



## **Safeguarding and Child Protection Policy**

Safeguarding is **everyone's** responsibility. All staff and volunteers who, during the course of their employment, have direct or indirect contact with children and families and vulnerable adults, or who have access to information about them, have a responsibility to safeguard and promote the welfare of children, young people and vulnerable adults.

There is a duty on organisations to make appropriate arrangements to safeguard and promote the welfare of children, young people and vulnerable adults. Government guidance makes it clear that it is a shared responsibility and depends upon effective joint working between agencies and professionals that have different roles and expertise. This is clearly outlined in the document 'Working Together to Safeguard Children 2023', where the definition of safeguarding and promoting the welfare of children is:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

The statutory inquiry into the death of Victoria Climbié and the first joint Chief Inspectors report on safeguarding children highlighted the lack of priority status given to safeguarding. The government response to these findings included the Green Paper Every Child Matters and the provisions in the Children Act 2004. Section 11 of the Children Act 2004 places a duty on all agencies to make arrangements to safeguard and promote the welfare of children.

Safeguarding and promoting the welfare of children, young people and vulnerable adults is not just the province of those working directly with these groups of people.

PACSO aims to ensure that no act or omission on the part of the organisation, or that of its staff or volunteers puts a child, young person or vulnerable adult directly or inadvertently at risk; and that rigorous systems are in place to proactively safeguard and promote the welfare of children, young people and vulnerable adults and support staff in fulfilling their obligations.

This policy applies to anyone employed permanently, contractually or casually by PACSO, and also includes trustees, volunteers, students and work placements.

This policy is available to independent contractors (e.g. workshop leaders, entertainers) and should be implemented as good practice.

This policy focuses on the workplace responsibilities of staff, although responsibilities for safeguarding and promoting the welfare of children, young people and vulnerable adults extend to an individual's personal and domestic life.

This document will be reviewed periodically, in line with national and local guidance, and at least annually.

### **Organisation Statement**

PACSO is an organisation which aims to support parents and carers of a child or young person with a disability. It was established by professionals from Social Services, Education, Health and several voluntary organisations, and maintains significant links with these bodies.

PACSO provides playschemes and clubs in response to a need for fun, safe activities that cater for children of all abilities, whilst providing respite for their carers. The PACSO Board of Trustees (hereafter, "the board") takes seriously its responsibility to protect and safeguard the welfare of children and young people entrusted to their care, in accordance with The Children Act, which came into force on 14 October 1991, and was a landmark in promoting good, safe practice in long-term childcare. It is a sad fact that children with special needs are at a higher risk of being abused than their mainstream peers. PACSO will only be satisfied when everything possible has been done to protect the children in our care from harm of all kinds.

Finally, this document alone will not protect the children/young people in our care. It is only as each member of staff actively adopts and follows the guidelines laid out in the following pages, and in the attached documents, that we can ensure that the children are as safe as possible.

### **Mission Statement for Safeguarding and Child Protection**

PACSO is committed to:

- Listening to, relating effectively with, and valuing children and young people whilst ensuring their protection within PACSO activities.
- Encouraging and supporting parents/carers.
- Ensuring that staff are given support and training.
- Having a clear system for dealing with concerns about possible abuse.
- Maintaining good links with the statutory childcare authorities.
- Following good practice in addition to the statutory requirements of childcare.

### **Areas of Policy**

The Trustees recognise that many children and young people today are the victims of neglect, and physical, sexual and emotional abuse and that each of these have many threads to them, including, but not limited to, Female Genital Mutilation, Child Sexual Exploitation and Online Abuse. Accordingly, the Board has adopted the policy contained in this document, (hereafter “the policy”). The policy sets out agreed guidelines relating to the following areas:

- Recognising and responding to suspected abuse, including allegations made against staff or volunteers, including low-level concerns (pages 4 to 15)
- Creating, storing and disposing of records (pages 15 and 16)
- Monitoring and Quality Assurance (Pages 16 and 17)
- Appointing staff (pages 17 and 18)
- Supervision of activities and practice issues (pages 18 to 21)
- Discipline (pages 21 to 22)
- First Aid Contents List (pages 23 and 24)
- Designated Safeguarding Lead Poster (page 25)
- Designated Safeguarding Poster for SEND Children (page 26)
- Body Chart (page 27)

PACSO’s events are held at:

- Fordwater School, Summersdale Road, Chichester, PO19 6PP
- Chichester Nursery School Children & Family Centre, St James Road, Chichester, PO19 7AB
- Lavant House, West Lavant, Chichester, PO18 9AB

**AND** any other location as deemed suitable by the PACSO Play Lead.

The children and young people who attend PACSO may live anywhere in West Sussex. The single point of contact for all concerns regarding children and young people (aged 0-18) in West Sussex is the **Integrated Front Door (IFD)**.

This service combines Early Help and Social Care services, so that there is one point of contact for the public and professionals with concerns about a child, regardless of the risk or complexity of the situation.

The Integrated Front Door brings together expert professionals, from services that have contact with children, young people and families, and makes the best possible use of their combined knowledge and resources to keep children from harm and promote these and their family's wellbeing.

Children's Services (**The Integrated Front Door**) can be contacted by email:

[WSChildrenservices@westsussex.gov.uk](mailto:WSChildrenservices@westsussex.gov.uk)

Or by phone (Monday to Friday 9am-5pm):

**01403 229900**

Or by phone for out of hours:

**0330 222 6664**

**Duty Social Worker (if the number above does not work:)**

**07711769657**

To speak to a social care practitioner in the **Adult Safeguarding Hub** please call:

**03302 228400**

If you are concerned that a child or adult is in immediate danger call:

**999**

The content of the policy will form the basis of a seminar for all staff by an appropriate individual with relevant experience. The Trustees are committed to an on-going training programme for all staff.

