB procedures and guidance • A copy of the “whistle blowing” process and any publicity or information relating to it

Criteria	Evidence
<ul style="list-style-type: none"> • There is a process for dealing with complaints by parents and children/young people about unacceptable behaviour, and a clear process for resolving complaints • There is guidance, that is compliant with the LSCB procedures on managing allegations, on what to do if there are concerns or allegations about the inappropriate behaviour of staff and volunteers, or other young people. The guidance includes the name/s and contact number/s of the Local Authority Designated Officer/s (for managing allegations) • There is guidance on confidentiality and sharing of information, which makes clear that the protection of the child is the most important consideration • Procedures are updated as required (whenever there is a change in legislation or guidance) and checked annually for accuracy 	

Standard 3 – Staff, Trustee and Volunteer recruitment

Organisations should minimise the risk posed to children and young people from those in a position of trust by operating safe recruitment practices

Criteria	Evidence
<ul style="list-style-type: none"> • There is a clear procedure for recruiting staff, Trustees and volunteers who have contact with children and young people and for assessing their suitability, which is compatible with the Independent Safeguarding Authority (ISA - www.isa.gov.org.uk) vetting and barring scheme and LSCB procedures • All advertisements reflect the commitment to safeguard children There is a clear job description and all staff and volunteers are interviewed • Written references are taken up and checked. Proof of identification is required in respect of Trustees, staff, and volunteers • All those who have contact with children are subject to safeguarding checks as required by legislation and guidance, including CRB checks. All checks should be recorded • There is an induction process for staff, Trustees and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work / volunteering with children and young people • The organisation is responsible for ensuring all required checks are in place in respect of staff and volunteers working in the service, even when they come via another organisation or agency • The Chief Executive and Trustees have a legal duty to ensure safe recruitment practices are followed • There is explicit guidance about the 	<ul style="list-style-type: none"> • Copy of a recruitment policy and procedures • Examples of application forms, references and self declaration forms • Copy of job descriptions and advertisements for posts • Registration with or access to Criminal Records Bureau • Copy of Induction Programme and list of attendees • Copy of Roles and Responsibilities of Trustees • Copy of guidance on the roles of students in work placements • Copy of Disciplinary Procedures

expectations of students undertaking work experience or student placements, which ensures they do not have unsupervised contact with children and young people using the service

- Disciplinary procedures make clear what action is to be taken where there are concerns about staff who do not comply with the safeguarding policy

Standard 4 – Appropriate Behaviour

A Code of Practice which describes acceptable behaviour is in place.

Criteria	Evidence
<ul style="list-style-type: none">• There are written guidelines describing appropriate behaviour for all staff and volunteers which are a condition of service in contracts• Guidance is given about appropriate behaviour of adults towards children	<ul style="list-style-type: none">• A copy of the written guidelines• Guidance on physical contact with children and young people• A copy of the terms of condition of service/work/volunteering which include

and young people, and on acceptable behaviour by children towards adults and other children

- There are clear processes for responding to behaviour that is not acceptable
- The consequences of breaking the rules are clear, and are linked to the organisations disciplinary procedures
- All disciplinary measures or sanctions are non-violent and do not involve humiliating children and young people
- Discrimination, oppressive behaviour or language is not acceptable

a requirement that staff follow the written guidelines or code of conduct describing appropriate behaviour

Standard 5 – Safe Service Delivery

The health and safety of all children, young people, families, staff and volunteers is promoted

Criteria	Evidence
<ul style="list-style-type: none"> • There is an up-to-date Health & Safety Policy with appropriate procedures, including fire safety • The organisation is adequately insured for both its building and programme of activities • Premises are kept clean, hygienic and safe • Transportation is adequately insured, adheres to legal requirements and is fit for purpose • The organisation undertakes Risk Assessment procedures for both premises and services provided • The organisation has a clear policy on Lone Working • First Aid policy and procedures, adequate and appropriate to the size and work of the organisation, is available • Parents are made aware of the purpose and activities of the organisation and have given parental consent to their child/ren attending • Parents/ carers have provided details of medical histories, emergency contact numbers etc • The organisation has a clear policy statement on alcohol, tobacco and substance misuse, reflecting legislation and individual liability • The organisation has a clear policy statement on Cybersafety, safe use of technology including internet • The organisation has a clear policy statement regarding taking photographs of children and young people who use the service • Staff ratios are appropriate to the activity and age and ability of the group involved to ensure a safe environment for young people and staff 	<ul style="list-style-type: none"> • Copy of the policy and procedures • Insurance certificates for buildings, vehicles and Public Liability • Pro-formas for staff and volunteers showing they have adequate car insurance if they transport service users • Copy of a risk assessment • Copy of Lone Working policy • First Aid box • Certificate of First Aid qualification • Accident book • Fire evacuation procedure on display • Copies of parental consent and information forms • Policy statements on alcohol and substance use, photography and cybersafety • Staff rotas

