

Protection of Children and Vulnerable Adults

1 Introduction

- 1.1 Microphthalmia, Anophthalmia & Coloboma Support (MACS) has a duty of care to safeguard from harm all children and vulnerable adult members who take part in its services and activities. All children and vulnerable adult members have a right to protection, and the needs of disabled children and others who may be particularly vulnerable, must be taken into account.
- 1.2 We will ensure the safety and protection of all children and vulnerable adults involved in MACS through adherence to the Protection of Children and Vulnerable Adults guidelines adopted by MACS.
- 1.3 This document is the MACS' Protection of Children and Vulnerable Adults Policy. A child is defined as a person under the age of 18 (The Children Act 1989). A vulnerable adult is a person over 18 years of age "Who is or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation" (1997 Lord Chancellor's Consultation "Who Decides?").
- 1.4 It also aims to provide guidance on MACS' procedures in line with current legislation and statutory guidance. It is applicable for all Trustees, volunteers and staff without exception.
- 1.5 Furthermore, it provides information on categories of abuse and neglect, guidance on good practice, information sharing, and confidentiality. It also provides important telephone contact numbers, and advice on finding further information.
- 1.6 This document also contains information about how to voice concerns about unacceptable and/ or abusive behaviour by MACS' trustees, volunteers, staff or members of MACS, and their friends/ families who may attend events held by MACS.
- 1.7 We need to acknowledge that protection of children and vulnerable adults can be a worrying process to all involved. Abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about the appropriate action to take.
- 1.8 We hope that this document will help support those involved with MACS in understanding the requirements when dealing with this difficult area, and also highlight the responsibilities associated with this difficult issue.
- 1.9 MACS Trustees, volunteers and staff have a duty to safeguard and promote the welfare of children and vulnerable adults. They should ensure they are familiar with, and follow, MACS' procedures and protocols for promoting and safeguarding the welfare of children, young adult members, adult member's

children and vulnerable adults. They should know who to contact, both internally and externally, to express concerns about a child or vulnerable adult's welfare.

1.10 Remember that the protection of the child or vulnerable adult is the most important consideration.

2 Protection of Children and Vulnerable Adults Policy

2.1 MACS believes that it is always unacceptable for a child, young person, or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard their welfare by a commitment to practice which protects them.

2.2 We recognise that:

- the welfare of the child/young person/vulnerable adult is paramount
- all children and vulnerable adults, 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
- working in partnership with children, young people, vulnerable adults, their parents, carers and agencies is essential to promote welfare.

2.3 The purpose of the policy:

- To provide protection for the children, young people and vulnerable adults who receive MACS's services, including the children of adult members or service users.
- To provide Trustees, volunteers and staff with guidance on procedures they should adopt in the event that they suspect a child, young person or vulnerable adult may be experiencing harm, or be at risk of harm.

2.4 This policy applies to all including the board of trustees, paid staff, volunteers or anyone working on behalf of MACS. We will seek to safeguard children, young people and vulnerable adults by:

- valuing them, listening to and respecting them
- adopting child and vulnerable adult protection guidelines through procedures and a code of conduct for Trustees, volunteers and staff
- recruiting Trustees, volunteers and staff safely, ensuring all necessary checks are made
- sharing information about protection and good practice with children, vulnerable adults, parents, carers, staff and volunteers
- sharing information about concerns with agencies who need to know, and involving the relevant parties appropriately
- providing effective management for Trustees, volunteers and staff through supervision, support and training.

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

3 Categories of Abuse and Neglect

3.1 Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning suffocating or otherwise causing physical harm to a child, young person or vulnerable adult. It may also be caused when a parent/carer fabricates symptoms of, or deliberately induces, illness in a child, young person or vulnerable adult.

3.2 Emotional Abuse

- Emotional abuse is the persistent emotional ill treatment of a child, young person or vulnerable adult such as to cause severe and persistent effects on their emotional development and may involve: Conveying to the child, young person or vulnerable adult that they are worthless or unloved, inadequate, or valued in so far as they meet the needs of another person
- Imposing developmentally inappropriate expectations e.g. interactions beyond the child's, young person's or vulnerable adult's developmental capability, overprotection, limitation of exploration and learning, preventing the child, young person or vulnerable adult from participation in normal social interaction
- Causing the child, young person or vulnerable adult to feel frightened or in danger e.g. witnessing domestic violence, seeing or hearing the ill treatment of another
- Exploitation or corruption of the child, young person or vulnerable adult

