



Safeguarding Policy



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1 Introduction

1.1 Positions of Trust

All adults working with children, young people and vulnerable adults are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship. It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

The following Safeguarding Policy and Statement aims, to not only meet the requirements of ensuring a safe environment for those accessing activities in our organisation but to also build an open culture where:

- those who lead do so by example
- are committed to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles
- there are accountability structures with codes of conduct
- the values of the organisation are embedded in its day to day actions and behaviours of its people
- there is open communication

1.2 Our commitment

As a company we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a company we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.



2 Policy Statement

2.1 Rationale

Chrysalis Education Consultancy Ltd is committed to ensuring that children, young people and vulnerable adults are safe and protected from all forms of abuse and neglect. This policy applies to all people whose work with/for Chrysalis Education Consultancy Ltd. brings them into contact with children, young people and vulnerable adults. This includes professional associates, contractors, sole traders, volunteers and any other person working with or on behalf of Chrysalis Education Consultancy Ltd. in any setting, who a member of the public or professional establishment may reasonably assume is a member of staff and / or a representative of our company.

We recognise our responsibility to respond appropriately and, with respect to children, young people and vulnerable adults, to work with other agencies to ensure the safety and wellbeing of those groups with whom we have contact and to have clear guidelines for our procedures.

1. We believe that every child, young person and vulnerable adult should be valued, safe and happy. We want to make sure that all these client groups are aware of this and are empowered to tell us if they are suffering harm.
2. We believe children, young people and vulnerable adults who use, or have contact with, this organisation are entitled to enjoy what we have to offer in safety.
3. We recognise that organisations that work with or commission work from us, have a right to be confident that we are a safe organisation.
4. We will achieve this by having an effective Safeguarding Children, Young People and Vulnerable Adults Policy, Practice and Procedure Document and follow the national guidance in 'Working Together to Safeguard Children 2018', and the 'Safeguarding Adults: A National Framework of Standards 2006':
5. If we discover or suspect a child, young person or vulnerable adult is suffering harm which is directly related to the conduct of a staff member, professional associate or other person related to our organisation we will immediately contact [Thirtyone:eight](tel:03030031111) (Tel. 0303 003 1111) and act on the advice given. If advised to inform the Local Authority Designated Officer (LADO) they can be contacted via:
 - website: <https://www.warrington.gov.uk/local-authority-designated-officer-lado>
 - Email LADO@warrington.gov.uk
 - Telephone: 01925 442079
6. If we discover or suspect a child, young person or vulnerable adult is suffering harm which is not related to the conduct of a staff member, professional associate, or other person related to our organisation we will immediately contact [Thirtyone:eight](tel:03030031111) for advice regarding a possible referral to the local authority or contact the local authority [Adult Social Care Team](#) or [Children's Social Care](#).
7. This Safeguarding Children, Young People and Vulnerable Adults Policy Statement and our Safeguarding Children, Young People and Vulnerable Adults Practice and Procedure document applies to all staff, professional associates and users of Chrysalis Education Consultancy Ltd and



anyone carrying out work for us regardless of the premises where our service delivery is provided.

7. We will ensure that all staff, associates and volunteers interacting with children, young people and vulnerable adults are aware of their safeguarding responsibilities. This will be done through providing regular, comprehensive and updated training and support in helping them understand the needs of individuals with whom we work, as well as ensuring they understand their individual and organisational responsibilities when working with children, young people and vulnerable adults.
8. Safeguarding training appropriate to their role in Chrysalis Education Consultancy Ltd. commences for all at the start of their engagement in the activities of Chrysalis Education Consultancy Ltd. We will facilitate regular updating of training for all those engaged in delivering our services. It is the responsibility of all to ensure that their working knowledge is updated via this training.
9. We will review our Safeguarding, Children, Young People and Vulnerable Adults Policy, Practice and Procedure document at least every twelve months to ensure that all details are still relevant and effective.

