



bringing one-to-one fun to disabled kids

# Child Protection Policy & Procedures

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KEEN London is a registered charity, number 1124915. It is also a limited company registered in England (number 6579658). Its registered office is Unit B11, 3 Bradbury Street, London N16 8JN

## Introduction

KEEN London is a registered charity that runs free weekly sports and recreation sessions for children and young adults with special needs. Children from the age of 3 upwards are paired with volunteer coaches during the sessions for individual support.

KEEN London believes in the right of every child to be valued and treated with dignity and respect. It is always unacceptable for a child or young person to experience abuse of any kind and the charity recognises its responsibilities to safeguard the welfare of all children and young people, by its commitment to practices which protect them.

### **We recognise that:**

- The welfare of the child/young person is paramount.
- All children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have the right to equal protection from all types of harm or abuse.
- Children with special needs may be at greater risk of abuse due to their difficulties in communication and their care needs.
- Working in partnership with children, young people, their parents, carers and their agencies is essential in promoting young people's welfare.

### **Purpose of this policy**

- To provide protection for the children and young people who receive KEEN London services, including the children of adult members or users
- To provide employees and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm

This policy applies to everyone at KEEN London, including the board of trustees, paid employees, volunteers who attend our sessions (hereafter referred to as 'coaches'), other volunteers, agency employees, students or anyone working on behalf of KEEN London.








## Principles and Aims

KEEN London recognises the importance of the following key principles and aims:

To respect the rights and needs of all children and young adults attending KEEN London, as individuals, as members of the KEEN London community, and of the wider community.

- To foster self-respect and self-worth, whilst recognising the need to individual privacy and the privacy of others.
- To take account of the wishes and opinions of the children and young adults, and help them to express these within the level of their present understanding. To accommodate alternative means of communication (these may include speech, signing, visual cues or technological aids and augmented communication as in Facilitated Communications).
- To provide an environment which promotes the emotional development of the children and young adults. The activities provided at KEEN London sessions should offer opportunities for the children and young adults to share emotions and feelings, encouraging group participation. There should be opportunities to develop positive relationships with peers.
- To develop each individual's potential for independence and self-confidence, offering appropriate opportunities to make decisions and choices and to solve problems.
- To instigate and foster a partnership with parents and carers to encourage consistency and continuity in education, care and management.
- To co-operate with other professionals working within our area (e.g. Social Services Departments, including the Child Protection team, and the local Education Authority), referring to authorities to maintain working practices, standards of care and accommodation in line with current legislation.
- To promote the physical well-being of the children and young adults attending KEEN London with attention to their diet, exercise and hygiene.
- KEEN London aims to set realistic goals for personal achievement. The strengths and achievements of each individual should be recognised by all.
- KEEN London aims to provide a coach-child ratio appropriate to the needs of the children and young adults using the facilities. It aims to ensure that coaches are suitably qualified and that there is on-going training and development.
- To promote coach awareness of the issues surrounding Child Protection:
  - Coaches should be familiar with what child abuse is, and have to hand information on its common indicators.
  - Coaches should be aware of the additional vulnerability of children who have disabilities.
  - Coaches should have adequate induction and training to enable them to acquire essential knowledge.
  - Coaches should know what to do when they have concerns about a child's welfare.
  - Coaches should be aware of the importance of keeping adequate records: as a means of building up a clear picture of the child, and as a means of noting when there are concerns about a child's welfare or when there is a suspicion of significant harm to a child and a referral needs to be made to Social Services.
  - Coaches should be aware of KEEN's values, principles, code of behaviour/conduct, and this child protection policy and its procedures.

## **We will seek to safeguard children and young people by:**

-  Valuing them, listening to and respecting them
-  Adopting child protection guidelines through procedures and a code of conduct for employees and volunteers
-  Ensuring no employee or volunteer is left alone in an area with an athlete at any time (KEEN's session structure means this is practical)
-  Recruiting employees and volunteers safely, ensuring all necessary checks are made
-  Sharing information about child protection and good practice with children, parents, employees and volunteers
-  Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
-  Providing effective management for employees and volunteers through supervision, support and training.