## **Recognising and responding to allegations of abuse, including those made against staff or volunteers**

### **Definitions of Abuse**

*The definitions of child abuse recommended as criteria for registration by the Department of Health, "Working Together under the Children Act 1989" are as follows:*

#### **Physical Abuse**

Actual or likely physical injury to a child, or failure to prevent physical injury (or suffering) to a child, including deliberate poisoning, suffocation, and Munchausen's syndrome by proxy (now known as Fabricated or Induced Illness.)

#### **Sexual Abuse**

Actual or likely sexual exploitation of a child or adolescent. The child may be dependent and/or developmentally immature.\*

*\* Sexual exploitation represents the involvement of dependent, developmentally immature children and adolescents in sexual activities they do not truly comprehend,*

*to which they are unable to give informed consent or that violate social taboos or family roles (Kempe and Kempe 1978). Kempe, T.S. & Kempe, C.H. (1978) Child Abuse. London: Fontana Open Books)*

### **Neglect**

The persistent or severe neglect of a child or the failure to protect a child from exposure to any kind of danger, including cold and starvation or extreme failure to carry out important aspects of care, resulting in the significant impairment of the child's health or development, including non-organic failure to thrive.

### **Emotional Abuse**

Actual or likely emotional abuse; a severe adverse effect on the emotional and behavioural development of a child caused by persistent or severe emotional ill treatment or rejection. All abuse involves some emotional ill treatment. This category is used where it is the main or sole form of abuse.

***The following additional category has been proposed by the Department of Health in a consultation paper issued in February 1998.***

### **Organised Abuse**

Organised abuse is sexual abuse where there is more than a single abuser and the adults concerned appear to act in concert to abuse children and/or where an adult uses an institutional framework or position of authority to recruit children for sexual abuse.

### **Domestic Abuse**

In 2020, the Domestic Abuse Bill was passed in the House of Commons and has subsequently been updated (2021.) This bill defines Domestic Abuse as:

#### 1 Definition of "domestic abuse"

- (1) This section defines what is meant by "domestic abuse" in this Act.
- (2) Behaviour by a person ("A") towards another person ("B") is "domestic abuse" if—
  - (a) A and B are each aged 16 or over and are personally connected, and
  - (b) the behaviour is abusive.
- (3) Behaviour is "abusive" if it consists of any of the following—
  - (a) physical or sexual abuse;
  - (b) violent or threatening behaviour;
  - (c) controlling or coercive behaviour;
  - (d) economic abuse (see subsection (4));
  - (e) psychological, emotional or other abuse.
- (4) "Economic abuse" means any behaviour that has a substantial adverse effect on B's ability to—
  - (a) acquire, use or maintain money or other property, or
  - (b) obtain goods or services
- (5) For the purposes of this Act A's behaviour may be behaviour "towards" B despite the fact that it consists of conduct directed at another person (for example, B's child).
- (6) References in this Act to being abusive towards another person are to be read in accordance with this section.

Being exposed to Domestic Abuse can have a seriously detrimental impact on a child's physical and mental wellbeing whilst the abuse is happening, but also into the future.

It is essential that professionals recognise the signs and report concerns as soon as possible, to ensure that all children grow up in a safe and stable environment.

### **Child Exploitation**

Children can experience a form of abuse where organised groups or gangs manipulate, coerce or threaten the child into committing crimes. This could be transporting drugs across county lines, carrying weapons or carrying out acts of violence.

Children who are exploited are often subjected to threats, blackmail and violence. They also run a higher risk of being groomed, physically abused, sexually exploited and/or trafficked.

Sadly, because these children usually carry out illegal activities, they are often not recognised as victims. Children with SEND are also more vulnerable to this type of exploitation, especially if they are made to feel accepted in a group/gang. Gangs will often target individuals that they feel would be easy to manipulate and exploit. They may spend time at bus stops/train stations/colleges etc observing young people who have support workers and later pursue the individual for recruitment.

It is vital that PACSO staff and volunteers understand the dangers of child exploitation and can recognise signs that a child is involved in a gang or being exploited (set out page 8 of this policy.)

### **Radicalisation**

Radicalisation is a process (often over a period of time) where an individual starts to believe in and support extreme ideologies. It can, but does not always, lead to participation in terrorist groups or terrorist acts. Such groups include, but are not limited to, Britain First, ISIS, and the IRA. A full list of prohibited groups can be found at: [Proscribed terrorist groups or organisations - GOV.UK](#)

Children and young people can be radicalised in person and online by family, friends or extremist groups who offer a sense of 'belonging' to the young person. Young people who feel ostracised, discriminated against and isolated are more vulnerable to being radicalised. Young people who are easily influenced or impressionable are also particularly vulnerable to this form of abuse.

It is our duty to prevent children and young people from becoming radicalised and/or recruited into extremist or terrorist groups. Page 8 of this policy details how to recognise that a child or young person is being radicalised and page 10 details the actions that PACSO staff and volunteers should take to prevent any further abuse from occurring.

## **Recognising and Responding to Abuse**

The following signs may or may not be indicators that abuse has taken place, but the possibility should be considered.