2.2 Legal Basis of the Role of Chrysalis Education Consultancy Ltd

The role of Chrysalis Education Consultancy Ltd is not to investigate safeguarding matters. As issues arise, the role of Chrysalis Education Consultancy Ltd. will be to record events. All concerns should be referred immediately to the Designated Safeguarding Officer (DSO) of Chrysalis Education Consultancy Ltd; she will liaise with any relevant DSO associated with the child, young person or vulnerable adult, taking advice from Thirtyone:eight when this liaison is not possible or further action is required for safeguarding to be ensured.

2.3 The Role of the Designated Safeguarding Officer

It is the role of the Designated Safeguarding Lead (DSO) to follow up all potential safeguarding issues and to make referrals to other agencies when appropriate. A designated safeguarding officer will always be available to discuss any safeguarding concerns.

2.4 Safer Recruitment

Chrysalis Education Consultancy Ltd ensures safe recruitment by undertaking the following procedures:

- All those involved in recruitment are aware of and implement safer recruitment practices
- Qualification checks
- Enhanced DBS checks for those working in regulated activities
- Photo ID information
- Reference checks

All those individuals involved in working with Chrysalis Education Consultancy Ltd will be subjected to an enhanced DBS check and added to the single central register.



An accompanying policy outlines our recruitment policy in detail, including all procedures and practice for recruitment.

2.5 Records of Issues and Incidents

The child, young person or vulnerable adult at the centre of any safeguarding issue has a right to confidentiality. Therefore, the GDPR policies of Chrysalis Education Consultancy Ltd must be adhered to by all workers and processional associates to ensure this confidentiality. However, this is not absolute confidentiality and all records should be available for inspection by any investigating body.

All safeguarding incidents will be recorded using the agreed form (appendix) and will be stored securely in a separate safeguarding file held by the company DSO.

2.6 Sharing of Information

No individual within Chrysalis Education Consultancy Ltd. will make decisions about safeguarding issues on his or her own. All information will be shared by the individual raising the concern with the DSO who, in turn, will liaise with other DSOs in organisations connected with the child, young person or vulnerable adult and where appropriate seek further advice from Thirty One: Eight. Decisions will be made through discussion between the individual raising the concern and the Designated Safeguarding Officer.

2.7 Safeguarding of Children, Young People and Vulnerable Adults with SEND

A very high percentage of learners with Chrysalis Education Consultancy Ltd have an Education, Health and Care Plan (EHCP) or some form of special educational need and/or disability (SEND). It is recognised that additional barriers can exist with this group of learners when recognising abuse and neglect. These barriers can include:

- Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's, young person's or vulnerable adult's disability without further exploration.
- The potential for children, young people or vulnerable adults with SEND and disabilities being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs.
- Communication barriers and difficulties in overcoming these barriers.

Chrysalis Education Consultancy Ltd recognises these as potential barriers and takes them into account when dealing with potential safeguarding issues. Our knowledge of the learner's individual needs and our relationships with learners are paramount to any issue we deal with and inform our practice at all times.



3 Policy Guidance

3.1 The Role of Chrysalis Education Consultancy Ltd.

1. Arrange to take all reasonable measures to ensure the risks of harm to children, young people and vulnerable adults are minimised.
2. Take its Duty of Care seriously and put the interests and safety of children, young people and vulnerable adults first.
3. Arrange to take all appropriate actions to address concerns about the welfare of a child or children, young person or people and vulnerable adult(s), working to agreed local policies and procedures in full partnership with other local services.
4. Ensure Safe Recruitment and Employment practices as described in Safeguarding Children and Safer Recruitment in Education [Statutory guidance (available via the Department for Education website) <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>] are observed as we recognise this is an important part in safeguarding children, young people and vulnerable adults.
5. Have a senior member of the organisation to take lead responsibility for dealing with safeguarding / child protection issues, providing advice and support to other staff, liaising with other staff and working with other agencies, who will be known as the 'Designated Senior Person'. All staff will be made aware of this role.