Our policy is guided by the “1989 Children Act”, “2004 Children Act”, “Every Child Matters 2003” and “Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote welfare of children”, 2006.

We are committed to reviewing our policy and good practice annually.

## Definitions of abuse

(From *Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children*. HM Government, 2006)

### What is abuse and 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.

### Physical abuse

Physical abuse 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

Emotional abuse is 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 children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the 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, 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

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

### Neglect

Neglect is 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)
- Ensure access to appropriate medical care or treatment

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

(From *Guidance on Child Protection* Anne Schonveld CEDC, 2002)

These are lists of some of signs and behaviours which may indicate that a child is being abused. Such lists are **not** fail-safe mechanisms, but can be helpful indicators in certain combinations. In themselves they are not evidence of abuse, but they may suggest abuse if a child exhibits several of them or a pattern emerges.

Remember that there can be other explanations for a child showing such signs or behaving in such ways. This is especially pertinent for children with special needs.

### Possible signs of Physical Abuse

- Unexplained injuries or burns, particularly if they are recurrent
- Improbable explanations for injuries
- Untreated injuries or illness not attended to
- Fear of going home or of a parent/carer being contacted
- Significant changes in behaviour with no explanation
- Signs of physical discomfort without explanation

### Possible signs of Emotional Abuse

- Continual self-deprecation, low self-esteem
- Inappropriate emotional responses to new difficult or painful situations
- Drug, alcohol or solvent abuse
- Depression, withdrawal

### Possible signs of Sexual Abuse

- Bruises, bites or marks on the body
- Scratches, abrasions or persistent infections in anal or genital areas
- Pregnancy – especially in young adolescents who are evasive about the identity of the father
- Age-inappropriate sexual awareness (may be evident in play, drawings, vocabulary, writing)
- Attempts to teach other children about sexual activity
- Pain when sitting down
- Odour

### Possible signs of Neglect

- Constant or frequent hunger
- Small stature or growth
- Inappropriate clothing (too large, too small, clothes for the opposite gender)
- Medical needs not met or treatment not sought

## How to respond to signs or suspicions of abuse that fall short of a direct disclosure

Concerns may arise through observations or through information from others. Those aspects that may give cause for concern may include:

- Unusual behaviour, or changes in the behaviour of the child
- Unexplained or recurring health problems
- Anxieties expressed or inferred by carers over the child's welfare
- Changes in personal relationships with peers or adults

Coach or Volunteer **observes** physical or behavioural signs of abuse and forms a suspicion

Keep accurate **records**, including times, dates and detailed description of observed signs.