### **Physical Signs of Abuse**

- Any injuries not consistent with the explanation given for them
- Frequent or recurring injuries, bruises or marks
- Injuries, which occur to the body in places that are not normally exposed to falls, rough games, etc.
- Injuries which have not received medical attention
- Neglect – under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc. which do not have an accidental explanation
- Cuts/scratches/substance abuse

### **Indicators of Possible Sexual Abuse**

- Any allegations made by a child concerning sexual abuse
- Avoidance of a particular person/people or place
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations and/or uncharacteristic bed wetting
- Eating disorders – anorexia, bulimia
- Soreness in the genital area
- Sexually transmitted diseases
- Pregnancy

### **Emotional Signs of Abuse**

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging. Also depression/aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-needing behaviour
- Persistent tiredness
- Running away/stealing/lying

### **Signs of Domestic Abuse**

- Aggression and bullying
- Anxiety, depression and/or suicidal thoughts
- Attention needing behaviour
- Bed wetting, insomnia and/or nightmares
- Constant or regular sickness like colds, headaches and mouth ulcers
- Eating disorders
- Substance abuse
- Withdrawal

### **Signs of Child Exploitation**

- Having unexplained money or expensive items
- Going missing from home, staying out late or travelling for unexplained reasons
- Forming 'friendships' or romantic relationships with older people
- Having more than 1 mobile phone
- Unexplained injuries and not wanting medical help
- Carrying weapons

### **Signs of Radicalisation**

- Using symbols associated with extreme groups
- Withdrawal from friends and family members that are not associated with the extreme ideology or group
- Spending increasing amounts of time online or communicating with people associated with the extreme ideology or group
- Sharing extreme views on social media
- Reading, posting, watching or sharing hateful or extreme content links
- Increased secrecy or changes in behaviour
- Justifying violence as a way of solving issues in society
- Altering style of dress or appearance in accordance with an extremist group

### **What to do if you suspect that abuse may have occurred**

The structure that we have adopted is: -

- Designated Safeguarding Lead: PACSO Play Lead, Mia Day (07875 601157)
- Deputy Safeguarding Leads: CEO, Emma Drain (07955690899) Deputy Play Lead, Harriet Fancourt (07737057776)
- Safeguarding Trustee – Hazel Rumsey (07500007632)
- Deputy Safeguarding Trustee – Caroline Bucksey (07825741320)

1. Staff must report concerns as soon as possible to Mia Day (hereafter the "DSL") at an event in person. She is nominated by the Trustees to act on their behalf in referring allegations or suspicions of neglect or abuse to the statutory authorities. If for any reason the DSL is not available, then the matter should be referred to The Deputy Designated Safeguarding Lead. If staff are not satisfied



with the DSL's/or Deputy DSL's response, then the matter should be referred to Hazel Rumsey, or Caroline Bucksey, PACSO's Safeguarding Trustees.

2. If the suspicions in any way involves the DSL then the report should be made to a Safeguarding Trustee. If the suspicions in any way implicate both the DSL and the Safeguarding Trustees, then the report should be made directly to the IFD number specified earlier (page 4.)
3. Suspicions should not be discussed with anyone other than those nominated above.
4. It is, of course, the right of any individual as a citizen to make direct referrals to the child protection agencies or seek advice from them, although we hope that members of PACSO will use this procedure. If, however, you feel that the DSL or Safeguarding Trustee has not responded appropriately to your concerns, then you should contact the IFD directly.
5. In response to these concerns the DSL (or Safeguarding Trustee) commits to take action, as outlined in the following pages within a time frame that is appropriate to the suspected level of abuse or danger to the child(ren.)

**How The Designated Safeguarding Lead and/or Safeguarding Trustee will Manage a Disclosure of Abuse or Suspected Abuse:**

If a child or young person discloses abuse, or staff are concerned that abuse has taken place then the Designated Safeguarding Lead (DSL) and/or Safeguarding Trustee will follow the actions set out below.

- Under no circumstances will the DSL or Safeguarding Trustee attempt to carry out any investigation into the allegation or suspicions of abuse. The role of the DSL is to collect and clarify the precise details of the allegation or suspicion without questioning the child directly and to provide this information to the Social Services Department, whose task it is to investigate the matter under Section 47 of the Children Act 1989.
- The DSL or Safeguarding Trustee will record or obtain from the member of staff who heard the disclosure, or suspects the abuse, written details about the allegation. They will ensure that it is signed and dated by the individual making the allegation. The written details should include what the child said, what the staff member said in reply to the child, when he/she said it and what was happening immediately beforehand (e.g. description of activity.) Dates and times of these events, who was present at the time and when the disclosure was recorded should all be included. All hand written notes should be kept securely, even if these are subsequently typed. The disclosure or suspected

abuse should be recorded on a PACSO Safeguarding and Health & Safety Record Sheet.

- The DSL or Safeguarding Trustee will contact IFD for advice or to make a referral, whichever the DSL or Safeguarding trustee deems most suitable. If appropriate the parents will be informed of the disclosure. However, should the DSL or Safeguarding Trustee feel that the child may be put at further risk of harm through informing parents then they may decide not to contact the parents yet. Advice on this should be sought from IFD.
- The DSL or Safeguarding Trustee will act upon any guidance or advice issued by IFD. This may include speaking to the child and/or the parents.
- If there should there be any disagreement between the person who witnessed the disclosure, or suspects the abuse and the DSL or Safeguarding Trustee as to the appropriateness of a referral to the IFD, that person retains a responsibility as a member of the public to report serious matters to the IFD directly, and they should do so without hesitation.
- The DSL or Safeguarding Trustee should ensure that child protection professionals provide them with the outcome and the reasons for any decision within one working day, either by telephone or email. Written referrals should be acknowledged within 3 working days. The DSL should follow these up, if they are not received.
- The Trustees will support the DSL or Safeguarding Trustee in their role, and cooperate fully with other professionals involved in the protection of children.

### **Other Considerations**

- Where emergency medical attention is necessary it will be sought immediately. The DSL or Safeguarding Trustee will inform the doctor of any suspected abuse.
- Where appropriate the parent/carer may be encouraged and supported to seek help from IFD/ Early Help.
- Where the parent/carer is unwilling to seek help, if appropriate, the DSL will offer to go with them. If they still fail to act, the DSL should, in cases of real concern, contact IFD for advice and make a referral where necessary.

### **Making a Referral under the Prevent Duty**

Professionals can refer individuals for support via the [National Prevent Referral Form](#).

Professionals can get more information about making a referral from:

- [West Sussex Safeguarding Children Partnership](#)
- [West Sussex Safeguarding Adults Board](#)

### **Advice in West Sussex**

Sussex Police Prevent Team can also provide advice, support and explain how to make any referrals that may be appropriate.