The Designated Senior Person for Chrysalis Education Consultancy Ltd is:

Dianne Allsup, Company Director

Tel: 07507 105326

Email: dianneallsup@chrysaliseduc.com

In her absence, advice from Thirtyone-eight can be sought at any time on 0303 003 1111.

The company's membership number of Thirtyone-eight is 15156.

6. Listen to children, young people and vulnerable adults, encourage them to respect and care for others and take action to stop any inappropriate verbal and physical abuse taking place.
7. Endeavour to create an open and accountable environment, permitting children, young people and vulnerable adults to voice their concerns about inappropriate behaviour and misconduct while providing strong sanctions to deter abuse, victimisation and cover up of serious malpractice.
8. Ensure our policies and procedures apply to all staff (paid or unpaid), Professional Associates, children, young people and vulnerable adults, parents and carers regardless of gender, ethnicity, disability, sexuality or religion. Our organisation is aware of the responsibilities, which its Directors, Managers, Staff and Professional Associates have with regard to the protection of children, young people and vulnerable adults from abuse and from inappropriate and inadequate care, and is committed to responding in all cases where there is concern.
9. This document will be shared with all staff and Professional Associates within their induction process to ensure they are familiar with the organisation's beliefs, guidelines and understand their responsibilities. The documents below provide the framework for the organisation's responsibilities as part of a co-ordinated shared response to the health and well being of



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children, young people and vulnerable adults. All staff will be made aware of these documents and how they can access them:


3.2 Relevant Documents

- [Working Together to Safeguard Children \(2018\)](#)
- [What to do if you're worried a child is being abused \(2006\)](#)
- [Mental Capacity Act \(2005\)](#)
- [Safeguarding Vulnerable Groups Act \(2006\)](#)
- [Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work.](#)

Review Date: April 2023

Next Review Date: April 2024

Signed by Company Director:

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Print name: DIANNE ALLSUP

Date: 28/04/2023



4 Practice Guidance

This document has been designed to help staff and Professional Associates know how to respond to situations where they may have concerns about the safety and wellbeing of a child, young person or vulnerable adult that they have contact with in any situation.

For the purposes of the guidance, those adults eligible for support under the Safeguarding Adults Procedures are those who are:

- Eighteen years and over and who are, or may be, eligible to receive support from social care or health services and who may be unable to take care of themselves or be unable to protect themselves against serious harm or exploitation and whose independence and wellbeing would be, or is, at risk if they did not receive appropriate health or social care support.
- Adults who are frail, either physically or mentally due to old age, adults with mental ill-health, adults with physical disabilities and / or sensory impairments and adults with learning disabilities. Other people to consider include adults who misuse substances, adults whose behaviour or condition puts them at risk of abuse and victims of domestic violence who meet the above criteria.
- Please note that just because individuals are disabled in some way or old or ill does not mean that they are unable to take care of themselves or protect themselves from abuse. They may be perfectly able to do so. However, research has shown that anyone being cared for (either in a care setting or at home or by other services) is, by definition, vulnerable. This is because the person is in a position of dependency upon others.
- Generally, the more dependent a person is upon the assistance or support of others to carry out everyday activities of daily life, the more vulnerable the person is likely to be. This is particularly so when there is also a degree of mental incapacity or mental disorder that affects the person's ability to make informed decisions and exercise choice.

Due to the nature of our work, Chrysalis Education Consultancy Ltd. may be in the frontline of work with some children, young people and vulnerable adults. This may mean that we are the first to know that a child, young person or vulnerable adult has been abused or to become concerned about a person's wellbeing. Everyone has an equal responsibility to ensure that children's, young people's and vulnerable adult's needs are put first and to safeguard any person with whom we may come into contact. This responsibility rests not only with the Company Director but also with every individual employed or contracted to provide a service, within our organisation whilst at work or at home. It is essential that all staff and Professional Associates know how to respond in these circumstances.

