



SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY AND PROCEDURES

Review	Date	Description of Change	Planned Review Date
Jonathan Douglass	March 2022	Review and complete change of the policy	March 2023
Julie Marriott	May 2023	Review and update. Inclusion of information about case studies and social media	May 2024

Policy Statement

This policy statement sets out Family Gateway’s commitment to place safeguarding and the welfare of children and young people at the heart of our work.

We all share a responsibility for safeguarding and promoting the welfare of children and young people. All members of the community can help to safeguard and promote the welfare of children and young people if they are mindful of their needs, and willing and able to act if they have concerns about a child's welfare.

Family Gateway is committed to ensuring that all staff, volunteers and trustees are aware of the duty to act on their concerns and follow local safeguarding procedures approved by the local Area Safeguarding Children’s Board in the area where the work is carried out

We all have a duty to:

- Protect children from maltreatment
- Prevent impairment of children’s health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Undertake that role so as to enable those children to have optimum life chances and to enter adulthood successfully

Definitions

[Working Together to Safeguard Children 2018](#) makes the following definitions:

- A child or young person is *“Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.”*
- A child or young person also includes any unborn child and young person. The same processes and timescales should be followed when there are concerns about the welfare of an unborn child.
- Abuse is defined as manifesting *“A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.”*
- Section 31(9) of The Children Act (1989) defines harm as *““harm” means ill-treatment or the impairment of health or development [including, for example, impairment suffered from seeing or hearing the ill-treatment of another]”*
- Definitions of the types of abuse under Working Together to Safeguarding Children, and frequently occurring terminology can be found in the Glossary below.

Policy Principles

This policy is based on the following principles:

- The welfare of children and young people is paramount in all circumstances
- All children and young people have the right to protection from abuse and exploitation
- All suspicions and allegations of abuse will be taken seriously and responded to quickly and appropriately
- All safeguarding concerns will be reported to appropriate agencies immediately.
- All trustees, staff and volunteers have a shared responsibility to report concerns and ensure that appropriate actions have been taken
- It aims to ensure that regardless of age, gender, religion, belief, ethnicity, disability, sexual orientation or socioeconomic background all children and young people have a positive and enjoyable experience engaging with Family Gateway services. Family Gateway will ensure that they are provided with a safe environment and are protected from harm and abuse
- Family Gateway will comply with all relevant legislation and cooperate with agencies carrying out safeguarding duties.

Policy

As part of our safeguarding policy Family Gateway will:

- Ensure robust safeguarding arrangements and procedures are in operation for each Family Gateway project that will comply with relevant legislation, guidance or policy from relevant Safeguarding Children Boards.
- Ensure that there is a nominated Designated person for Safeguarding. This is the Safeguarding Officer.

- Prevent the employment/deployment of unsuitable individuals, by ensuring appropriate checks are made
- Promote and prioritise the safety and wellbeing of children and young people'
- Promote and prioritise the safety and wellbeing of staff, volunteers and trustees potentially at risk
- Ensure that trustees, staff and volunteers understand their roles and responsibilities in respect of safeguarding. Make sure they are provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- Ensure that appropriate action is taken when incidents/concerns of abuse are reported
- Ensure that appropriate support is provided to the individual/s that raised or disclosed the concern
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, 'adults at risk', parents, families, and carers appropriately
- Ensure that confidential, detailed and accurate records of all safeguarding concerns and subsequent actions are maintained and securely stored
- Ensure that we have effective complaints and whistleblowing measures in place
- Convene quarterly safeguarding monitoring/steering group meetings to ensure that the policy and procedure remains fits for purpose, monitor data and ensure appropriate actions have been taken
- Update the policy and procedure in line with any changes in legislations and/or government guidelines, as required by the Safeguarding Children Board or as a result of any other significant change or event
- Promote the Policy and Procedure widely within the organisation and ensure that any failure to comply with it is addressed without delay and may ultimately result in dismissal from the organisation

Recruitment

All paid staff will have to undertake pre-employment checks before they commence work with Family Gateway, these include an appropriate DBS which may include the barred list (role dependent and as defined on Job description) Police vetting (role specific) and two references. The Recruiting Manager must follow Family Gateways Recruitment, Selection and Induction Policy.

DBS checks will be renewed every 3 years for both paid staff and volunteers; this is overseen by the Line Managers for the staff and volunteers.

Should something be declared by an applicant within the recruitment process and DBS then an appropriate risk assessment may be undertaken by the Recruiting Manager and reviewed by the CEO.

Training

All trustees, staff and volunteers are given a briefing of the safeguarding policies and procedures as part of their Generic Induction to Family Gateway and in more detail in their project specific induction, where the project specific procedure will be discussed in more depth.