### **Sussex Police Prevent Team**

- Email: [SussexPrevent@thamesvalley.police.uk](mailto:SussexPrevent@thamesvalley.police.uk)
- Phone: 101 and ask for the Prevent Team.

### **Allegations against PACSO Staff or Volunteers**

It is important to distinguish the difference between a concern about the quality of care provided by PACSO, a complaint, and an allegation.

For how to deal with concerns and complaints, please refer to our Concerns and Complaints Policy.

The procedure for responding to an allegation made against PACSO staff and volunteers is set out below.

Working Together to Safeguard Children 2023 outlines the 4 following areas when referring to allegations about staff and volunteers.

A person who works with children who has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- behaved or may have behaved in a way that indicates they may not be suitable to work with children (including behaviour that has happened outside of the workplace.)

An allegation made against a member of staff or a volunteer may prove to be substantiated, unsubstantiated, unfounded, false, or malicious. In order to determine the outcome of the allegation, a multidisciplinary approach is necessary.

In the event of an allegation being made about a member of staff or volunteer, the DSL (or Safeguarding Trustee) will follow the procedure set out below:

1. DSL or Safeguarding Trustee will not investigate the matter or interview the member of staff, child, or witnesses.
2. They will obtain written details about the allegation ensuring that it is signed and dated by the individual making the allegation. The written details should include any information about times, dates and location of the incident(s) and the names of any witnesses.
3. The DSL or Safeguarding Trustee will then report the allegation to the Local Authority Designated Officer (LADO) as soon as possible and within 1 working day. Should the allegation need urgent attention but is

out of office hours, the DSL will contact IFD, or the local police and inform the LADO as soon as possible.

4. Should the DSL be implicated in the abuse then the individual should report to the Safeguarding Trustee. If both the DSL and Safeguarding Trustee are implicated, then the individual should report directly to the IFD.

### **West Sussex County Council LADO Contact Details:**

The LADOs for West Sussex are Miriam Williams and Donna Tomlinson and Victoria Williams.

Consultation Contact Number: **0330 222 6450** (Available 09.00 – 17.00)

LADO out of hours contact number: **0330 222 6664 (Available 17:00-9:00, weekends and bank holidays)**

LADO Service Contact Number: (Available through the IFD) **01403 229900**

LADO Service email address: [LADO@WestSussex.gov.uk](mailto:LADO@WestSussex.gov.uk)

The DSL or Safeguarding Trustee will work cooperatively and under the guidance of the LADO. Other professionals, such as social workers, police officers, Ofsted representatives etc may form part of the team who hold a strategy meeting to determine what should happen next.

The LADO will advise The DSL as to what should happen after the allegation has been reported. Things to consider will include speaking to the child's parent/carer, informing the Chair of Trustees, potential suspension of the staff member or volunteer and/or potential disciplinary process.

For further guidance: [Keeping children safe in education 2023 \(publishing.service.gov.uk\)](#) (Part four: Safeguarding concerns or allegations made about staff, including supply teachers, volunteers and contractors.)

### **Low Level Concerns**

At PACSO we recognise that at times staff or volunteers may behave in a way that does not meet the threshold for reporting to the LADO, but that still needs addressing. These behaviours are referred to as low level concerns.

Keeping Children Safe in Education identifies some examples of such behaviours:

- Being over friendly with children
- Having favourites

- Taking photographs of children on their mobile phone
- Engaging with children on a one-to-one basis in a secluded area or behind a closed door
- Humiliating children

PACSO is committed to providing a safe environment for children and young people as well as staff and volunteers. By addressing low level concerns in a timely and appropriate manner, we aim to minimise any risk of potential abuse and protect staff and volunteers from becoming the subject of potential false low-level concerns or misunderstandings.

At PACSO we have a staff handbook and staff code of conduct which clearly outline the professional boundaries and expectations we have of our staff and volunteers.

Any low-level concerns should be passed to the PACSO DSL as soon as possible and within a working day.

Low level concerns should be recorded in writing, including the details of the concern and the context in which it arose. The written record should also outline any action that was taken. Such records should be monitored by the DSL to ensure that any patterns of inappropriate or concerning behaviour is identified and managed effectively.

The DSL will respond to low level concerns by addressing the member of staff directly and highlighting the areas of policy or code of conduct that they have breached. Depending on the incident it may be appropriate to have a trustee or an HR representative to witness the meeting. A record of the meeting should be taken, signed, and dated by all those present to confirm that the written documentation is a fair and accurate reflection of the meeting. The meeting should outline any further actions that will be taken to support the staff member in adhering to PACSO policy and procedure in the future e.g. a personal action plan, a further check in meeting etc.

### **How to respond to a child wanting to talk about abuse**

It is not easy to give precise guidance, but the following may help:

#### **General Points**

- Show acceptance of what the child says (however unlikely the story may sound)
- Keep calm
- Look at the child directly
- Be honest
- Tell the child you will need to let someone else know – **do not promise confidentiality**
- Be aware that the child may have been threatened or bribed not to tell

- Never push for information. If the child decides not to tell you after all, then accept that and let them know that you are always ready to listen.
- Report and record the disclosure **within an hour** of hearing it.

### **Helpful Things You May Say or Show**

- I believe you (or showing acceptance of what the child says)
- Thank you for telling me
- It's not your fault
- I will help you

### **Don't Say**

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make false promises
- Never make statements such as "I am shocked, don't tell anyone else"

### **Concluding**

- Again, reassure the child that they were right to tell you and show acceptance
- Let the child know what you are going to do next and that you will let them know what happens (you might have to consider referring to Social Services or the Police to prevent a child or young person returning home if you consider them to be seriously at risk of further abuse)
- Contact the person in your organisation responsible for co-ordinating child protection concerns or contact an agency such as Social Services/Police/NSPCC
- Consider your own feelings and seek pastoral support if needed.