3.3 Sexual Abuse

Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, including prostitution, whether or not the child, young person or vulnerable adult is aware of what is happening. The activities may include physical contact including penetrative and non-penetrative acts. Penetrative acts include 'rape' (intentional penetration of vagina, anus or mouth with a man's penis) and 'assault by penetration' (intentional sexual penetration of the vagina or anus of a child, young person or vulnerable adult with a part of his/her body or an object.) Sexual activities may also include non-contact activities e.g. involving children looking at, or in production of abusive images, watching sexual activities or encouraging them to behave in sexually inappropriate ways. This may include use of photographs, pictures, cartoons, literature, or sound recordings e.g. the internet, books, magazines, audio and video and DVD material.

3.4 Neglect

Neglect involves the persistent failure to meet a child's, young person's or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health and development

Neglect may occur in pregnancy as a result of maternal substance misuse. Once the child is born, neglect may involve failure to:

- Provide adequate food, clothing or shelter (including exclusion from home or abandonment)
- Protect from physical and emotional harm and danger

- Meet or respond to the child's, young person's or vulnerable adult's basic emotional needs
- Ensure adequate supervision including the use of care-takers
- Ensure access to appropriate medical care or treatment
- Ensure that her/his educational needs are met

4 Good Practice Guidelines

4.1 All MACS Trustees, volunteers and staff should be encouraged to demonstrate exemplary behaviour in order to promote children and vulnerable adult's welfare and reduce the likelihood of allegations being made.

4.2 The following are common sense examples of how to create a positive culture and climate.

4.3 Good practice means:

- Believing that abuse is not impossible
- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets).
- Treating all children/young people/vulnerable adults equally, and with respect and dignity.
- Always putting the welfare of each child/young person/vulnerable adult first
- Maintaining a safe and appropriate distance with children/young people/vulnerable adults
- Building balanced relationships based on mutual trust which empowers children/young people/vulnerable adults to share in the decision-making process.
- Involving parents/carers wherever possible
- Ensuring that if mixed groups are taken away, they should always be accompanied by both a male and female member of staff. However, keeping in mind that same gender abuse can also occur.
- Ensuring that single sex rooms will be used at residential events.
- Ensuring that at these residential events, adults should not enter children's rooms or invite children into their rooms.
- Always try to ensure that you are never left on a 1-1 basis with a child, young person or vulnerable adult.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people and vulnerable adults.
- If a child wants to hug you give a side hug if possible
- Stop and Listen and then write brief notes as soon as possible.
- Never make promises e.g. do not promise that you won't tell anyone.
- Ask open questions rather than leading questions e.g. Tell me what happened (open ended) Never ask, did daddy/mummy do this to you? (leading question)
- Your responsibility is to refer only, therefore questions are asked to clarify not investigate
- Report the information to Child Protection Officer immediately.
- Discuss with the Child Protection Officer about the plan forward.

- The Child Protection Officer will speak with someone from social care, if needed, and follow up with a written referral (possibly using the information you provide so it must be accurate.)
- Report any MACS adult (trustees, volunteers, staff, parents, siblings or extended family members/friends) if you observe inappropriate things going on between adult/s and child/ children. Remember that child abuse can also be child/child.
- Ensure that you do not place yourself in a vulnerable situation. You are there to ensure that children are safe and protected (while in your care), be friendly but do not be their friend.

5 Code of Behaviour

- DO put this code into practice at all times.
- DO treat everyone with dignity and respect.
- DO set an example you would wish others to follow.
- DO treat all young people equally - show no favouritism.
- DO plan activities that involve more than one other person being present, or at least are within sight and hearing of others.
- DO respect a young person's right to personal privacy.
- DO avoid unacceptable situations within a relationship of trust e.g. a sexual relationship with a youth Member over the age of consent.
- DO have separate sleeping accommodation for young people, adults wherever possible.
- DO allow young people to talk about any concerns they may have.
- DO encourage others to challenge any attitudes or behaviours they do not like.
- DO avoid being drawn into inappropriate attention seeking behaviour e.g. tantrums and crushes.
- DO follow a 'no alcohol' guidance when young people are in your care
- DO make everyone aware of the MACS child protection procedures - Trustees Regional Supporters young people, parents/carers, other helpers.
- DO remember this code even at sensitive moments e.g. when responding to bullying, bereavement or abuse.
- DO remember someone else might misinterpret your actions, no matter how well-intentioned.
- DO take any allegations or concerns of abuse seriously and refer immediately DO NOT trivialise abuse.
- DO NOT form a relationship with a young person that is an abuse of trust.
- DO NOT permit abusive peer activities e.g. initiation ceremonies, bullying.
- DO NOT drink alcohol when you are directly responsible for young people and never allow young people on activities to drink alcohol.
- DO NOT engage in inappropriate behaviour or contact - physical, verbal, sexual.
- DO NOT play physical contact games with young people.
- DO NOT make suggestive remarks or threats to a young person, even in fun.
- DO NOT use inappropriate language – writing, phoning, email or internet.
- DO NOT let allegations, suspicions, or concerns about abuse go unreported.
- DO NOT just rely on your good name to protect you.