In addition to this introductory briefing and local service induction, all paid staff and identified volunteers will undertake Local Authority training that is appropriate to their role and Family Gateway's comprehensive one-day Safeguarding training within their first 6 months of employment.

It is expected that Trustees, paid staff and volunteers complete online Introduction to Safeguarding Training (for both children and adults) within the first week of undertaking the role and prior to any work with beneficiaries.

Staff training

Line managers are responsible for ensuring staff are booked onto safeguarding training (both children and adults) appropriate to their level. This will be outlined in the job description for the specific training requirements and will form part of the staff induction checklist to ensure a place on the training has been booked.

This training must be completed within the first three months of commencing the post.

Volunteer training

Line managers are also responsible for ensuring all volunteers complete the online Introduction to Safeguarding e-learning training (both children and adults) within the first 4 weeks of volunteering with Family Gateway in addition to this, specific volunteer roles will be required to attend or undertake more comprehensive e-learning provided by the local authority and the Family Gateway one-day Safeguarding training. This will be outlined in the specific volunteer role description and is included in the volunteer agreement.

Refreshers

All staff, volunteers and Trustees must undertake Family Gateway's Basic Safeguarding Training, or equivalent course, every 3 years, as a maximum. Line managers are able to find out when renewal of training is due via the Personnel database.

In addition to this, the organisation will require a member of staff to engage with an element of safeguarding training every twelve months. This should form part of the annual appraisal process. This training can be on areas of particular interest or concern to the staff member, e.g. contextual safeguarding, modern slavery, honour based violence or domestic violence.

Safeguarding roadshows and training events will be held for each project whenever new legislation or good practice is released and should correspond with a review of the Safeguarding policy and procedure.

Reporting

The Family Gateway procedures and process to raise safeguarding concerns is described below. This applies to every project. Staff and volunteers within the project must follow relevant procedures for the local authority that they are reporting their safeguarding concerns too. However, all procedures will have common themes and guidance on what to report on in reference to safeguarding to ensure consistency across the organisation.

It should be noted that some projects may require additional actions, such as reporting to another body in addition to raising the safeguarding concern with the local authority. As an example, a service provided within the custody suite at a Police Station will need to raise any safeguarding concerns with the relevant local authority using those areas procedures, it may also require staff to raise the concern with the Police Officer in charge of the custody suite at that time so that they can take immediate action to keep people safe. If a worker is unsure about the actions they should take, they must seek immediate guidance from their line managers.

1. Lower-level concerns (building a picture)

In safeguarding sometimes significant concerns are not triggered until a fuller picture is known about the situation regarding the child or young person. A low-level concern is something that should be noted, to enable us to establish whether this is an isolated occurrence, or part of a pattern of behavior that might prompt more serious concerns. Recording and monitoring low level concerns enables us to see the 'bigger picture' allows identification of cases where there are repeat incidents which would then constitute a higher-level concern and trigger safeguarding processes.

Example: You are working with a family and you become aware that a 15-year-old boy in the family is frequently missing school. You are aware that he carries a lot of responsibility in the family for trying to look after his two younger siblings.

Low level procedure:

All low-level concerns must be submitted via the **Safeguarding recording form** and emailed to Family Gateway Safeguarding officers to safeguarding@familygateway.co.uk, with the appropriate line manager copied in. This must be completed within 24 hours of finding out the information, or witnessing the event, that has led to you being concerned.

The safeguarding officers will monitor each of the concerns and suggest action be taken if three separate concerns are raised about the same individual. All low-level concerns will be reviewed at the quarterly safeguarding committee meetings.

Additional support may be able to be accessed via Local Authority Early Help (Appendix 1)

2. Higher level concerns – possible need for immediate action

Higher level concerns require immediate action to report the concern to the local authority with the duty to conduct an enquiry under s.47 of the Children Act. It is not sufficient to follow the lower-level concern reporting process where you are concerned that a child or a young person may be suffering, or at risk of suffering, significant harm. If you have any doubt whether a concern is a low level or higher-level concern you must immediately contact your line manager or safeguarding officers for advice.

Example: When meeting with a family it is disclosed to us that the eldest child in the family, who is 16 years old has clothes, a new mobile phone and jewelry, but their parents are worried as they don't know where they got the money for them from. In addition to that, the child frequently goes missing in the evenings and doesn't come back until the early hours of the morning. They have seen them getting out of the car being driven by older men.

Higher level concerns may also require staff, or volunteers, to take immediate action to try to obtain support from the emergency services, or other action to protect people. Where you have any concerns that someone might be at immediate risk of harm, call 999.