All staff and Professional Associates must endeavour at all times to safeguard all children, young people and vulnerable adults from harm and exploitation whatever their:

- Race, religion, first language or ethnicity
- Gender or sexuality
- Age
- Health, ill-health or disability



- Location or placement (e.g. living alone, in a hostel or residential unit, with their family or a foster family, as a tourist in a hotel or a resident in a care home)
- Criminal or offensive behaviour
- Wealth or lack of it
- Political or immigration status

Individuals within the organisation need to be alerted to the potential abuse of children, young people and vulnerable adults both within families and also from other sources including abuse by Professional Associates or members of staff in our or other organisations. They need to know how to recognise and act upon indicators of abuse or potential abuse involving these groups. There is an expected responsibility for all members of Chrysalis Education Consultancy Ltd to respond to any suspected or actual abuse of a child, young person or vulnerable adult in accordance with the procedures provided.

4.1 Confidentiality

It is important for all staff to follow the statement of confidentiality outlined below:

Chrysalis Education Consultancy Ltd treats all children, young people, vulnerable adults, carers, parents and families with respect. Information that is given to us will be treated confidentially and shared only with those persons who have an agreed reason to have the information. Information will only be passed to other people with the agreed consent of the person giving the information, except if there are concerns about the welfare of a child, young person or vulnerable adult or they are at risk of immediate harm. In these circumstances a discussion will be held with the designated work/line manager and if it is considered appropriate the information will be shared with other relevant professionals using the procedures as described in HM Government 'Information Sharing: Guidance for Practitioners and Managers'.

4.2 Immediate Action

Immediate action may be necessary at any stage in involvement with children, young people, vulnerable adults and families. It is always good practice to be as open and honest as possible with parents/carers about any concerns. However, you do not have to share any concerns if you believe that this will put the child, young person or vulnerable adults at risk of harm.

In all cases it is vital to take whatever action is necessary to safeguard a child, young person or vulnerable adult. This may include the following:

- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) or taking a child, young person or vulnerable adult to the nearest Accident and Emergency Department. In the case of a child, it would be appropriate for a responsible person or designated adult to accompany the child to hospital.



- If a child, young person or vulnerable adult is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a child immediately if protection is necessary, via a Police Protection Order.

4.3 Recognition of Abuse or Neglect

'Abuse and neglect' is a generic term encompassing all ill treatment of children, young people or vulnerable adults, including serious physical and sexual assaults as well as cases where the standard of care does not adequately support the person's health or development. Abuse and neglect are forms of maltreatment of a vulnerable person. Somebody may abuse a child, young person or vulnerable adult by inflicting harm or by failing to prevent harm. Children may be abused in the family or an institutional or community setting by those known to them or, more rarely, by a stranger. An adult or adults or another child or children may abuse them.

[*Working Together to Safeguard Children, 2018*](#) sets out definitions and examples of the four broad categories of abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

These categories overlap and an abused person does frequently suffer more than one type of abuse (e.g. a child may be suffering physical and emotional abuse). The definitions below encompass all groups covered by this policy.

Please note: Children, young people or vulnerable adults need to be protected even when it appears that they are not aware that the physical abuse or sexual activity, which they are involved in or witness, or the neglect they experience is harmful to them.

* These signs may also indicate the possibility that a child, young person or vulnerable adult is self-harming.