### **What to do once a child has talked to you about abuse:**

#### **The Procedure**

1. Make notes as soon as possible (usually within an hour of being told), writing down exactly what the child said, write what you said in reply to the child, when he/she said it and what was happening immediately beforehand (e.g. description of activity.) Record dates and times of these events, who was present at the time and when you made the record. Keep all hand written notes securely, even if these have been typed subsequently. Use a PACSO Safeguarding and Health & Safety Record Sheet.
2. Report your discussion as soon as possible (**within 1 hour**) to the DSL. If she is implicated report to the Safeguarding Trustee. If both are implicated, report directly to IFD.
3. You should not discuss your suspicions or allegations with anyone other than those nominated in the above point.

4. Once a child has talked about abuse the DSL should contact Social Services /IFD for advice on whether or not it is safe for a child to return home to a potentially abusive situation.
5. In an emergency, where a child is in immediate danger, the Play Lead will call 999.
6. The DSL should ensure that child protection professionals provide them with the outcome and the reasons for any decision within one working day, either by telephone or email. Written referrals should be acknowledged within 3 working days. The DSL should follow these up, if they are not received.

Page 25 clearly sets out the protocol for reporting concerns about a child. These posters should be on display at all PACSO events that are being held in a set location and a copy should be held in the backpack for when PACSO are out in the community.

### **Creating, Storing and Disposing of Records**

As part of PACSO's responsibility to safeguard children and young people we may create records that relate to concerns about children and young people's welfare, and safety, as well as concerns about potential risks posed by people working or volunteering with children.

This section of policy clearly outlines how such records will be stored and, when appropriate, destroyed.

At PACSO, we adhere to data protection principles, ensuring that records containing any personal information should be:

- Adequate, relevant and not excessive for the purpose(s) for which they are held
- Accurate and up to date
- Only kept for as long as necessary (further guidance to follow)

All personal information should be locked away and staff should only have access on a 'need to know' basis.

PACSO Safeguarding and Health and Safety Record sheets will be filed with a colour coding and number system so that the DSL and Deputies can easily detect if a child or young person has a significant number of low-level concerns that could amount to a larger safeguarding issue.

The colour code and number system will also allow the DSL and Deputies to track the number of incidents/injuries taking place at PACSO on a monthly basis and be able report these, taking appropriate action to prevent/diminish the chance of them recurring wherever possible.

### **The colour code is set out below:**

#### **Behaviour Incidents: BLUE**

Colour code the form blue if a child or young person has displayed significant behaviour that challenges. For example, hurting another child or member of staff,

hurting themselves, significant damage to property and/or needing to be positively handled.

**Injury or Illness: PINK**

Colour code the form pink if a child experiences any kind of injury or illness while under PACSO's care. For example, slips, trips and falls, head bumps or sickness.

**Low Level Observations or Disclosures: YELLOW**

Colour code the form yellow if you notice anything of low-level concern or if a child/young person tells you something of low-level concern. For example, this could be a child telling you that they did not have breakfast this morning, that they are having a tough time at school, or you notice a small bruise and the parent is able to offer a reasonable explanation.

These types of observations and disclosures may seem minor in isolation but may build a bigger picture if you start to notice that a child or young person has a lot of these forms. Consider whether a IFD advice or referral is required. **Yellow Forms should also be numbered (with effect from January 2025.)**

**Safeguarding Concern: ORANGE**

Colour code the form orange if you have a concern that a child or young person is at risk of harm. Action must be taken to prevent the child from coming to harm e.g. referral to IFD or police where necessary. These forms should clearly outline the actions that were taken, when and by whom. PACSO's Safeguarding and Child Protection Policy must be followed, including following up referrals and seeking outcomes to ensure the safety of children and young people. **Orange Forms should also be numbered (with effect from January 2025.)**

Child protection files should be kept until the child is 25 years old. However, if there are ongoing legal proceedings legal advice should be sought on the retention of the files.

Records pertaining to concerns about an adult's behaviour (staff or volunteer) should be held confidentially in the individual's personnel file and kept on record until they reach normal retirement age, or for 10 years, whichever is longer.

When the retention period is finished, confidential records should be incinerated or shredded in the presence of a member of the organisation or entrusted to a firm specialising in the destruction of confidential material. At the same time any electronic versions of the record must be purged.

If not shredded immediately, all confidential records should be held in a secured plastic bag, labelled as confidential and locked in a cupboard or other secure place; or placed in a confidential waste bin.



## **Monitoring and Quality Assurance**

PACSO recognises it's responsibility as an organisation to ensure that this policy is an active, working document that is out into daily practice.

With this in mind, the Safeguarding Trustee and DSL will meet termly to carry out a Safeguarding Review. At these meetings, the DSL will bring to the attention of the trustee any significant safeguarding issues to review. This does not negate the DSL's responsibility to manage the situation appropriately as it occurs, but merely to review them in retrospect to see if any training, policy or procedure change is required in order to keep PACSO children and young people safe from harm and events from recurring.

One of these Safeguarding Review Meetings per annum will also act as a Safeguarding Audit, to ensure the quality of written documentation. A range of PACSO Safeguarding and Health & Safety Record Sheet will be selected and assessed against this policy for quality of documentation. The Safeguarding Trustee and DSL should determine if any training or changes to policy and procedure are required as a result of the audit.

In addition to termly reviews, Safeguarding will be an agenda item for the following meetings:

- Chair and CEO monthly meeting
- Play Lead and CEO monthly meeting
- Full Trustee Board Meetings

The approach set out throughout this policy is designed to ensure a healthy, robust and transparent approach to safeguarding. PACSO is committed to ensuring a sound ethos and culture around safeguarding, where all staff, volunteers and trustees feel able to action concerns and keep children and young people safe.