Standard 6 – Training and support

Staff and Volunteers have access to training and support to assist them in their role in protecting children.

Criteria	Evidence
<ul style="list-style-type: none"> • There are arrangements for providing regular supervision and support to staff and 	<ul style="list-style-type: none"> • Supervision policy and copies of supervision records

volunteers

- The organisation ensures staff and volunteers can access regular training which includes:
 - Child protection policy and procedures
 - Recognition of child abuse and appropriate responses
 - Behaviour and boundaries in relation to conduct with children and young people
 - Health and safety policy and procedures including Risk Assessments, First Aid, Fire Safety
 - Equal Opportunities
 - Complaints, grievance and disciplinary processes
 - Safe Recruitment and Supervision (for those responsible for selecting and supporting staff and volunteers)
 - Specialist training relevant to the service provided
 - Designated child protection staff have access to specialist advice, training, support and information
 - Contacts are established with key statutory child protection agencies, including the Local Safeguarding Children Board
 - There is an appropriate induction process for all staff and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work or volunteering with children and young people
- Training programme and course evaluations
 - Personal Training records for staff and volunteers
 - List of contacts for specialist advice and information, including reporting
 - Copy of Induction programme

Standard 7 – Communication and Information

The organisation communicates its policies and procedures to staff, volunteers and service users, and involves them in development and review

Criteria	Evidence
<ul style="list-style-type: none"> • Information about the organisation’s commitment to keeping children safe is available to everyone • Children and young people are made aware of their right to be safe from abuse • Information for children, young people and parents is made available about where to go for help and advice in relation to abuse, including bullying • Information is in a format and language that is understandable to all children, young people, carers, volunteers and staff • Everyone in the organisation knows who is responsible for child protection • Contact details for the local children’s social services department, police and emergency medical help are readily available • Children, young people’s, and parents are consulted on the policies and procedures, how they are working and how information is made available • There is a policy on appropriate information sharing 	<ul style="list-style-type: none"> • Information leaflets in an appropriate range of languages and format • There is a prominent display of information and contact people • Copy of Information Sharing protocol • Young peoples’/parents involvement in working groups

Standard 8 - Implementation, Monitoring and Evaluation

The organisation has systems in place to monitor and evaluate the effectiveness of its safeguarding policy and procedures

Criteria	Evidence
<ul style="list-style-type: none">• Policies and procedure are checked for accuracy annually and formally reviewed at least every three years and revised as required by legislation, guidance or feedback from service users• Children, young people, and parents are consulted on a regular basis• Management groups receive performance management reports which include reference to safeguarding issues, on a regular basis• The self audit tool kit should be reviewed annually	<ul style="list-style-type: none">• Procedures are dated and there is evidence of regular review and updating• Anonymised reports of consultation with children, young people and parents is available• Evidence of children and young people's views being take into account in revisions of policies and procedures• Copy of performance management report• Copy of the most recent self audit tool, which is dated

Useful Information

Legislation

- Children Act 1989
- Children Act 2004
- Protection of Children Act 1999
- Sexual Offences Act 2003
- Safeguarding Vulnerable Groups Act 2006

Working Together to Safeguard Children

- HM Government 2006 (currently under revision)

Statutory guidance on making arrangements to safeguard and promote the welfare of children under s11 of the Children Act (2004)

- HM Government 2007

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

- DfES 2003 (Update 2006)

www.everychildmatters.gov.uk

AMA Guidance for Safe Working Practices for Adults Working with Children and Young People

- DCSF 2007

www.everychildmatters.gov.uk

Independent Safeguarding Authority

- www.isa.gov.org

Safe From Harm - A Code of Practice for Safeguarding The Welfare of Children in Voluntary Organisations in England and Wales