4.3.1 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. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

4.3.1.1 Indicators of possible Physical Abuse

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places, which are not normally exposed to falls, rough games etc.
- Injuries that have not received medical attention



- Reluctance to change for, or participate in, games or swimming
- Bruises – to the eyes, mouth, ears, fingertip bruising or bruises of different ages in the same places, bruises to non-mobile babies
- Bites – clear impressions of teeth
- Burns – with clear outlines, small round burns (from cigarettes)
- Scars – unusual in shape, those which did not receive any medical treatment – unnoticed fractures, those that cause pain and it would be difficult for a carer not to realise the distress of the injury and those that do not have an accidental explanation*
- Cuts/scratches/substance abuse*

4.3.2 Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child, young person or vulnerable adult, such as to cause severe and persistent adverse effects on the person's emotional development. It may involve conveying to children, young people and vulnerable adults that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed upon children. These may include interactions that are beyond the person's developmental capacity, as well as over-protection and limitation of exploration and learning or preventing the person from participating in normal social interactions. It may involve serious bullying causing a child, young person or vulnerable adult to frequently feel frightened or in danger or it could be the exploitation or corruption of a child, young person or vulnerable adult. Some level of emotional abuse is involved in all types of maltreatment though it may occur alone.

4.3.2.1 Indicators of possible Emotional Abuse

- Changes or regression in mood or behaviour, particularly where a child, young person or vulnerable adult withdraws or becomes clingy – 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, carers or family
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying
- Specific habit disorders e.g. faecal smearing, excessive drinking, self harm
- Delayed social development, poor speech and language development that is not otherwise explained
- Excessive nervous behaviour such as rocking, or hair twisting

4.3.3 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 they are aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery 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, pornographic material or watching sexual activities or encouraging a child, young person or vulnerable adult to behave in sexually inappropriate ways.

4.3.3.1 Indicators of possible Sexual Abuse

- Any allegations made by a person concerning sexual abuse
- Person with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour or who regularly engages in age-inappropriate sexual play and demonstrates sexually explicit behaviour
- Sexual activity through words, play or drawing
- Child, young person or vulnerable adult 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
- Eating disorders – anorexia, bulimia*
- Bed wetting and soiling
- Unexplained pregnancy
- Physical symptoms (which can include) recurrent urinary infections, sexually transmitted diseases, genital/rectal itching and soreness

4.3.4 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 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 and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

4.3.4.1 Indicators of possible Neglect

- Not receiving adequate food consistent with growth
- Exposed to injury through lack of supervision and can include the ingestion of toxic substances
- Exposed to inadequate / dirty or cold environments
- Abandoned or left in circumstances without appropriate adult supervision which can endanger them

Prevented from access to appropriate medical care or treatment when required

4.3.5 Cyber-bullying

"Cyber-bullying" is when a child, preteen or teen is tormented, threatened, harassed, humiliated, embarrassed or otherwise targeted by another child, preteen or teen using the internet, interactive and digital technologies or mobile phones. It has to have a minor on both sides or at least have been instigated by a minor against another minor. Once adults become involved, it is plain and simple



cyber-harassment or cyber-stalking. Adult cyber-harassment or cyber-stalking is NEVER called cyber-bullying.

Cyber-bullying may arise to the level of a misdemeanour cyber-harassment charge or, if the child is young enough, may result in the charge of juvenile delinquency. Most of the time, the cyber-bullying does not go that far, although parents often try and pursue criminal damages. It typically can result in a child losing their ISP or IM accounts as a 'terms of service' violation. And in some cases, if hacking or password and identity theft is involved, can be a serious criminal matter.

The methods used are limited only by the child's imagination and access to technology. And the child is a cyber-bully one moment but may become the victim the next. The children often change roles, going from victim to bully and back again. Cyber-bullying incidents have resulted in serious injury and death. Cyber-bullying is usually not a one-time communication, unless it involves a death threat or a credible threat of seriously bodily harm. Children and young people usually know it when they see it, while parents may be more worried about the lewd language used by the children and young people that the hurtful effect of rude and embarrassing posts.