## **Appointment of Staff**

PACSO is committed to the safe recruitment of staff, volunteers, and trustees. As part of this process, when seeking to appoint staff (paid or voluntary) the Play Lead will:

- Ask the applicant to complete a form giving information as to their name, date of birth, current address, as well as details of two referees.
- Ask to see 3 forms of ID for anyone aged 16 and over.
- Ask the applicant to declare whether they have ever been convicted, charged or cautioned in relation to any offence and informed of the provision of the Rehabilitation of Offenders Act 1974, which requires that all applicants wishing to work with children must declare all convictions, however old.
- Interview the applicant before they move from volunteer to paid staff.
- Take up formal, independent references that will be kept on file at the PACSO office. Where the applicant is under 16 years old AND is known to PACSO (e.g. they are a sibling of a child who attends PACSO), the referee may be the PACSO Play Lead.
- Undertake a DBS check (that will be renewed every 3 years whilst they are employed by PACSO), UNLESS the applicant is under 16 years old.

- Discuss with the applicant PACSO's guidelines for the behaviour of staff to ensure the children's welfare and expectations in relation to practice issues. (See guidelines for Staff & Volunteers.)
- Ensure that the new appointee is trained during this period on issues related to child protection. Keep all safeguarding training up to date (every 2 years) for all staff and volunteers.
- Issue new staff and volunteers with a 'Playworker and Volunteer Welcome Pack and Guidelines' booklet and ensure that they sign to say that they have read and will adhere to these guidelines.
- Attach the new appointee to a more experienced worker for their initial PACSO sessions.

**The criteria for NOT appointing staff are as follows:**

- Where the applicant is a convicted offender who has committed acts of violence or sexual offences against children or adults.
- Where the Play Lead has reservations about an applicant's behaviour, lifestyle, or attitudes.

PACSO will ensure that there is at least one person trained in Safer Recruitment on any interview panel.

**Arrangements for Supervision of Children's Activities**

The following policy guidelines govern the practicalities of our work with children:

**Ratios**

- Ratio of adults to children. We will work on the accepted ratio of 1:8 for able children over the age of 5 years, however since many of the children in our care have a special need we recognise that some need 1:1 care and PACSO will provide this where necessary. Where possible we will work on a ratio of 1:3 for children who do not require 1:1 care.
- Staff should be within sight of the rest of the team at all times. All activities are organised so that staff have no reason to be alone and out of view with a child.
- In some, exceptional circumstances, playworkers may work 1:1 with a child and may not be in the view of the team e.g. where, for the safety and wellbeing of the other children, a child may need time away from the group. Such decisions should be taken by the Play Lead, taking into account the individual child's needs as well as the staff member's training, skills and experience. The staff member must be contactable at all times.

**Registration & Records**

- A register of children attending the club or event should be kept, and a register of staff and volunteers. This should include times of arrival and departure if any individual is not attending the whole session, and any visitors to the session. The

children, staff and other facility users will all be made aware of this defined activity area. The children will not be allowed out of this area.

- Log sheets should be recorded after every play session, documenting the key events, observations, or suggestions for next time.
- Staff and volunteers should also record any incidents, concerns or unusual events on a PACSO Safeguarding and Health & Safety Record Sheet. These forms must be signed by the parents/carers and the Play Lead before being colour coded, filed and kept securely locked away. The Play Lead has a duty to monitor these forms and identify any reoccurring concerns about a child or member of staff and act upon these appropriately.
- Safeguarding and Health & Safety Record Sheet are essential for protecting both children and staff. Recording incidents and/or concerns, as well as what action was taken, aims to ensure that there is a detailed record of each incident and subsequent actions, that can be referred to in years to come. The body map (shown at the end of this document) should be completed to show the location of any marks on a child or young person's body. Because accusations of abuse may be made many years later, records should be kept for as long as possible. Insurance companies advise that records should be kept indefinitely. Once signed, these should be locked away.
- Risk assessments are essential for each activity. Risk assessments ensure that staff have carefully considered the possible hazards, how likely these are to occur, how significant the harm could be and what measures should be taken in order to minimise the risks for all involved.
- Behaviour plans may be written for individual children and young people who have displayed behaviours that could be dangerous to themselves or others e.g. biting, running away etc. Staff who work closely with these children should be aware of the child's plan and able to implement the steps outlined in it. Behaviour plans should be written in conjunction with, and signed by the child's parent/carer.

### **Physical Contact**

- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Touch should be related to the child's needs, not the member of staff's.
- Touch should be age-appropriate and generally initiated by the child rather than the member of staff.
- Avoid any physical activity that is, or may be thought to be, sexually stimulating to the adult or the child.
- Children have the right to decide how much physical contact they have with others, except in exceptional circumstances when they need medical attention or are behaving in a way that is dangerous to themselves or others.
- Staff should monitor one another in the area of physical contact. They should be free to help each other by pointing out anything that could be misunderstood.
- Many of the children need to be touched to help them participate, communicate and to be cared for, staff must be aware that they are touching them and do so appropriately and with respect.

### **Boundaries**

- Workers should treat all children with dignity and respect in attitude, language used and actions.
- Respect the privacy of children; avoid questionable activity, e.g. rough/sexually provocative games and comments.

### **Toileting & personal care**

- Ensure that two members of staff attend
- Ensure that volunteers do not support children without a staff member present
- Ensure that only volunteers aged 16 and over support with personal care
- Ensure that visitors, guests and workshop leaders are not involved with personal care – only PACSO staff and volunteers who have appropriate DBS checks
- Ensure that only trained staff hoist children and young people
- Ensure that the level of personal care provided is appropriate
- Wear disposable gloves
- Wear a disposable apron
- Use baby wipes
- Ensure that any direct touching, cleaning, or wiping is performed in a professional manner
- Ensure that the child is adequately cleaned and that their dignity and privacy is maintained
- Ensure that any creams/medications are only administered in line with a care plan and/or a medication consent form that has been signed by a parent/carer
- Wash hands with hot water and soap
- Use nappy sacks
- Dispose of soiled nappies in the appropriate waste container
- Clean the changing bed before and after use
- Record the time and staff initials of any toileting/changing
- Ensure that any concerns about any physical changes in a child's presentation, e.g. marks, bruises, soreness etc, are reported immediately to the designated person for child protection. A clear record of the concern will be completed and referred upon if necessary (see Safeguarding and Child Protection Policy.)