- Home Office London 1993 www.homeoffice.gov.uk

The Framework for the Assessment of Children in Need and Their Families

- Department of Health, Home Office and DfES 2001

Common Assessment Framework

www.everychildmatters.gov.uk

For details of local support for the Children and Young Peoples VCS

www.childrenmatterseast.org.uk/LocalPartners.asp

and nationally

www.childrenengland.org.uk/upload/Why%20safeguarding.pdf

www.ncvys.org.uk/index.php?page=262

Luton Safeguarding Children Board

www.lutonlscb.org

For details on common core or induction training

www.cwdcouncil.org.uk/induction-standards

www.cwdcouncil.org.uk/common-core

Acknowledgements

These standards have been developed by Sue Brunton-Reed, Effective Training and Consultancy Limited and Justine Henderson, Willoughby's Limited who were commissioned by Children Matter East.

Three local authorities, Thurrock, Peterborough and Suffolk, along with a number of voluntary and community organisations have contributed to the development of the standards.

Reference has been made to existing good practice documents, already in use across the region including:

Safeguarding Standards (2008) developed by Hear by Right and Young Suffolk

Eastern Region Safeguarding boards Toolkit (May 2008)

Norfolk LSCB – Voluntary and Community Organisations Safeguarding Children What Does it Mean for You?

NSPCC: Safety Check

Family Action Safeguarding Procedures

Particular thanks go to the Consultation Group:

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Self Audit Tool

The Self Audit Toolkit should be reviewed annually by VCS organisations.

Name and designation of person completing this document:

Date of completion:

	In place	Working towards	Not in place	Action required	Timescales
Equal Rights of all Children to be Safe					
The child protection policy makes it clear that all children have equal rights to protection					
Procedures, guidance and training help staff and volunteers to recognise the additional vulnerability of some children because of their race, gender, disability, language, religion, sexual orientation or culture					
Codes of conduct make it clear that adults and children have a responsibility to treat each other with dignity and respect					
Codes of conduct are clear that discriminatory, offensive or violent behaviour or language is unacceptable and complaints will be acted upon					
Processes for responding to complaints are fair and include a right to appeal					
Safeguarding Policy					
The organisation has a safeguarding policy compliant with the LSCB procedures and section 11 of the Children Act 2004					
The policy is clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff					
The policy is approved by the relevant					

	In place	Working towards	Not in place	Action required	Timescales
management group					
The policy is publicised and promoted widely					
Staff and volunteers receive training on the policy and its implementation					
The policies and procedures are checked for accuracy annually and formally reviewed at least every three years and revised as required by legislation, government guidance or feedback from service users years.					
Procedures					
There is a named, designated person in the organisation who is responsible for any issues related to child safeguarding					
There is a set of written procedures relating to safeguarding					
The procedures include step by step guidance on the following: <ul style="list-style-type: none"> • How to recognise child abuse • How to respond if there are concerns • How to report concerns • How to record incidents or concerns • How to store information securely • How to refer on appropriately 					
The procedures are clear, accessible and written in a language or format that is understandable to all children, young people, carers, volunteers and staff					
There is a named, designated person in the organisation who is responsible for any issues related to child protection					
There is a process for dealing with complaints by					

	In place	Working towards	Not in place	Action required	Timescales
parents and children/young people about unacceptable behaviour, and a clear process for resolving complaints					
There is guidance that is compliant with the LSCB procedures on managing allegations, on what to do if there are concerns or allegations about the inappropriate behaviour of staff and volunteers, or other young people. The guidance includes the name/s and contact number/s of the Local Authority Designated Officer/s (for managing allegations)					
There is guidance on confidentiality and sharing of information, which makes clear that the protection of the child is the most important consideration					
Staff, Trustee and Volunteer Recruitment					
There is a clear procedure for recruiting staff, Trustees and volunteers who have contact with children and young people and for assessing their suitability, which is compatible with the Independent Safeguarding Authority and the LSCB procedures					
All advertisements reflect the commitment to safeguarding, there is a clear job description, and all staff and volunteers are interviewed					
Written references are taken up, checked and proof of identification is required in respect of Trustees, staff, and volunteers					
All those who have contact with children are subject to safeguarding checks as required by legislation and guidance, including CRB checks, and these are recorded					
There is an induction process for staff, Trustees					