- DO remember Child Protection is adult protection as well.

6 Dealing with Concerns

6.1 If you have a concern about a young person's safety and well-being:

- Immediately tell the Child Protection Officer
- Write an account and have this witnessed by another person present. Write this immediately.
- If unsure speak to the Child Protection Officer who will advise you.

6.2 If a young person tells you about abuse by someone else:

- Allow the young person to speak without interruption, accepting what is said
- Offer immediate understanding and reassurance, while passing no judgement
- Advise that you will try to offer support but that you must pass the information
- Immediately tell the Child Protection Officer.
- Write careful notes of what was said; use actual words wherever possible
- Sign, date and pass your notes to your Child Protection Officer.
- Ensure that no MACS situation arises which could cause any further concern.
- **Note:** In an emergency (young person at imminent risk of significant harm) contact police or social service/work department direct. Inform the Child Protection Officer of the action you have taken.

6.3 If you receive a complaint or allegation about any adult or about yourself:

- Immediately tell Child Protection Officer
- Write careful notes of what you witnessed, heard or was told
- Sign, date and pass your notes to your Child Protection Officer.
- Try to ensure no-one is placed in a position which could cause further compromise.

7 Incidents That Must Be Reported/Recorded

7.1 If any of the following occur, you should report this immediately to another colleague and record the incident. You should also ensure the carer/parent of the child, young person or vulnerable adult and the Child Protection Officer are informed:

- If you accidentally hurt a child, young person or vulnerable adult during the course of group activities.
- If a child, young person or vulnerable adult seems distressed in any manner.
- If a child, young person or vulnerable adult appears to be sexually aroused by your actions.
- If a child, young person or vulnerable adult misunderstands or misinterprets something you have done.

8 Use of Photographic or Video Filming Equipment

8.1 There is evidence that some people have used events as an opportunity to take inappropriate photographs or video footage of young and disabled people in vulnerable positions. All members should be vigilant and any concerns should be reported to the Child Protection Officer. Should photographic or video images of group activities be necessary for the purpose of MACS advertisement with

respect to a poster, brochure or website, for example, then the consent of the involved parties, and their parents where appropriate, must be obtained in advance.

8.2 A permission slip will be used in all cases to obtain this consent.

8.3 Any professional photographer or member of the press who are invited to an event will be made aware of our expectations of them in relation to child protection.

8.4 They will not be allowed unsupervised access to any child, young person or vulnerable adult.

9 Information Sharing

9.1 Sharing information is vital for early intervention to ensure that children, young people and vulnerable adults with additional needs get the services they require. It is also essential to protect children, young people and vulnerable adults from suffering harm from abuse and neglect, and to prevent them from offending (DFES 2006).

9.2 The child's, young person's or vulnerable adult's parents/carers should be informed if a referral is being made.

9.3 It is always best to get their permission regarding what information will be shared. In addition, it is worth explaining to them how this will be shared in an open and honest way.

9.4 However, the exception to the parents being informed about the referral would be if:

- The allegation is one of sexual abuse against the child, young people or vulnerable adult by the parent. The Child Protection Officer will seek social services advice on who should approach the alleged abuser (or parents if the alleged abuser is a child).
- Doing so, would put the child, young person or vulnerable adult or others at increased risk of significant harm, or an adult at risk of serious harm.
- Or doing so would undermine the prevention, detection or prosecution of a serious crime.

9.5 The child's, young person's or vulnerable adult's safety must be your overriding concern when it comes to sharing information, however still try to respect the wishes of children and their families where possible.