### **Risk of Infection**

- Good hygiene should always be practised. Disposable gloves should be used when dealing with broken skin, bodily fluids or faeces.

### **Identification & visitors**

- All staff and volunteers will wear the PACSO uniform shirts and an authorised name badge.
- The Play Lead must ensure that only authorised staff, volunteers and workshop leaders work with the children in our care.
- Visitors are welcome to attend PACSO sessions but must adhere to the guidelines set out in the PACSO Visitors Policy.

### **Safety Matters**

- The Play Lead is responsible for ensuring that any premises used are well lit, well maintained, and that activities are adequately supervised.
- The Play Lead is responsible for ensuring that any equipment or premises used are clear of hazardous obstacles and are safe to use.
- In the situation where there is an unavoidable hazard the Play Lead should ensure that:
  - The children are aware that they should not venture near the hazard
  - Access to the hazard is adequately restricted
- Ensure there are adequate toilets and hand basins and that when food is being prepared hygiene requirements are observed.
- There must be at least one qualified First Aider at all events. There should also be an adequate First Aid kit present (see attachment for the contents of a First Aid Kit).
- The Play Lead is responsible for ensuring that in the event of transport being organised by PACSO, any driver carries a full driving licence and valid insurance and that seat belt rules, requirements for minibuses etc. are complied with.
- The Play Lead is responsible for meeting regularly with the Deputy Play Lead and Safeguarding Trustee to discuss any matters of concern and put in place any additional measures to ensure the safety of children, staff and volunteers.

### **Supporting/Supervising Workers**

- If a staff member sees another acting in a way that could be misinterpreted, he/she should make a professional judgement as to whether it is most appropriate to intervene and address the actions immediately with their colleague and then report their concern to the Play Lead, or whether to come directly to the Play Lead who will address the member of staff about the behaviour.
- Staff must meet regularly to ensure common approach, sharing of concerns and identifying other matters that may need clarification and guidance.
- In situations where guidelines have not been adhered to feedback must be given to the Play Lead & Board. This provides protection to the individual and draws the Play Lead's attention to shortcomings and problem areas.

### **Discipline Policy**

Discipline is the education of a person's character. It includes nurturing, training, instruction, verbal reprimand, teaching and encouragement. It brings security, produces character, prepares for life and is evidence of care.

In disciplining children in our care, staff will:

- Work on each individual child's positives, not comparing them with each other, but encouraging and building them up, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model, setting a good example. Children cannot be expected to observe ground rules if staff break them.
- Take care to give all children equal amounts of attention.
- Be consistent in what they say and ensure that other staff know what has been said to avoid manipulation.
- Look honestly at the programme – if children are bored, they are more likely to misbehave.
- NEVER smack or hit a child and do not shout – voice tone changes will be used if necessary.
- Discipline out of controlled decision, NEVER anger. Staff can call on support from other staff if they are having difficulty coping with a situation.
- Ensure that the children understand what action will be taken if these rules are not kept for example: Time out for 2 minutes, leaving the soft play area, parents informed etc.
- Be aware of the children's difficulties and understand how to manage their behaviours.
- Be pro-active and encourage others to be pro-active and not wait to be told to deal with a situation.
- Take the child aside and talk to them, encourage them to change, whilst highlighting them on their strengths.
- Warn the child and use supervised 'Time Out' for broken rules. Parents will always be informed of 'Time Out' occurrences. PACSO will not issue a total ban unless it is dangerous to the child or other children if s/he continues to attend. It is more likely that PACSO will ask for more staff or parental support to maintain that child's place at the event.
- Seek advice and guidance from the parents and other carers if a child's behaviour is challenging.
- The Play Lead will work with parents, the PACSO team and other professionals to create individual behaviour plans for children who display extreme, challenging behaviour.
- Always talk over the events of the session in Team Time at the end of every PACSO event.

Our PACSO rules are:

- 1. Be kind**
- 2. Stay safe**
- 3. Join in**
- 4. Have fun**

### **First Aid**

PACSO will ensure that there is a correctly stocked First Aid Kit accessible to trained staff at all events. Its contents should be stored in a clearly identifiable container and the designated member of staff will regularly check its contents. Staff will be encouraged to attend First Aid training run by an organisation that provides a recognised certificate.

The contents of the 50 person PACSO First Aid Kit are as follows:

- 4 x medium wound dressings 12cm x 12cm
- 3 x large wound dressings 18cm x 18cm
- 3 x triangular bandages
- 2 reels of low allergy adhesive tape
- 12 x safety pins
- 10 x pairs of disposable gloves
- 2 x conforming bandages
- 4 x finger dressings
- 5 x sterile gauze packs
- 60 x assorted plasters
- 1 x resuscitation shield
- 5 x disposable aprons
- 3 x eye pad dressings
- 30 x individually wrapped cleaning wipes (non-alcoholic)
- 5 x sachets of burn gel
- 2 x burn shield dressings
- 1 pair scissors
- 10 x cold compress packs
- 2 x foil blankets
- 1 x first aid reference guide leaflet
- 1 x emergency first aid reference books
- 1 stopwatch
- 1 x 5ml medication spoon
- 1 x 10ml syringe
- 3 x 20ml eye wash solution
- 1 x thermometer

When PACSO run smaller events and are 'out and about,' they will carry a correctly stocked, clearly identifiable first aid kit for 25 people. The contents will be in line with St John's Ambulance recommendations for a 25-person kit and will be checked termly by the designated staff member.