*Use form in Appendix 1*

**Refer** to Child Protection Liaison Officer (CPLO) concerns along with recorded information

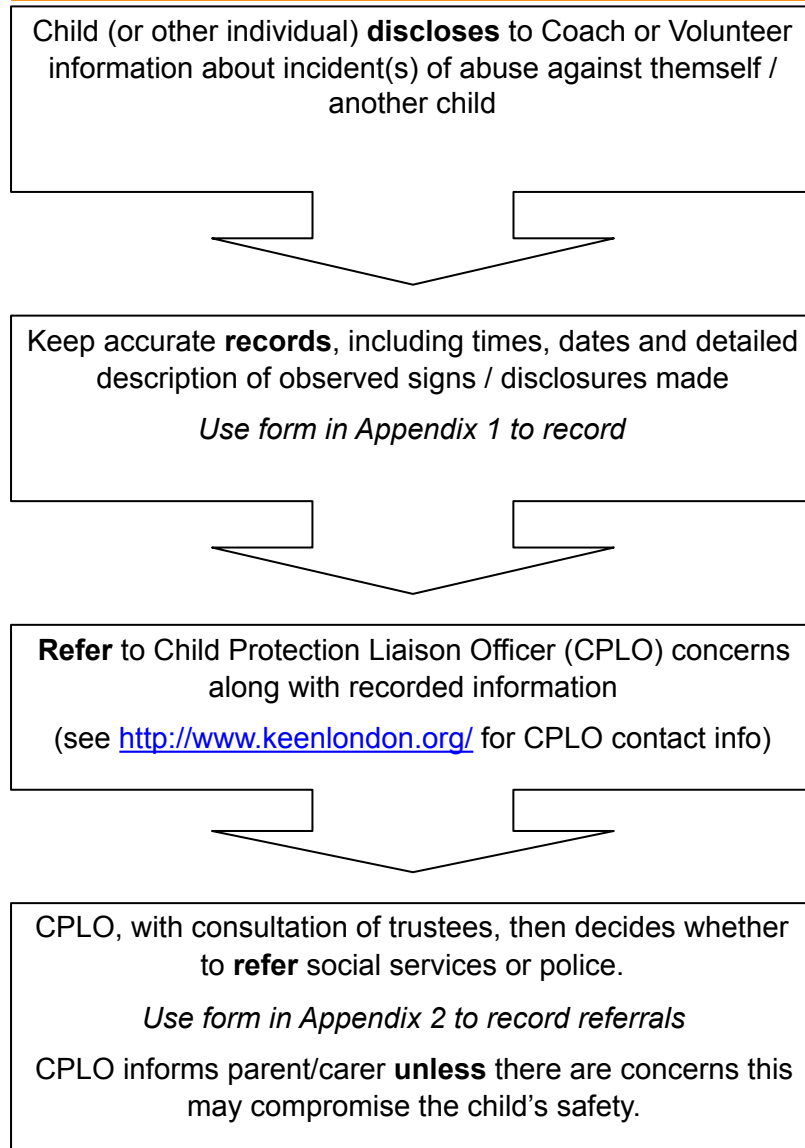
(see <http://www.keenlondon.org/> for CPLO contact info)

CPLO, with consultation of trustees, then decides whether to **refer** social services or police.

*Record referrals using form in Appendix 2*

It is important to remember that the majority of children at KEEN have special needs, and so may be more vulnerable to abuse than other groups of children. It is crucial we make careful observations of any physical or behavioural signs or symptoms.

## How to respond to a direct disclosure of abuse from a child, parent/carer or other individual



- A telephone referral to the police or social services must be confirmed in writing, within 24 hours if at all possible (and in all cases within one week), and the name of the contact who took the referral should be recorded.