Example: You get a call from Sarah. She is very scared. She has been threatened by a gang of young people with a knife. She has run into a shop because she is scared. She is scared to leave in case she is attacked by the gang when she tries.

3. Disclosure or allegation

Someone may make a disclosure about experiences of abuse, neglect or mistreatment. They may make a planned disclosure of their experiences or they may say something that they do not realise would cause concern for their safety and wellbeing but are still disclosing relevant safeguarding information.

They may make a specific allegation of abuse, neglect or mistreatment. They may specifically name someone that is purposefully causing them harm, abuse, neglect or is mistreating them. Be prepared to receive allegations about colleagues and Family Gateway personnel as well as other people involved with the children, young people and adults at risk.

Staff and volunteers must stay calm during the disclosure and provide a listening ear and an open mind. Staff and volunteers must not promise to keep the disclosure/ allegation a secret and they must make it clear that we have a duty to refer the matter on.

Procedure for Raising Safeguarding Concerns:

- Staff and volunteers must record the information provided on the **Safeguarding recording form**- this must include time/ date, persons present and an overview of factual information and not opinions. Staff and volunteers should follow the timescales stated above for low- and higher-level concerns.
- Staff and volunteers must inform their direct line manager (who in turn, must inform the Family Gateway Safeguarding officer) If the line manager is not available, the Safeguarding officer must be informed as quickly as possible following the disclosure.
- If the allegation is about the line manager, the Safeguarding Officer must be informed. If the allegation is about the Safeguarding Officer, the Chief Executive should be notified. If the allegation is about the Chief Executive, the Chair of the Board of Trustees should be notified. If the concern is about the Chair of the Board of Trustees the staff member or volunteer should review Family Gateway's Whistleblowing Policy.
- Where the allegation is about a member of staff, volunteer or trustee the Safeguarding Officer, or someone more senior within Family Gateway, must contact the Local Authority Designated Officer ("LADO") for guidance and advice.
- If the disclosure/ allegation is of a criminal nature, then the police as well as the appropriate local authority should be contacted as soon as possible following the disclosure (this must not be left until the next day and must be actioned that day).
- The Safeguarding officer will decide what further action will need to be taken (such as a referral to local safeguarding authorities) and whether one of Family Gateway's contractual partners (e.g. EDGE NE) will need to be informed.
- It is the responsibility of the staff member on duty (with support from their line manager and/or the Safeguarding officer) to complete the referral (if a referral is required)
- The staff member as well as Safeguarding officer must update the **Safeguarding recording form** with the action taken and what other services/ agencies were notified.
- On the next working day after a safeguarding concern has been raised the staff member that has raised the safeguarding concern should contact the relevant local authority to find out what action has been taken or is being taken as a result of the concern being submitted. Where the staff member is not working, this action should be taken by the manager of that service or delegated to another appropriate member of staff by that manager.
- Staff and volunteers must not disclose or discuss the information to anyone other than their line manager or Family Gateway Safeguarding officer
- Staff and volunteers must create a record of their activity in witnessing the event that led to the concern, or disclosure, and their activities in raising the concern with the relevant local authority and other agencies. The records must be recorded in the case management system that is used for their projects. The records must be created on the same day as the activity took place. Where the safeguarding concern was about a staff member, or volunteer, at Family Gateway the worker should seek guidance from their line manager about where those records should be held.

Please note: *if a volunteer was the individual to whom the disclosure or allegation was made, they must be available to provide the exact details of the incident but will not be responsible for any further actions required e.g. submitting a referral. This will be completed by their line manager or an appropriate staff member if the manager is not available.*

Confidentiality and Information Sharing

Family Gateway volunteers, trustees and staff must adhere to the confidentiality policy and procedure when dealing with service user information.

It can be good practice to discuss raising safeguarding concerns with a child or young person, or their parents, before you do so. However, we should not discuss the concerns with anyone that might increase the risk of harm to anyone, including the child, young person, any other child or young person, any adult or yourself. Further, the lack of a person or parent's consent does not change our responsibility for raising concerns about the possible abuse and neglect of children and young people.

It is important to understand that safeguarding responsibilities dictate that anyone working with children and young people have a duty to share information about safeguarding concerns. If you have any doubt about whether you should discuss the concerns with the person's parents, you must get immediate advice from your Line Manager or Safeguarding Managers.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the abuse and neglect of children and young people with other professionals, particularly investigative agencies such as children's social services. Clear boundaries of confidentiality will be communicated to all via relevant policies and procedures.

Guidance on the "7 Golden Rules of Information Sharing" can be found [here](#).