[Preventing and tackling bullying Ref: DFE-00160-2017](#)

[Cyber bullying: advice for headteachers and school staff Ref: DFE-00652-2014](#)

[Advice for parents and carers on cyber bullying Ref: DFE-00655-2014](#)

4.4 Concerns of a General Nature / not relating to a specific individual.

There may be instances where concerns do not relate to a specific individual. It may be that there are concerns in respect of institutional abuse or neglect within a service, and this may affect a number of people who use that service. Concerns do not need to be specific to an individual to alert. The Duty of Care remains the same whether alerting concerns involving one individual, several individuals or service-related issues that may affect many people. In these circumstances, please contact the relevant LADO (details in the Policy Statement) for further advice.

4.5 What to do if Children, Young People or Vulnerable Adults talk to you about abuse or neglect.

It is recognised that a child, young person or vulnerable adult may seek out an adult with whom to share information about abuse or neglect or talk spontaneously either individually or in groups when an adult is present. In these situations, staff members or Professional Associates must:

- Listen carefully to the child, young person or vulnerable adult, and DO NOT directly question them.
- Give the child, young person or vulnerable adult time and attention and remain calm.
- Allow the child, young person or vulnerable adult to give a spontaneous account; do not stop them when they are freely recalling significant events.
- Make an accurate record of the information given taking care to record the time, setting and people present, the child, young person or vulnerable adult's presentation as well as what was



said. DO NOT DISCARD OR DESTROY RECORD(S) as they may later be required as evidence and you will need to store it/them securely.

- Use the child, young person or vulnerable adult's own words where possible.
- Make it explicit that you are taking what they say seriously.
- Ask questions only to clarify what is being said, use techniques such as summarising to check you have the correct details (do not interrogate the child, young person or vulnerable adult).
- Explain that you cannot promise not to speak to others about the information they have shared because you want them to be safe and to do this you may need the help of others.
- Reassure the child, young person or vulnerable adult:
 - That you are glad they have told you;
 - That s/he has not done anything wrong;
 - What you are going to do next and that you intend to act upon what they have told you;
 - Explain that you will need to get help to keep them safe;
 - You must NOT ask the child, young person or vulnerable adult to repeat his or her account of events to anyone.

You should report any concerns to the DSP who will advise and offer information regarding the appropriate storage of recorded information.

4.6 Consulting about the Concern

The purpose of consultation is to discuss concerns in relation to a child or adult and decide what action is necessary. Staff or Professional Associates may become concerned about a child or adult who has not spoken to them, because of something they have observed or information they have heard about a child or adult.

If a child or adult is upset or has a visible injury it is good practice to ask them why they are upset or how a cut or bruise was caused or respond to a child or adult who wants to talk. This practice can help clarify vague concerns and result in appropriate action.

If staff members are concerned about a child or adult they must share their concerns. Initially they should talk to the Designated Senior Person (Dianne Allsup).

If a member of Chrysalis Education's staff or a Professional Associate is implicated in any concerns about a child, young person or vulnerable adult, they should discuss his/her concerns directly with Thirtyone-eight (Tel. 0303 003 1111) or with the appropriate [Local Authority Designated Officer \(LADO\)](#).

LADO Tel: 01925 442079

Email: LADO@warrington.gov.uk

[The children, young people and families website](#)

County: Warrington



5 Procedure Guidance

5.1 Making a Referral

A referral involves giving Children's or Adult Services or the Police information about concerns relating to a child, young person, vulnerable adult or family in order that enquiries can be undertaken by the appropriate agency followed by any necessary action. In certain cases, the level of concern will lead straight to a referral without external consultation being necessary.

Parents/carers should be informed if a referral is being made except in circumstances where it is considered that informing parents / carers would place a child, young person, vulnerable adult, yourself or others at immediate risk. However, inability to inform parents for any reason should not prevent a referral being made. It would then become a joint decision with Children's or Adult Services about how and when the parents or carers should be approached and by whom.

If the concern is about abuse or risk of abuse from someone not known to the child or the child's family, young person or vulnerable adult (stranger abuse) make a telephone referral directly to the police and advise the parents or carers.