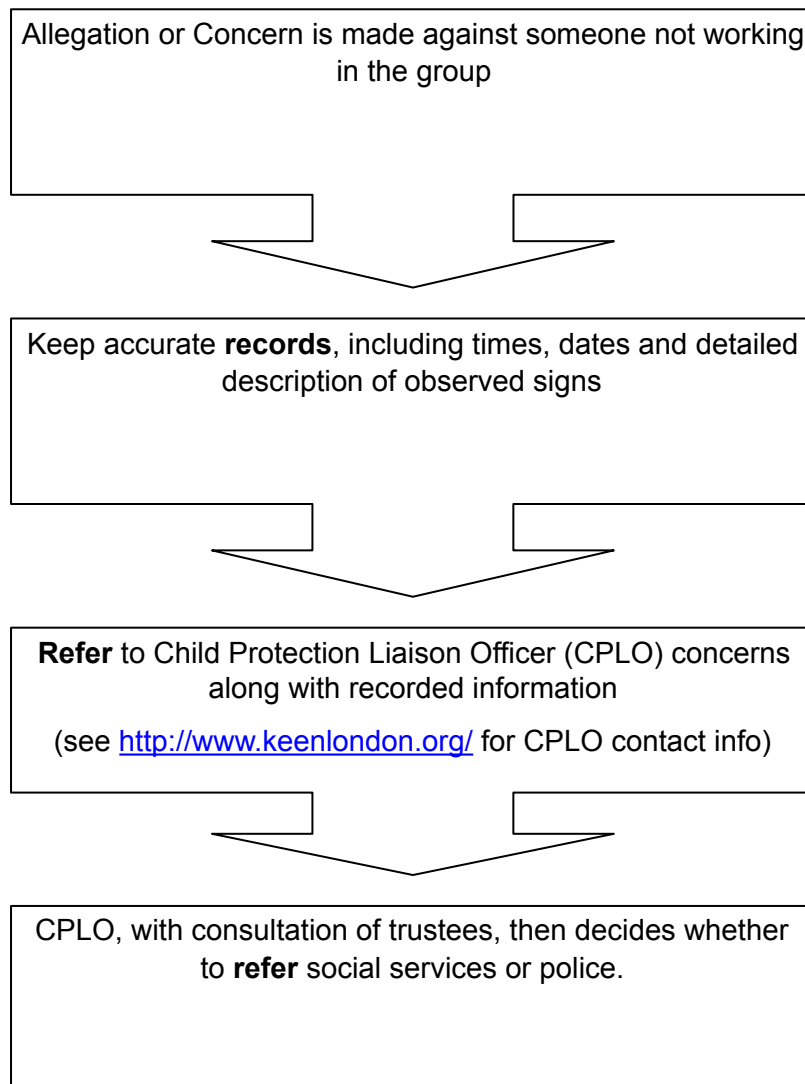


## Remember:

- The child's welfare and safety must have first priority.
- To delay reporting a suspicion of significant harm could be very serious - time is therefore crucial.
- Accept what a child tells you but do not ask him/her for further information as interviews are conducted by specially trained people. In particular, **do not** ask suggestive or leading questions.
- Tell the child that they are right to tell you and reassure them that they are not to blame.
- Be aware that our children with special needs can have great difficulty communicating any information, let alone allegations of abuse.
- Do not make physical examinations.
- Keep accurate records and report your concerns to the Child Protection Liaison Officer. Do not discuss your suspicions with parents or anyone else.
- Child Protection is the responsibility of the entire KEEN London community - no matter what position you hold it is important that you report any suspicions or disclosures.
- Any case of child abuse must be dealt with in accordance with the approved Guidelines and Procedures - no action should be taken beyond what is set out in them.
- Child abuse can happen to any child of any age in any place at any time.
- All coaches are reminded of the duty to safeguard confidentiality. They also have a duty to co-operate fully with any enquiry which may be necessary.
- Make contact with the Child Protection Liaison employees – See the KEEN London website for names and contact details: <http://www.keenlondon.org/protect>

## How to respond to allegations of abuse against someone not working for KEEN London

This may be a parent or carer, another child, professional or another person.



- A telephone referral to the police or social services must be confirmed in writing, within 24 hours if at all possible, and the name of the contact who took the referral should be recorded.

## How to respond to allegations of abuse against someone working for KEEN London

KEEN London is committed to the highest standards of quality, honesty, openness and accountability and to fostering an environment in which employees and volunteers feel free to raise concerns in a reasonable and responsible way, without fear of victimisation.

Employees and volunteers have a duty to report concerns about another employee or a volunteer. If you raise a genuine concern under this policy, you will not be at risk of suffering any form of retribution or harassment as a result. Providing you are acting in good faith, it does not matter if you are mistaken.

If you ask us to protect your identity by keeping your confidence, we will not disclose it without your consent.

You should report any concerns to the Child Protection Liaison Officer, or if the concern surrounds this individual, you should contact a KEEN London trustee (details can be found on the KEEN London website, <http://www.keenlondon.org/protect> ).

Once you have told us of your concern, we will investigate it carefully and thoroughly to assess what action, if any, should be taken. Depending on the nature of your concern, this may mean an internal inquiry or a more formal investigation by the Social Services. If you have a personal interest in the matter we ask that you tell us at the outset.

If there is any uncertainty about how to proceed with such a situation, immediate advice from Social Services or the NSPCC should be sought.

## Recording, storing and using information

To ensure that this information is as helpful as possible, a detailed record must always be made at the time of the disclosure/concern, using the forms in Appendices 1 and 2. Pay attention to the following in the report

Specify the nature of the allegation. Include dates, times, any special factors and other relevant information.