9.6 You should share information which is accurate and up to date, necessary for the purpose for which you are sharing.

9.7 Always record why you are sharing this information and whether this is with or without consent.

10 Confidentiality

10.1 Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Child Protection Officer
- The parents of the person who is alleged to have been abused
- The person making the allegation
- Social services/police

11 People in Contact with MACS Children and Vulnerable Adults

11.1 People Working Within MACS

All members of staff, volunteers and Trustees will be given all of our policies to read. They are requested to read and confirm that they understand. Training and/or advice will be given if unsure.

11.2 Other People in Contact with MACS Children and Vulnerable Adults

Any person who is likely to come into unsupervised contact with children or vulnerable adults will be subject to the correct legal checks as specified by the Local Authority.

12 When Concern is Raised About the Action of a Trustee, Volunteer or Staff Member

12.1 Overview

Concerns about unacceptable or abusive behaviour can be voiced by adults/young adults and children and all concerns will be logged.

It is not the responsibility of anyone working in MACS in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer or the appropriate authorities.

Where there is a complaint against a Trustee, volunteer or staff member there may be three types of investigation:

- a criminal investigation
- a child protection investigation
- a disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence and inform the disciplinary investigation, but all available information will be used to reach a decision.

12.2 Whistleblowing

If you are a Trustee, volunteer or staff member and see inappropriate behaviour towards a child, young person or vulnerable adult by another MACS Trustee, volunteer or staff member it is important that loyalties aren't divided and you act in line with our Code of Behaviour/Good Practice Guidelines and that the concerns are logged and handed to the Child Protection Officer or Deputy. Your duty is to ensure that the protection of the child, young person or vulnerable adult is the most important consideration.

The concern needs to be recorded as soon as possible:

- Compile a word for word account - Write down what is actually said and not the perception of what she/he said. Ensure that all actions are noted.
- Log concern - Use a Record of Concern Form (Appendix 1) which will help you clarify in your mind what the next steps are. Ensure that this is signed and dated before passing on to Child Protection Officer.

- Pass this Record of Concern/Observation to Child Protection Officer - Discuss the concerns on the form with this Officer who will then take further action (as detailed in 12.4 below).

MACS Trustees will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child, young person or vulnerable adult.

Any Trustee, volunteer or staff member who fails to report such issues will forfeit their right to be a MACS member.

12.3 When the Concern is raised by someone other than a Trustee, Volunteer or Staff Member

If the concern is raised about the actions of a Trustee, Volunteer, or Staff Member by anyone other than one of these people it should be reported to the Child Protection officer. They will log the concern using a Record of Concern/Observation Form. The Officer will then take steps in line with Further Action (12.4 below).

12.4 Further Action

I) Concerns about poor practice

If, following consideration, the allegation is clearly about poor practice; the designated Child Protection Officer will deal with it as a misconduct issue.

If the allegation is about poor practice by the Child Protection Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the Chair Person.

II) Concerns about suspected abuse

If there is any suspicion that a child, young person or vulnerable adult has been abused by a Trustee, a volunteer or a member of staff the Child Protection Officer will take such steps as considered necessary to ensure the safety of the child, young person or vulnerable adult in question and any others who may be at risk.

- The Child Protection Officer will refer the allegation to the social services department who may involve the police.
- The parents or carers of the child, young person or vulnerable adult will be contacted as soon as possible following advice from the social services department.
- The Child Protection Officer should also report the incident to the Executive Committee.
- The Executive Committee should ascertain whether or not the person/s involved in the incident plays a role in MACS and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded. If the Child Protection Officer is the subject of the suspicion/allegation, the report must be made to the Chair Person who will refer the allegation to Social Services.

III) Internal Enquiries and Suspension

The Child Protection Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries. Irrespective of the findings of the social services or police inquiries the MACS' Disciplinary Committee will assess all individual cases.

This committee is formed if necessary, within 7 days of the complaint being recorded by the Child Protection Officer. It will contain at least 3 members of the Executive Committee, and will include at least 2 Trustees and 1 Observer. This MACS Disciplinary Committee will decide whether a Trustee, volunteer or member of staff can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the MACS' Disciplinary Committee must reach a decision based upon the available information.

The welfare of the child, young person or vulnerable adult should remain of paramount importance throughout.

13 When Concern is Raised About an Adult Outside of MACS (e.g. by a parent, carer, person attending a MACS event)

13.1 Overview

Concerns about unacceptable or abusive behaviour can be voiced by adults/young adults and children and all concerns will be logged.