What will statutory agencies do when we have raised a safeguarding concern?

Raising a safeguarding concern can lead to a variety of actions by statutory organisations, such as local authorities, the Police, NHS trusts and organisations in education.

Working Together to Safeguarding Children provides guidance on the role of each organisation when undertaking enquiries under s47 of The Children Act. These actions include how different agencies will work collaboratively to identify whether allegations are true, but could also trigger assessments or care reviews if that is a proportionate way to resolve the potential risks.

Where a s.47 enquiry is to be undertaken the process is likely to be:

1. **Recognition/Disclosure** - You become concerned that a child or young person is being abused, neglected or is self-neglecting.
2. **Raise the Concern** - You raise a safeguarding concern following the relevant local authorities' protocols, and following Family Gateway's policy and procedures.
3. **Triage** - The concern that you have raised will be triaged by an appropriate team. For some local authorities this may be a Multi-Agency Safeguarding Hub (MASH), Safeguarding Team or relevant Social Worker in Adult Social Care. This triage might lead to:
 - a. An enquiry being undertaken under s 47 of the Children Act, or
 - b. A review of any child in need under s 17 of the Children Act, or
 - c. referral to other agencies.
4. **Initiating a s.47 enquiry** - Local Authority Social Workers should lead assessments under s.47. The Police, health practitioners, teachers, school staff and other relevant practitioners should help the local authority in undertaking enquiries. This action is taken to decide whether, and what type, of action is required to safeguard and promote the welfare of the child or young person.
5. **Outcome of s.47 enquiry** - Local Authority Social Workers are responsible for deciding what action

to take and how to proceed following the enquiries. If Children's Social Care decides not to proceed with a child protection conference, then other practitioners involved with the child and family have the right to request that the local authority children's social care convene a conference if they have serious concerns that a child's welfare may not be adequately safeguarded.

6. **Initial Child Protection Conferences** - This should bring together family members (and the child if appropriate), supporters, advocates and practitioners involved with the child and family. This is to make decisions about the child's future safety, health and development. If concerns relate to an unborn child, there should be a decision about whether to hold the conference prior to the child's birth. The purpose of the conference is to plan how to best safeguard the wellbeing of the child.
7. **The Child Protection Plan** - Following a conference a child protection plan might be created. The purpose of the plan is to ensure that the child is safe from harm, prevent further harm, promote the child's health and development and to support the wider family to promote the welfare of the child and act in their best interest.
8. **Child Protection Review Conference** - This is to review whether the child or young person is continuing to suffer, or likely to suffer, significant harm. It should happen within 3 months of the initial child protection conference and at a maximum of 6 monthly intervals afterwards.

Is it enough that a Police Investigation might take place?

Sometimes safeguarding concerns also indicate that a crime may have been committed. In such circumstances the Local Authority will work collaboratively with the Police to ensure that both the Police and Local Authority have fulfilled their duties.

The functions of safeguarding and the Police are different. Safeguarding should be supporting people to have better lives. This might be empowering them, helping them develop independence and addressing basic needs in their life.

Escalation

Not every safeguarding concern we try to raise will lead to an enquiry being undertaken by a local authority being taken under s.47 of the Children Act. Some may lead to other action being taken, such as assessments, care reviews or referrals to other agencies that can offer support for the individual. However, there may be times when we are concerned that the planned action is not sufficient to protect the people at risk, or that the response to the safeguarding concern is not quick enough. In such circumstances we should not just close our case without raising our concerns and challenging the decisions that have been made.

Below is some guidance on the steps that could be taken to resolve disagreements and escalate issues where we are concerned that people remain at risk of harm. The timescales for each step may vary depending on the severity, likelihood and urgency of the risks. If we are concerned about serious harm, or that the harm might occur imminently, we should escalate our concerns quickly.

Anyone working for Family Gateway must keep their line manager and safeguarding officers informed and updated at each stage about the steps that they are taking and the concerns that they have.

Contact the person that triaged the safeguarding concern or is conducting the enquiry

Speak to the person that has triaged the safeguarding concern you have submitted, or is conducting the enquiry where one is ongoing. This is likely to be someone in Children's Social Care, but not always and will depend on the individual procedures for the specific Local Authority.

Have a constructive conversation with them to try to understand the reasons for the decisions that they have made and the basis for them. Try to understand what measures are being taken to keep people safe and the timescales for this. You may identify some simple confusion about the information that has been provided, or that there is some information that has been miscommunicated.

In many situations people can consider the same information, but reach a different judgment. If you still remain concerned that people are being left at risk of harm. Continue to escalate the issue.