- Make a clear distinction between what is fact, opinion or hearsay.
- Include any relevant background information known to the person making the report, and the source of that information – which may include previous concerns, other children in the family, history of domestic violence/abuse, adult mental problems, adult misuse of drugs/alcohol, or history of violence towards employees.
- Describe any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Include details of witnesses to the incidents.
- Write down the child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Indicate whether the parents have been contacted, and if so, what has been said.
- Has anyone else been consulted (e.g. a professional or someone who knows the child)? If so, record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so, what was said?
- Has anyone been alleged to be the abuser? Record details.

This information should be recorded by the coach/volunteer who has the concern. They are encouraged to seek the help of the Child Protection Liaison Officer (CPLO) in order to make the recording as accurate as possible. However, not having all the information available (such as child's address) should not prevent the coach/ volunteer from reporting the concern immediately.

Privacy and confidentiality will be respected as far as possible but if doing this leaves a child at risk of harm then the child's safety has to come first. Where information given by a child or parent cannot be kept confidential, this should be explained to the child/parent in a sensitive manner. Information will be stored confidentially in a lockable filing cabinet, or password-protected computer account, with access strictly controlled and limited to those who would need to know as part of their job.

If you are worried about sharing concerns about abuse with a senior colleague, you can obtain advice from social services or the police direct, or the **NSPCC Child Protection Helpline on 0808 800 5000**, or **Childline on 0800 1111**, but the procedures in this document are still to be followed; if the concerns relate to a specific employee (or the CPLO) then contact (a different) Trustee.

## What if it's not a Child Protection concern but a Child in Need?

Sometimes concerns about a child may not be about abuse. You may be concerned that a child or family require some help in making sure all the child's needs are met to address a particular problem.

If there is a concern for child, which may not be about abuse, the same steps must be taken by volunteers and coaches as in the instance suspecting abuse. The CPLO can then decide whether the case is a Child Protection concern or a child in need. If it is the latter, the next step in the process is being referred for the Common Assessment Framework (CAF). This is a standardised approach to conducting assessments of children's additional needs and deciding how these should be met. The CPLO should receive training in how to apply this process.

## Good practice guidelines for coaches

- All children and young people are treated with dignity and respect. They are involved in activities and made to feel that they are valued members of the community.
- Consider the child or young person's wishes and needs; allow them to make informed choices, when appropriate. Children who have greater control over their lives are less vulnerable. Where choices cannot be given (eg if a concern has to be referred to statutory services because a child is at risk), this should be explained clearly and sensitively to the child/young person.
- We need to educate our children about their rights - their right to be safe, their rights over their own bodies - in particular to keep certain parts private, their right to say not if someone tries to harm them, or tries to touch them against their wishes.
- Our children need to be shown how and when to seek help and to know that when they do so they will be believed and supported. This message needs to be constantly reinforced.
- There should be appropriate intimate care practices (See the section "Guidelines in respect of personal and intimate care" on page 16).
- If a child reports a problem, follow the procedures described later on in this document.

## Recruitment of employees and volunteers

KEEN London recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children.

- All workers and volunteers who have unsupervised access to children and young people are subject to criminal record checks through the Disclosure and Barring Service (DBS, formerly CRB).
- All volunteers/employees must have a valid Enhanced DBS disclosure to work with the children.
- All employees/volunteers must complete an application form, which will (among other things) elicit information about an applicant's past .
- Before starting employment, in addition to DBS checking, prior to starting employment, applicants for staff positions are asked to attend a face to face interview, provide two suitable references, verification of their identity, verification of any qualifications deemed necessary to their post and verification (if necessary) of their right to work in the UK.
- Volunteers are asked to supply one referee (for students, this may include employees at their university) and verification of their identity.
- All discussion of the applicant's details will be made with the applicant's permission, and will be limited to those whose duties require them to know.
- This information is supported by KEEN London's DBS (formerly CRB) Policy.

## Training

After recruitment, all new volunteers and employees are required to attend an induction session. This includes:

- Basic health and safety procedures
- How to recognise the four types of child abuse and how to report concerns
- How to respond to disclosures of abuse

In addition, regular training opportunities are offered which help employees and volunteers to work safely and effectively with children.

The Child Protection Liaison Officer (CPLO) must also receive training involving how to make referrals, maintaining policy and ensuring all other employees are aware of protocols.