It is not the responsibility of anyone working in MACS in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer or the appropriate authorities.

If the concern is raised about the actions of a parent, carer, or person attending a MACS event it should be reported to the Child Protection officer. He will log the concern using a Record of Concern/Observation Form the Officer will then take steps in line with Further Action (13.2 below)

13.2 Further Action

- The Child Protection Officer will refer the allegation to the social services department who may involve the Police.
- The parents or carers of the child, young person or vulnerable adult will be contacted as soon as possible following advice from the social services department.
- The Child Protection Officer should also report the incident to the Executive Committee. The Executive Committee should ascertain whether or not the person/s involved in the incident played a role in MACS and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

14 Procedures When Abuse is Reported by a Child/Young Person/Vulnerable Adult to a MACS Trustee, Volunteer or Member of Staff

14.1 Overview

Concerns about unacceptable or abusive behaviour can be voiced by adults/young adults and children and all concerns will be logged.

It is not the responsibility of anyone working in MACS in a paid or unpaid capacity to decide whether or not abuse has taken place. However, there is a responsibility to act on any concerns by reporting these to the appropriate officer or the appropriate authorities.

Listed below are the steps that must be taken where you think there is a safeguarding concern. It is imperative to note that where there is a likely risk or actual risk of significant harm immediate action must be taken to ensure the safeguarding of the child's, young person's or vulnerable adult's welfare.

It is critical that if there is reasonable cause to suspect serious harm these procedures should be followed as timely as possible (i.e. the same day).

- Listen to the child, young person or vulnerable adult - Where concerns arise as a result of information given by a child, young person or vulnerable adult it is important to reassure them but not to promise confidentiality. Remember that their protection is the most important consideration. Where there are concerns about a child's, young person's or vulnerable adult's welfare or where abuse is alleged or suspected, the initial response by professionals should be to try to ascertain the level of concern by listening carefully to what the child, young person or vulnerable adult says. They must not be pressed for information, led, cross-examined, given false assurances of absolute confidentiality or asked to give a written statement. Such well-intentioned actions could prejudice Police investigations, especially in cases of sexual abuse. It may also be appropriate to discuss any concerns you have with the parents initially, provided that this does not put the child, young person or vulnerable adult at risk of significant harm (or the member of MACS) by the response this may create.
- Compile a word for word account - When listening to the child, young person or vulnerable adult ensure what you write down is what they actually said and not your perception of what she/he said.
- Log your concern - Using a Record of Concern Form (Appendix 1) will help you clarify in your mind what the next steps are. When a child, young person or vulnerable adult does speak to you always try to have another adult present. Ensure that you sign and date the form before passing on to Child Protection Officer.
- Pass this Record of Concern/Observation to Child Protection Officer who should contact social services or the police as soon as possible.

14.2 Role of the Child Protection Officer

- If the Child Protection Officer is not available, the person being told of or discovering the abuse should contact social services or the police immediately.

- Social Services and the Child Protection Officer will decide how to involve the parents/carers.
- The Child Protection Officer should also report the incident to the Executive Committee. The Executive Committee should ascertain whether or not the person/s involved in the incident played a role in MACS and act accordingly.
- Maintain confidentiality on a need to know basis only.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.
- If you are worried about sharing concerns about abuse with a senior colleague, you can contact social services or the police direct, or the NSPCC Helpline on 0808 800 5000, or ChildLine on 0800 1111

15 Allegations of Previous Abuse

- 15.1 Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).
- 15.2 Where such an allegation is made, MACS should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children or vulnerable adults, either within or outside MACS, may be at risk from this person.
- 15.3 Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children and vulnerable adults. This is reinforced by the details of the Protection of Children Act 1999.

16 Support to Deal with the Aftermath of Abuse

- Consideration should be given to the kind of support that children, young people, vulnerable adults, parents and members of staff may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process.
- The British Association for Counselling Directory is available from The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: www.bacp.co.uk
- Consideration should be given to what kind of support may be appropriate for the alleged perpetrator.

17 Bullying

17.1 Overview

If bullying is suspected, the following actions should be taken to help the victim and prevent bullying:

- Take all signs of bullying very seriously.
- Encourage all children, young people or vulnerable adults to speak and share their concerns (It is believed that up to 12 children per year commit suicide as a result of bullying, so if anyone talks about or threatens suicide, seek professional help immediately). Help the victim to speak out and tell the person in charge or someone in authority. Create an open environment.

- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.

17.2 Action if Bullying is Suspected

- Compile a word for word account - Write down what is actually said and not the perception of what she/he said. Ensure that all actions are noted. E.g. what is said (what happened, by whom, when).
- Log concern - Use a Record of Concern Form (Appendix 1) which will help you clarify in your mind what the next steps are. Ensure that this is signed and dated before passing on to Child Protection Officer.
- Pass this Record of Concern/Observation to Child Protection Officer - Discuss the concerns on the form with this Officer.

17.3 The Role of the Child Protection Officer

This Officer will then investigate all allegations and take action to ensure the victim is safe.

- The Child Protection Officer will talk with the bully/bullies, explain the situation, and try to get the bully/bullies to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents

18 Useful Contact Numbers

To report or discuss concerns about a child's or young person's welfare:

- NSPCC Child Protection Helpline (24 hours): Tel: 0808 800 5000 or textphone: 0800 056 0566 or email: help@nspcc.org.uk
- NSPCC Cymru/Wales Child Protection Helpline Tel: 0808 100 2524 (Mon-Fri 10am-6pm)
- NSPCC Asian Child Protection Helpline Tel: 0800 096 7719
- ChildLine Tel: 0800 1111
- The British Association for Counselling Directory is available from: The British Association for Counselling, 1 Regent Place, Rugby CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: bac@bacp.co.uk, Internet: www.bacp.co.uk

19 Further Information

- Framework for the Assessment of Children in Need and their Families. Website: www.dh.gov.uk/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4003256&chlc=fs_s1lca
- Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children. Website: www.everychildmatters.gov.uk/resources-and-practice/IG00060/
- What to Do If You're Worried a Child Is Being Abused. Website: www.everychildmatters.gov.uk/search/?asset=dowmeat&id=17378
- Information sharing: Practitioners' guide. Website: www.ecm.gov.uk/deliveringservices/informationsharing
- The Common Assessment Framework for Children and Young People: practitioners guide. Website: www.ecm.gov.uk/caf

Appendix 1



Record of Concern Form

Trustees, staff and volunteers are required to complete this form and pass it to the Child Protection Officer if they have a safeguarding concern about a child, young person or vulnerable adult.

Young person/vulnerable adult's full name	Young person/vulnerable adult's DOB	Your name and position in MACS

Nature of concern/disclosure

Please include: where you were, what you saw, who else was there, what the young person/vulnerable said or did and what you said or did.

Time and date of incident:

Was there an injury? Yes / No

Did you see it? Yes / No

Describe the injury:

Have you filled in a body plan to show where the injury is and its approximate size? Yes/No

Who, if anyone, was with you?

Has this (or similar) happened before? Yes/No Did you report the previous incident? Yes/ No

Who are you passing this information to?

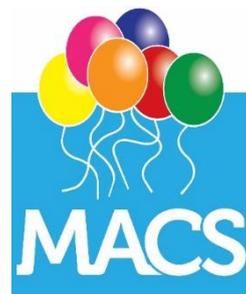
Name:

Position:

Your signature:

Time form completed:

Date:



To be filled in by the Child Protection Officer

Date and time form received by Child Protection Officer:

Action taken by Child Protection Officer:

Referred to:

Date of referral:

Time of referral:

Parents informed? Yes / No (If No, state reason)

Feedback given to:

Trustees

Chair

Child/vulnerable adult

Person who recorded disclosure

Further Action Agreed:

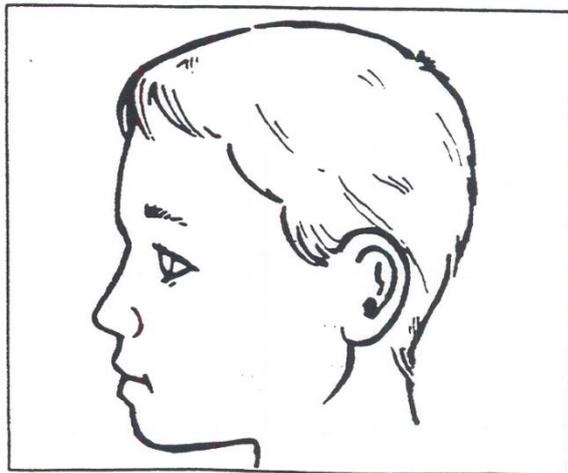
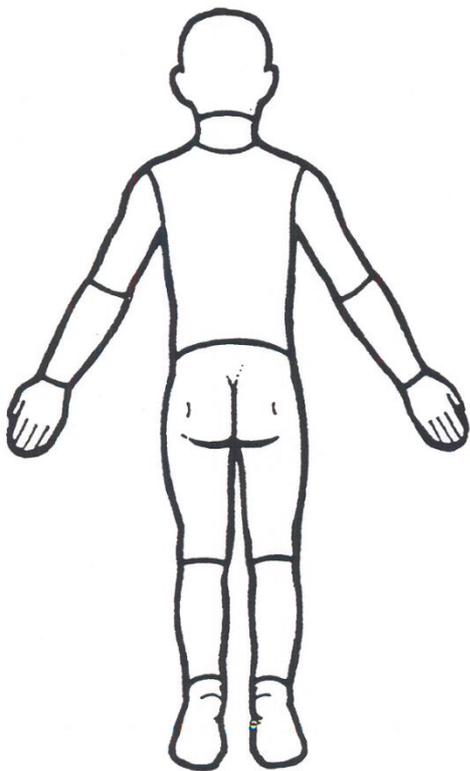
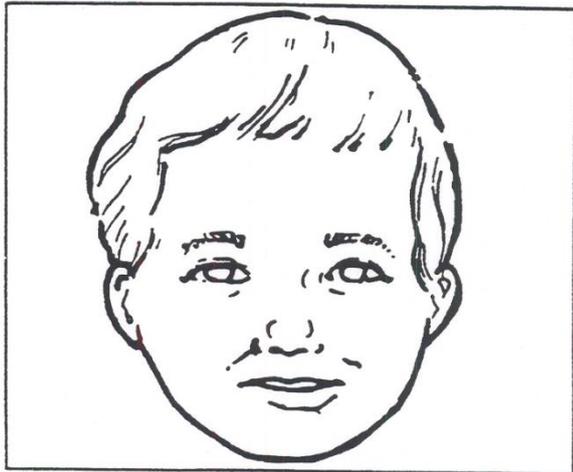
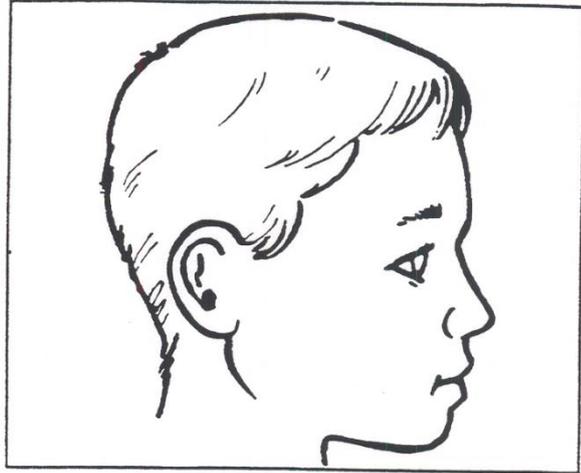
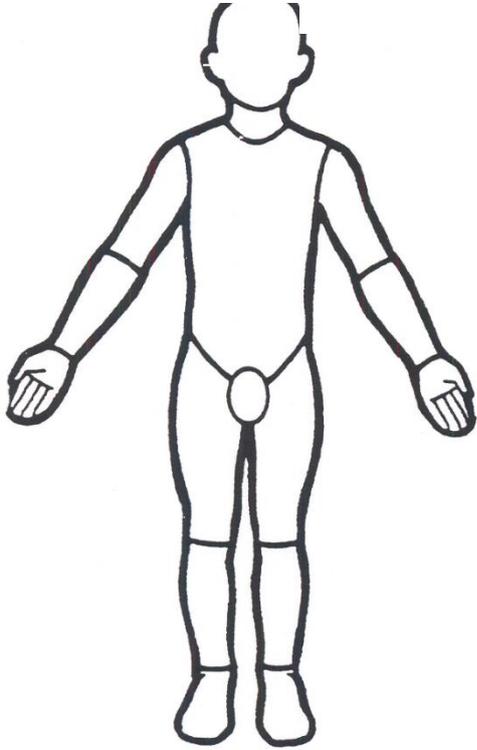
Full name:

Child Protection Officer Signature:

Date:



Body Plan: Older Child



Body Plan: Adult