The medical folder and play folder should include:

- Emergency Procedures
- Emergency Plans for children

- Safeguarding and Health & Safety Record Sheet
- Letter to parents following an incident
- Medication Administration Record Sheet
- Medication Consent Form
- Last Administered Medication Record
- Lifting Agreement Form
- Enteral Feeding Record Sheet
- Child Protection Policy
- Staff Medical Forms
- Insurance Certificates
- Staff Sign in Sheets
- Log Sheets
- Appropriate Risk Assessments





**Deputy Designated  
Safeguarding Lead**

Emma Drain



**Designated  
Safeguarding Lead**

Mia Day



**Deputy Designated  
Safeguarding Lead**

Harriet Fancourt

**If you have any concern about a PACSO child or young person:**

- Report your concern to the Designated Safeguarding Lead as soon as possible.
- This should be within 1 hour of the concern arising and definitely before the child goes home.
- Follow any instructions given by the Designated Safeguarding Lead.
- Keep the details of your concern confidential and only share information with

**If you have a concern about the Designated Safeguarding Lead or how they have managed your concerns:**

- You should contact our Safeguarding Trustee Hazel Rumsey on: 07500 007632 or our Deputy Safeguarding Trustee Caroline Bucksey on: 07825741320

Or

- Contact IFD on: 01403 229900 (Mon – Fri, 9am -5pm), 03302 226664 (Out of Hours), Adult Safeguarding Hub: 03302 228400.

For any further details please refer to the full PACSO Safeguarding and Child Protection Policy, which can be found in the Play folder and the Health and Safety folder at the front desk.



## Safeguarding Team



**Deputy Designated  
Safeguarding Lead**

Emma Drain



**Designated  
Safeguarding Lead**

Mia Day



**Deputy Designated  
Safeguarding Lead**

Harriet Fancourt

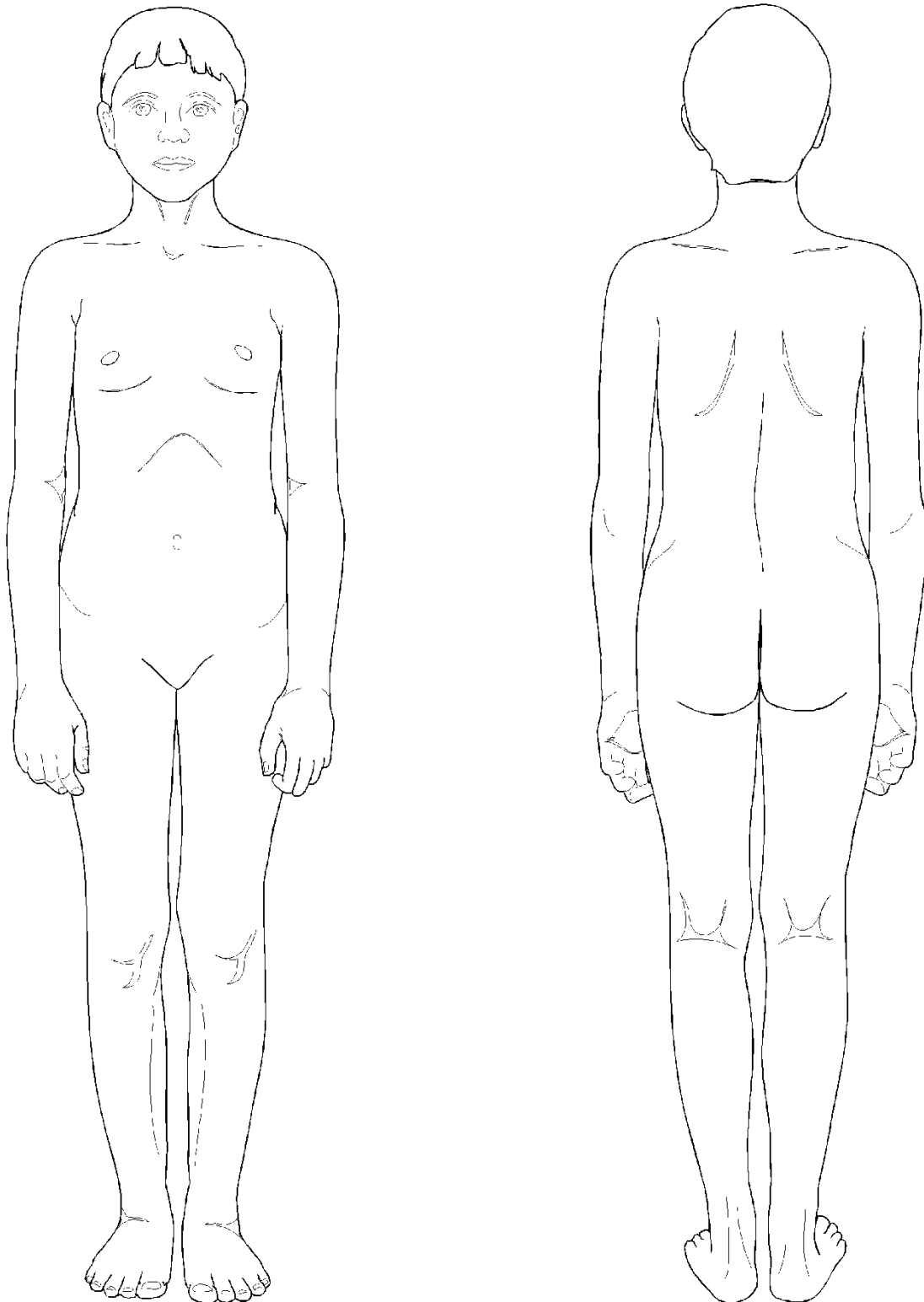


Do you feel sad, angry, upset or  
scared?

PACSO staff are here to help you



**Body Chart**



Emma Drain  
CEO  
January 2025