Where you do speak to professionals about your concerns, you should follow up these conversations in writing. It would be good practice to send an email to confirm what was discussed and agreed with that person. This is so that there can't be any confusion later on.

Escalate to relevant managers

If you remain concerned that action isn't being taken to support the person you should raise your concerns with the line manager of the person that conducted the triage, or is undertaking the inquiry.

Each local authority will have their own unique structures, but this person might be the Team Manager/Leader for the Social Worker that has conducted the triage, or the manager of the Multi-Agency Safeguarding Hub. If you are not able to contact that person, or remain concerned about the response following the contact, you could try to contact the Principal Social Worker or Children's Social Care Manager at the Local Authority.

If the concern is that someone who works with Children and Young People in a professional or voluntary capacity the Safeguarding Officer should contact the relevant Local Authority's LADO to discuss these concerns.

If you are challenging the decisions made by someone not in the local authority, who is involved in the inquiry, you should consider escalating to their managers. As an example, if some of the protective measures should have been implemented by a school you should contact the Safeguarding Lead, or Senior Managers, at that school to raise your concerns.

In many situations it may still be important to raise concerns directly with the local authority, as they remain the lead agency for all safeguarding enquiries. This is even if they have delegated parts of the enquiries to other organisations.

Raise with the Manager and Chair of the Safeguarding Children's Board

If you are unable to resolve your concerns by speaking to senior managers within the Local Authority and other agencies, you should raise the concerns with the Manager of the Safeguarding Children Board and Chair of the Safeguarding Children Board.

The Safeguarding Children Board does not always get involved in individual enquiries. However, it remains interested in the ways in which organisations work across safeguarding and are complying with the best practice guidance and procedures that it has created. The Manager and Chair of the Board may seek information and assurance from member organisations about the ways that they are working.

Regulatory and Funding Organisations

Where you are concerned about organisational abuse, or that multiple people may be at risk of harm through poor practice, you should consider raising your concerns with the commissioner and funder of the organisation that you are concerned about. This might be the case where you are concerned about the care and support provided by a care home, nursing home or home care provider. There are likely to be quality assurance procedures in place which may improve the care provided.

In some situations, it might also be important to contact the regulator for that organisation, such as OFSTED

or NHS England.

What do you do if you disagree with the action taken by Family Gateway, or advice of your line manager?

If you disagree with the decision or advice from your line manager, you should both speak to the safeguarding officers about your concerns. This is to reach an agreement about what actions should be taken.

If your concern is about an allegation made about a member of staff or volunteer at Family Gateway and you still remain concerned having spoken to the organisational safeguarding officer, you should consider following the guidance in the Whistleblowing Procedures.

Important Bodies and Processes

Safeguarding Children's Boards

Each Local Authority will have a Safeguarding Children's Board. They are facilitated and led by the Local Authority, but are a multi-agency partnership of organisations working together in a local authority area. The goal of the board is to ensure that there are policies and procedures in place in a local authority area that mean that agencies can work effectively to prevent abuse and neglect, and support people that may have experienced them.

Child Safeguarding Practice Reviews

Child Safeguarding Practice Reviews are a learning process if a child suffers serious injury or death as a result of abuse or neglect. It is about understanding what happened and why so that we can improve our responses in the future.

MARAC

MARAC stands for Multi-Agency Risk Assessment Conference. This is a meeting that will place information is shared on the highest risk domestic abuse cases. There will be representatives of the Police, Health and Social Care Services, Child Protection, Housing and organisations specialising in domestic abuse, such as Independent Domestic Violence Advocates (IDVA). The purpose of the meeting is to share all the relevant information about the victim and perpetrators and try to create a plan to increase the safety of the victim.

DASH

DASH stands for Domestic Abuse, Stalking and Honour Based Violence. This is a type of assessment that is conducted to help assess the risk that people may be under, where they are at risk of domestic abuse. If the DASH risk assessment identifies someone as being at "high" risk, the assessment will be considered by MARAC.

MAPPA

MAPPA stands for Multi-Agency Public Protection Arrangements. These are designed to protect the public, including previous victims of crime, from serious harm by sexual and violent offenders. They require the local criminal justice agencies and other bodies dealing with offenders to work together in partnership to ensure that the public is safe from harm.

Prevent Strategy/Agenda

This is the strategy in place in each local authority area to identify people at risk of radicalisation and try to

support them.

Social Media and Case Studies

In order to safeguard the individuals and families we work with, when case studies are used across our social media channels, including but not limited to; Facebook, LinkedIn, Twitter, Instagram and our website, we will ensure that these are fully anonymised.

There will be no identifying factors that may compromise the identity of the individual or family. This will still be adhered to even if the individual or family gives consent for their identity to be used.