## Guidelines in respect of personal and intimate care

- The children have a right to privacy and dignity. This applies to the use of the toilet and changing rooms and supervision should always take this into account. Whilst help may be needed with washing, this should not include touching the child - particularly his/her private parts.
- Care should be taken by coaches who could unwittingly place themselves in vulnerable situations by being alone with the child in inappropriate situations: avoid this by never being alone with a child.
- Children should be treated in an age-appropriate manner. For example as far as is possible to use the gender appropriate toilets or changing rooms.
- Children should be taught strategies to engender a sense of dignity and self-respect. For example:  
- to close the toilet door, modesty/cover the body appropriately.
- The child has a right to express what he/she thinks and feels and to volunteer an opinion regarding the supervision of his/her self-care. This may relate to the age of the child and gender of the coach. Consultation with parents also takes place regarding the supervision of each child's personal care.

## Preserving a safe environment

Our policy is to ensure that a safe and suitable environment is provided at all times. All equipment and areas used must be safe and suitable for KEEN London activities. Risk assessments are carried out for every venue used and a trained First Aider is present at every activity session. The Health and Safety policy covers the procedures followed to maintain these standards.

## Contact details

### Contacts within KEEN London

The contact details of the Child Protection Liaison Officer (CPLO), and the KEEN London Trustees, are available on the KEEN London website, <http://www.keenlondon.org/protect> .

### Where to make referrals or seek advice

- **NSPCC Child Protection Helpline: 0808 800 5000**
- Kentish Town Police Station: 020 7404 1212
  
- Barnet Children's Service Duty Team: 0208 3594066
- Barnet Children's Disability Team: 0208 359 4246
  
- Camden Disabled Children's Team: 0203 317 2201
- Camden Duty and Assessment and Team: 0207974 4444
  
- Enfield Intake and Assessment Team: 0208363507
- Enfield Cheviots Team (Disabilities): 0208 363407



- Hackney Children and Access and Assessment Social Work Services 020 8356 5114/16
- Harrow Duty and Assessment Team Children’s Services 0208 8635544
- Harrow Children’s Disability Team 0208 9666300
- Islington Referrals and Advice Team – 0207 527 7400
- Islington Disabled Children’s Team – 0207 527 3366 [cfreferrals@islington.gov.uk](mailto:cfreferrals@islington.gov.uk)
- Lambeth Children’s services - 0207 926 5555
- Lambeth Information and Advice Support Service - 0207 926 9805
- Southwark Children’s Referral and Assessment team - 020 7525 1921
- Southwark Children with Disabilities Team - 0207 525 5372

### **Training for the Child Protection Liaison Officer:**

Islington Safeguarding Children Broad (ISCB)

**Melissa Friedberg**, ISCB Training & Development Officer, 02075274209,  
[melissa.friedberg@islington.gov.uk](mailto:melissa.friedberg@islington.gov.uk)

**Maria Gilby**, ISCB Co-ordinator, 02075274234, [maria.gilby@islington.gov.uk](mailto:maria.gilby@islington.gov.uk)

Review of policy

This policy will next be reviewed in February 2018.

## Declaration

On behalf of KEEN London we, the undersigned, will oversee the implementation of the Child Protection Policy and take all necessary steps to ensure it is adhered to.

**Signed:**

-----

**Name:**

**Name:**

-----

(Child Protection Liaison Officer)

(Chair of Trustees)

-----

**Date:**

**Date:**

-----

## Appendix 1: KEEN London Child Protection Record for an Incident or Concern

To be printed and completed by anyone reporting an incident or a concern to KEEN London. Submit it to the CPLO, who should deal with it appropriately and keep a copy on file.