If the concern is about abuse or risk of abuse from a family member or someone known to the child, young person or vulnerable adult make a telephone referral to [Adult Social Care Team](#) or [Children's Social Care Duty Team](#).

5.1.1 Information Required

Staff or Professional Associates should be prepared to give as much of the following information as possible (in emergency situations all of this information may not be available). Unavailability of some information should not stop anyone making a referral.

- Provide your name, telephone number, position and request the same details from the person to whom you are speaking.
- Full name, address and telephone number of family, date of birth of child, young person or vulnerable adult and siblings.
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of any professionals known to be involved with the child, young person, or vulnerable adult/family e.g. GP, Health Visitor, School.
- The nature of the concerns and reason for them.
- Your opinion on whether the child, young person or vulnerable adult may need urgent action to make them safe.
- Your view of what appears to be the needs of the child, young person, vulnerable adult and family or carers.
- Whether the parent, carer or person with parental responsibility has given their consent to the referral being made.



5.2 Action to be taken following the referral

Ensure that an accurate record is made and retained, detailing the concerns that have been referred (if Warrington, download the completed online MARS form **immediately** it has been submitted). Make sure the concerns are confirmed in writing to the Referral and Assessment Team or Adult Duty Team following the referral (48 hours, or if Warrington wait for the 3-5 working day notification of decided response if child/vulnerable adult is not in immediate danger during this time).

Keep a record of all communications with the relevant LA; record the action agreed or that no further action is to be taken and the reasons for this decision.

5.3 Confidentiality: Records of Concern

Ensure that any records in respect of the children, young people, vulnerable adults, their parents and/or carers are kept confidential in a secure place. Information should only be shared on a need to know basis. Where the sharing of information is vital to protect a child, young person or vulnerable adult the issue of confidentiality is secondary to their need for protection.

If you are in doubt, consult.

5.4 Safe Recruitment

Chrysalis Education will take all possible steps to prevent unsuitable people working with children, young people or vulnerable adults (This is detailed in Chrysalis Education Consultancy Ltd: Safe Recruitment Policy).

5.5 Allegations against staff or volunteers / whistle blowing

Allegations are usually addressed in two areas:

1. Allegations that a child, young person or vulnerable adult is being harmed by a member of staff, is known as Allegations Management
2. General allegations of wrongdoing is known as Whistle-Blowing.

All staff and Professional Associates have a responsibility to ensure that they do not abuse their positions of trust within our organisation. Any concerns raised by a member of staff, Professional Associate or member of the public regarding inappropriate behaviour by any member of this organisation will be managed via the following procedure and all allegations will be acted on.

5.5.1 Allegations Management

1. If anyone raises a concern about another member of staff, Professional Associate, client or visitor where they have:
 - Behaved inappropriately in a way that has harmed or may have harmed a child, young person or vulnerable adult



- Possibly committed a criminal offence against or related to a child, young person or vulnerable adult
- Behaved towards a child or children, young people or vulnerable adults in a way that indicates that s/he is unsuitable to work with these groups in their work, time at Chrysalis Education or private life

this will be reported to:-

Dianne Allsup, Director

Tel: 07507105326

Email: dianneallsup@chrysaliseduc.com

In her absence advice can be sought from Thirtyone:eight (Tel: 0303 003 1111).

2. The Designated Safeguarding Person (DSP) must inform the [Warrington Local Authority Designated Officer \(LADO\) for Allegations Management](#) (01925 442079, Email: LADO@warrington.gov.uk) or [Adult Social Care](#). The LADO will advise on how to proceed, whether the matter can be dealt with within our organisation's own arrangements or whether a multi-agency strategy meeting is required.
3. Where the LADO / Adult Protection Team decides that the issue can be dealt with internally, the reasoning and advice will be recorded and sent to the DSP for Chrysalis Education Consultancy Ltd.
4. Where the LADO decides the case needs to proceed to a 'Strategy Discussion Meeting', s/he will make a referral to Social Care and/or police and convene the meeting(s) in accordance with their guidance.
5. Complaints made directly to the police will be reported to the LADO as soon as possible and again s/he will decide whether to hold a strategy meeting. The police may interview the complainant if they feel this is appropriate.