This also applies to case studies that are used from partnership working despite the other organisations policies and procedures.

Safeguarding Committee

A dedicated safeguarding committee comprises of:

Services Manager (Safeguarding Lead)
Team Leaders
Staff Leaders
Family Gateway Trustee by invitation
Chief Executive Officer
Data and Impact Officer
Activities Coordinator

This group will meet every two months:

- Review statistics and numbers of reported lower and higher-level concerns, ensuring all have been managed correctly
- Monitor and review all services in relation to appropriate standards of practice and any changes in legislation, including implementing any good practice
- Review the supervision of staff and the overall organisational vigilance to the subject
- Review safe systems of work and monitor lone working posts
- Review policy and any new developments, including links to other appropriate policies
- Consider and advise on good practice and learning within safeguarding

Associated documents and procedures:

This policy supplements the following:

- Project specific procedure for safeguarding
- Data Protection Policy
- Confidentiality Policy
- Code of Conduct
- Information Governance Policy
- Lone Working Policy
- Transporting people policy and procedure
- Trips and Residential policy
- Work related violence policy

Safeguarding report form

This form should be filled in if someone discloses a safeguarding issue to you, or if you are concerned about possible child or adult protection issues. The information you are asked to record is in line with the Family Gateway Safeguarding Policy. The record should be clear and factual as it may be used for any subsequent investigation or as evidence in court. You should not ask leading or probing questions and should record any disclosure in the words used by the person making the disclosure. You should notify your designated officer for safeguarding immediately.

Fields marked with * are mandatory

Details													
*Name of child or vulnerable adult					*D.O.B. if under 18	D	D	M	M	Y	Y	Y	Y
Address					*Postcode								
Name of parent/carer (if applicable)					Tel number								
*Your name				*Your position				Project/area					
What are you recording (tick as appropriate)													
Low level concern				High level concern				Disclosure					
Data of incident					Time of incident								
What was said and done													
Either during the incident (if recording a disclosure) or to prompt your concern (if recording a suspicion). Remember to record what is said and do not ask leading or probing questions. (Use additional space overleaf if required.)													
Are there physical or behavioural signs that raise concerns? If so, please give details below													

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Have you (or anyone else) spoken to parent/carer (if applicable) or consulted anyone else? Yes/ No
 Please provide details below of whom, or reason for not consulting others.

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Name of person(s) you have reported this to within Family Gateway		Date reported	
Name of person(s) you have reported this to within a partner organisation (if applicable)		Date reported	
IR number (if applicable)			

Follow up action taken by Family Gateway (please include here any referrals made including dates)

Please include details such as name of staff involved (both internal and external), date and times of communication, details if no further action was taken etc.

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Outcomes			
Notes			
Please use this area to write any information you may find relevant that is not mentioned above.			
Form must be completed within 7 days and forwarded to the safeguarding officer @ safeguarding@familygateway.co.uk			
Date sent to safeguarding officer		Time sent to safeguarding officer	

Appendix 1 - Early help contact numbers

Early help teams are a new initiative offering advice, support and direct interventions at the earliest point of identified need. The aim of Early Help is to support families to support themselves, to prevent problems escalating and to reduce the numbers needing statutory interventions.

These teams bring together children's services staff with partners such as local Constabulary and health services to look at the wider picture of what may be going on before making a statutory referral.

If you are not sure if a case warrants immediate statutory intervention, please call your local team on the numbers below to have an initial discussion who will advise you or take a referral for early help.

Stockton

01642 526123

Middleborough

01642 726004

Redcar and Cleveland

01642 130678.

Hartlepool

Same as social services numbers

Sunderland

0191 561 4084

Darlington

01325 405635

Northumberland

Same as social services number

Durham

Same as social services

North Tyneside

0191 643 8178

South Tyneside

0191 424 6363 - for children under 5 years

0191 424 6210 - for children aged 5 and over

Newcastle

0191 211 5805

Gateshead

0191 433 3319 or 0191 433 5019

Early Help Advisors

Early Help Advisors work alongside and directly assist Lead Professionals from the Early Help and Think Family Partnership i.e. education, health, social care and voluntary agencies to develop and deliver effective early help using a 'think family' model for families who are experiencing a range of multiple and complex issues.