### About the person making the report

Name:

Position in  
KEEN:

Address:

Contact: Phone:  Email:

### About the person whose concerns are being reported

*This is for if you are reporting concerns on behalf of someone else. If you are reporting your own concerns, leave this section blank.*

Name:

Position in  
KEEN:

Address:

Contact: Phone:  Email:

### About the child

*Note: the details about a child at KEEN should be available in the child's profile card. If there are any details you can't easily find, leave those blank and the CPLO will fill them in – don't let this delay reporting your concerns.*

Child's name:  Sex:

Date of birth: Day:  Month:  Year:  **OR** approximate age:

Ethnicity:

Any disability:

Home address:

**Continued on next page**

Responsible adults

Parent/Guardian  
1:

Name:

Relation to  
child:

Contact: Phone:  Email:

Parent/Guardian  
2:

Name:

Relation to  
child:

Contact: Phone:  Email:

Child's GP:

Name:

Address:

Person suspected of abuse (if applicable / if known)

Name:

Relationship to  
child:

Address:

Contact: Phone:  Email:

Continued on next page

About the incident or concern

This form is for recording either a 'concern' (a worry about the welfare of a child) – or an 'incident' (where abuse has been directly observed, or reported by the child.)

For example, the kinds of 'concerns' that need to be recorded are:

- Changed behaviour or unusual behaviour; unexplained or recurring health problems
- Emotional well-being of the child — uncharacteristically withdrawn or nervous
- Any discussions with parents or carers about concerns, including their response and information about home conditions

**Any** incidence of abuse must be recorded.

**Please read the guidelines in the section "Recording" on page 10 before completing this section.**

(if an incident) When it occurred: Day:  Month:  Year:  Time:

Your observations and concerns:  
 *If needed, continue on another sheet & tick here)*

Please record exactly what you said, and what the child said.  
*Do not lead the child; report exactly what was said.*  
 *If needed, continue on another sheet & tick here)*

Details of any action taken so far:

Signature of person reporting

Report made: Day:  Month:  Year:  Time:

Signed by person reporting:  Date:

Received by CPLO

Received: Day:  Month:  Year:  Time:

Signed by CPLO:  Date:

**End of form**

## Appendix 2: Child protection referral form

To be printed and completed by Child Protection Liaison Officer (or someone acting as their deputy).  
Keep the completed form on file.

### About the child

*Note: the details about a child at KEEN should be available in the child's profile card. If there are any details you can't easily find, leave those blank and the CPLO will fill them in – don't let this delay reporting your concerns.*

Child's name:  Sex:

Date of birth: Day:  Month:  Year:  Ethnicity:

Any disability:

Home address:

### Responsible adults

Parent/Guardian  
1:

Name:

Relation to child:

Contact: Phone:  Email:

Parent/Guardian  
2:

Name:

Relation to child:

Contact:

Phone:

Email:

Child's GP:

Name:



Address:

Report made to KEEN

CPLO received referral: Day:  Month:  Year:  Time:

Nature of referral:  
 *If needed, continue on another sheet & tick here)*

Reported by: Name:  Position:

Continued on next page

Report to Social Services or other organisation

When report made: Day:  Month:  Year:

Report made to: Name:  Position:

Organisation:  Social Services (which area/borough: )

Police (which police force: )

NSPCC

Other organisation (which one:

)

Report made by: Name:  Position:

Advice received:  
 *If needed, continue on  
another sheet & tick here)*

Any case number  
received:

Written confirmation  
sent: Day:  Month:  Year:

Signed by CPLO:  Date:

Signed by a Trustee:  Date:

End of form

Appendix 3: What to do when there is a Child Protection or Child in Need Concern

- 1. Physical or behavioural indicator of abuse is observed
- 2. Child discloses information about incident(s) of abuse against them
- 3. Concern of abuse about someone working for KEEN London?
- 4. Allegation or concern is made against someone not working for KEEN London
- 5. There is general concern about the child but is not connected to abuse

Keep accurate **records**, including times, dates and detailed description of observed signs, witnesses, etc

The Child Protection Officer (CPLO) is informed of concerns. Recorded information is passed over

**Child in Need Concern**  
Social Services are contacted to initiate CAF approach

CPLO reviews information and makes a decision on next course of action

**No Action**  
After discussion & advice no formal action is required (but continue to monitor & record concerns etc)

**Child Protection Concern**  
Social Services (for the borough) or Police are contacted within one day.