5.5.2 Whistle-Blowing

Members of staff may be the first to notice is anything is seriously wrong within the organisation. However, they might not say anything because they think this would be disloyal or they might be worried that their suspicions may not be justified. They may also be worried that they or someone else may be victimised.

If anyone wants to raise any concern, they can do so with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result. Members of the public should also be encouraged to voice any concerns they raise officially (This is detailed in Chrysalis Education Consultancy Ltd: Whistle-Blowing Policy).

5.6 Code of Behaviour

All staff and volunteers are expected to behave in a manner which reflects the child, young person and vulnerable adult-centred principles of our organisation. This good practice will be reinforced during staff development, supervision and training sessions.



5.6.1 Working with Children

It is essential that care is taken to minimise the possibility for abuse and misunderstanding and misinterpretation. False allegations are rare but general good practice will help prevent them. The following examples will help to create a positive culture and climate for children, young people and vulnerable adults who visit our premises.

- Never work alone with children, young people or vulnerable adults out of public view. Managers should not ask staff or volunteers to work with these groups in situations where they will be completely unobserved.
- Maintain a safe and appropriate emotional and physical distance from children, young people and vulnerable adults. It is not appropriate for staff or Professional Associates to have an intimate relationship with children, young people or vulnerable adults who visit our premises.
- Do not engage in rough or sexually provocative games.
- Do not make sexual comments.
- Do not invite children, young people or vulnerable adults into your home.
- Do not give children, young people or vulnerable adults lifts in your car except in emergencies (unless this is part of your job).
- Never let allegations, made by anyone, go unacknowledged, unresolved or not acted upon.
- *Staff and Professional Associates should be aware of the potential for misunderstanding when touching children, young adults or vulnerable adults.* If it is an accepted part of an activity, touching should be appropriate to the situation and follow accepted guidelines where they exist. Consoling a child, young person or vulnerable adult who is upset, administering first aid or supporting a participant in an activity is acceptable and necessary behaviour.

5.7 Complaints

It is reasonable for children, young people, vulnerable adults, parents and carers to have the right to complain or make comment if they are unhappy with the care or service they receive. Chrysalis Education Consultancy Ltd. takes the care of children, young people and vulnerable adults seriously and will address any concerns that are raised.

Receiving complaints and comments about our organisation also helps us to understand the things that we do well and where there are areas that need to be improved.

If anyone would like to complain or comment about any aspect of our organisation, it is important to take this seriously and direct them in the first instance to complete a complaints form. If they are reluctant to do this or the situation is regarded as serious, the comments should be recorded in writing and brought to the immediate attention of:

The Company Director of Chrysalis Education Consultancy Ltd:
Dianne Allsup,
Tel: 07507 105326
Email: dianneallsup@chrysaliseduc.com



6 Useful Information

6.1 Disclosing and Barring Service (DBS)

The DBS exists to help organisations help identify people who are unsuitable for certain types of work, especially involving access to or contact with children and other vulnerable members of society, by making 'disclosures' of any criminal, police or similar records.

The DBS provides a disclosure service, which offers access to records held by the police, together with information from the following lists:

- Protection of Children Act 1999 (POCA)
- Protection of Vulnerable Adults (POVA)
- List 99

The umbrella company Chrysalis Education Consultancy Ltd uses to DBS its staff is [Thirtyone:eight](#)

6.2 NSPCC

The NSPCC offers online child protection resources and a Child Protection 24 hour Helpline that provides information, counselling and advice about all aspects of child protection and to anyone concerned about a child at risk.

Tel: 0808 800 500

Website: www.nspcc.org.uk

Email: help@nspcc.org.uk