Early Help Advisors can provide staff training and individual mentoring for professionals who are likely to be involved in Team Around the Family arrangements and who work with vulnerable children, young people and their parent/carers. Training and support can be tailored to cover the following areas adopting a Signs of Safety/Wellbeing approach:

- Early Help and the 'Think Family' Approach
- The Role of the Lead Professional
- Single Assessment – support for staff on how to complete a comprehensive whole family assessment
- Family Plan – support for staff on using the multi-agency Family Plan template
- An 'Outcomes Focused' Approach using the County Durham Family Outcome Framework

Mentoring by Early Help Advisors will:

- Support and directly assist professionals to undertake proportionate Single Assessments and develop a multi-agency Family Plan that considers all family members' needs;
- Support professionals to identify families who may be eligible for the Stronger Families Programme and support with the nomination process;

- Assist professionals to undertake the role of Lead Professional where this is appropriate, providing support, coaching and mentoring as required by the individual.
- Assist the Lead Professional to develop a robust multi-agency Team around the Family (TAF) which includes agencies to support parents/carers as well as children;
- Support and directly assist the Lead Professional and TAF members to identify solutions where there is a lack of change in the family or outcomes are not being achieved; this may include where families are resistant to support or difficult to engage.

Family Gateway Safeguarding contacts

Safeguarding officer: Aimee Perry 07715 212 864

Deputy safeguarding officer: Mandie Smedley 07715 212 870

CEO: Julie Marriott 07901 334 331

Local Authority contacts for children and adults

Stockton

Children: 01642 527664 (email earlyhelp@stockton.gov.uk OR childrenshub@hartlepool.gcsx.gov.uk)

Adults: 01642 527664 (email FirstContactAdults@stockton.gov.uk)

Emergency duty team (out of hours): 08702 402994 (for both children and adults)

Middleborough

Children: 01642 726004 (email firstcontact@middlesbrough.gcsx.gov.uk)

Adults: 01642 726004 (email adultsafeguardingalert@middlesbrough.gov.uk)

Emergency Duty team (out of hours): 08702402994 (for both children and adults)

Redcar and Cleveland

Children: 01642 771500 (email firstcontact@redcar-cleveland.gcsx.gov.uk)

Adults: 01642 065070 (email adultaccess@redcar-cleveland.gcsx.gov.uk)

Emergency duty team (out of hours): 08702 402994 (for both children and adults)

Hartlepool

Children: 01429 284284 (email childrenshub@hartlepool.gcsx.gov.uk)

Adults: 01429 523390 (email dutyteam@hartlepool.gcsx.gov.uk)

Emergency duty team (out of hours): 08702402994 (for both children and adults)

Sunderland

Children: **0191 520 5560** (email safeguarding.children@sunderland.gcsx.gov.uk)

Adults: 0191 5205560 (email safeguarding.adults@sunderland.gcsx.gov.uk)

Emergency duty team (out of hours): 0191 5205552

Darlington

Children: 01325 406222 (Out of hours 08702 402994)

Adults: 01325 406111 (Out of hours 08702 402994)/ Email ssact@darlington.gcsx.gov.uk

Northumberland

Children: 01670 536400

(<https://online.northumberland.gov.uk/citizenportal/form.aspx?form=SafeGuardingchild>)

Adults: 01670 536400

(<https://online.northumberland.gov.uk/citizenportal/form.aspx?form=SafeGuardingAdult>)

Emergency duty team: 0345 6005252

Durham

Children: 03000 267 979 (same contact number for out of hours/ email scd@durham.gov.uk)

Adults: 03000 26 79 79 (same contact number for out of hours)/ email scd@durham.gov.uk

North Tyneside

Children: 0345 2000 109 (email masct@northtyneside.gov.uk)

Adults: 0191 643 2777

Out of hours: 0191 200 6800

South Tyneside

Children: 0191 424 5010 (Out of hours: 0191 456 2093)

Adults: 0191 424 4049 (Out of hours 0191 456 2093)

Gateshead

Children: 0191 433 2653 (Out of hours: 0191 477 0844)/ Email R&Aduty@gateshead.gcsx.gov.uk

Adults: 0191 433 7033 (same number for out of hours)/ Email adultsocialcaredirect@gateshead.gov.uk

Newcastle

Children: 0191 277 2500 (Out of hours 0191 278 7878)/ Email irsadmin@newcastle.gcsx.gov.uk

Adults: 0191 278 8377 (Out of hours 0191 278 7878)