	In place	Working towards	Not in place	Action required	Timescales
and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work / volunteering with children and young people					
The organisation is responsible for ensuring all required checks are in place in respect of staff and volunteers working in the service, even when they come via another organisation or agency					
The Chief Executive and Trustees have a legal duty to ensure safe recruitment practices are followed					
There is explicit guidance about the expectations of students undertaking work experience or student placements, which ensures they do not have unsupervised contact with children and young people using the service					
Disciplinary procedures make clear what action is to be taken where there are concerns about staff who do not comply with the safeguarding policy					
Appropriate Behaviour					
There are written guidelines describing appropriate behaviour for all staff and volunteers which are a condition of service in contracts					
Guidance is given about appropriate behaviour of adults towards children and young people, and on acceptable behaviour by children towards adults and other children					
There are clear processes for responding to behaviour that is not acceptable					
The consequences of breaking the rules are clear, and are linked to the organisations disciplinary procedures					
All disciplinary measures or sanctions are non-					

	In place	Working towards	Not in place	Action required	Timescales
violent and do not involve humiliating children and young people					
Discrimination, oppressive behaviour or language is not acceptable					
Safe Service Delivery					
There is an up-to-date Health & Safety Policy with appropriate procedures, including fire safety					
The organisation is adequately insured for both its building and programme of activities					
Premises are kept clean, hygienic and safe					
Transportation is adequately insured, adheres to legal requirements and is fit for purpose					
The organisation undertakes Risk Assessment procedures for both premises and services provided					
The organisation has a clear policy on lone working					
First Aid policy and procedures, adequate and appropriate to the size and work of the organisation, is available					
Parents are made aware of the purpose and activities of the organisation and have given parental consent to their child/ren attending					
Parents/carers have provided details of medical histories, emergency contact numbers etc					
The organisation has a clear policy statement on alcohol, tobacco and substance misuse, reflecting legislation and individual liability					
The organisation has a clear policy statement on					

	In place	Working towards	Not in place	Action required	Timescales
Cybersafety, safe use of technology including internet					
The organisation has a clear policy statement regarding taking photographs of children and young people who use the service					
Staff ratios are appropriate to the activity and age and ability of the group involved to ensure a safe environment for young people and staff					
Training and Support					
There are arrangements for providing regular supervision and support to staff and volunteers					
<p>The organisation ensures staff and volunteers can access regular training which includes:</p> <ul style="list-style-type: none"> • Child protection policy and procedures • Recognition of child abuse and appropriate responses • Behaviour and boundaries in relation to conduct with children and young people • Health and safety policy and procedures including Risk Assessments, First Aid, Fire Safety • Equal Opportunities • Complaints, grievance and disciplinary processes • Safe Recruitment and Supervision (for those responsible for selecting and supporting staff and volunteers) • Specialist training relevant to the service provided 					
Designated child protection staff have access to specialist advice, training, support and information					
Contacts are established with key statutory child protection agencies, including the Local					

	In place	Working towards	Not in place	Action required	Timescales
Safeguarding Children Board					
There is an appropriate induction process for all staff and volunteers which includes familiarisation with safeguarding procedures including child protection procedures, safeguarding responsibilities and boundaries for behaviour in relation to all work or volunteering with children and young people					
Communication and Information					
Information about the organisation's commitment to keeping children safe is available to everyone					
Children and young people are made aware of their right to be safe from abuse					
Information for children, young people and parents is made available about where to go for help and advice in relation to abuse, including bullying					
Information is in a format and language that is understandable to all children, young people, carers, volunteers and staff					
Everyone in the organisation knows who is responsible for child protection					
Contact details for the local children's social services department, police and emergency medical help are readily available					
Children, young people's, and parents are consulted on the policies and procedures, how they are working and how information is made available					
There is a policy on appropriate information sharing					
Implementation, Monitoring and Evaluation					

	In place	Working towards	Not in place	Action required	Timescales
Policies and procedures are reviewed at least every three years and revised as required by legislation, guidance or feedback from service users					
Children, young people, and parents are consulted on a regular basis, and their feedback is incorporated					
Management groups receive performance management reports which include reference to safeguarding issues, on a regular basis					