Glossary from Working Together

Item	Definition
Children	Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.
Safeguarding and promoting the welfare of children	Defined for the purposes of this guidance as: a. protecting children from maltreatment b. preventing impairment of children's mental and physical health or development c. ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. d. taking action to enable all children to have the best outcomes
Child protection	Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.
Abuse	A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.
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.
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.
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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
Child sexual exploitation	Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
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: <ul style="list-style-type: none"> a. provide adequate food, clothing and shelter (including exclusion from home or abandonment) b. protect a child from physical and emotional harm or danger c. ensure adequate supervision (including the use of inadequate caregivers) d. ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
Extremism	Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society. Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.
Young carer	A young carer is a person under 18 who provides or intends to provide care for another person (of any age, except generally where that care is provided for payment, pursuant to a contract or as voluntary work).
Parent carer	A person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility.
Education, Health and Care Plan	A single plan, which covers the education, health and social care needs of a child or young person with special educational needs and/or a disability (SEND). See the Special Educational Needs and Disability Code of Practice 0-25 (2014).
Local authority designated officer	County level and unitary local authorities should ensure that allegations against people who work with children are not dealt with in isolation. Any action necessary to address corresponding welfare concerns in relation to the child or children involved should be taken without delay and in a coordinated manner. Local authorities should, in addition, have designated a particular officer, or team of officers (either as part of multi-agency arrangements or otherwise), to be

	involved in the management and oversight of allegations against people who work with children. Any such officer, or team of officers, should be sufficiently qualified and experienced to be able to fulfil this role effectively, for example qualified social workers. Any new appointments to such a role, other than current or former designated officers moving between local authorities, should be qualified social workers. Arrangements should be put in place to ensure that any allegations about those who work with children are passed to the designated officer, or team of officers, without delay.
Safeguarding partners	A safeguarding partner in relation to a local authority area in England is defined under the Children Act 2004 as: (a) the local authority, (b) a clinical commissioning group for an area any part of which falls within the local authority area, and (c) the chief officer of police for an area any part of which falls within the local authority area. The three safeguarding partners should agree on ways to co-ordinate their safeguarding services; act as a strategic leadership group in supporting and engaging others; and implement local and national learning including from serious child safeguarding incidents. To fulfil this role, the three safeguarding partners must set out how they will work together and with any relevant agencies as well as arrangements for conducting local reviews.
Child death review partners	A child death review partner in relation to a local authority area in England is defined under the Children Act 2004 as (a) the local authority, and (b) any clinical commissioning group for an area any part of which falls within the local authority area. The two partners must make arrangements for the review of each death of a child normally resident in the area and may also, if they consider it appropriate, make arrangements for the review of a death in their area of a child not normally resident there. They must also make arrangements for the analysis of information about deaths reviewed under this section. The purposes of a review or analysis are (a) to identify any matters relating to the death or deaths that are relevant to the welfare of children in the area or to public health and safety, and (b) to consider whether it would be appropriate for anyone to take action in relation to any matters identified.
County Lines	As set out in the Serious Violence Strategy, published by the Home Office, a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.
Child criminal exploitation	As set out in the Serious Violence Strategy, published by the Home Office, where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.
Domestic abuse	Domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. Domestic abuse is not limited to physical acts of violence or threatening behaviour, and can include emotional, psychological, controlling or coercive behaviour, sexual and/or economic abuse. Types of domestic abuse include intimate partner violence, abuse by family members,

	<p>teenage relationship abuse and adolescent to parent violence. Anyone can be a victim of domestic abuse, regardless of gender, age, ethnicity, socio-economic status, sexuality or background and domestic abuse can take place inside or outside of the home. Domestic abuse continues to be a prevalent risk factor identified through children social care assessments for children in need. Domestic abuse has a significant impact on children and young people. Children may experience domestic abuse directly, as victims in their own right, or indirectly due to the impact the abuse has on others such as the non-abusive parent. More information can be found in the Draft Domestic Abuse Statutory Guidance Framework, including the new statutory definition of domestic abuse that will be introduced when the Domestic Abuse Bill is enacted.</p>
<p>Controlling or coercive behaviour</p>	<p>Also known as coercive control, the use of control and coercion in relationships is a form of domestic abuse and, since December 2015, a criminal offence. Controlling and coercive behaviour is outlined in Government guidance issued under section 77 of the Serious Crime Act 2015 as part of the Government's non-statutory definition of domestic violence and abuse. It is described as:</p> <ul style="list-style-type: none"> • Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour; and • Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim <p>Coercive control is a form of abuse that involves multiple behaviours and tactics which reinforce each other and are used to isolate, manipulate and regulate the victim. This pattern of abuse creates high levels of anxiety and fear. This has a significant impact on children and young people, both directly, as victims in their own right, and indirectly due to the impact the abuse has on the non-abusive parent. Children may also be forced to participate in controlling or coercive behaviour towards the parent who is being abused. Controlling or coercive behaviour also form part of the definition of domestic abuse in section 1(3)(c) of the Domestic Abuse Bill. More information can be found in the Draft Domestic Abuse Statutory Guidance Framework.</p>