



STATUS	
DRAFT	15 Dec 2021
REVIEW FREQUENCY	Annually
EFFECTIVE FROM DATE	01 Jan 2021
DATE OF LAST REVIEW	01 Oct 2021
DATE OF NEXT REVIEW	1 May 2021
COMMITTEE APPROVAL	Risk
OWNER	Head of Safeguarding
EXECUTIVE LEAD	Director of Operations

Safeguarding & Child Protection Procedures

Where safeguarding or child protection disclosures are made by a child, or there are observed safeguarding or child protection concerns, the following actions must be taken:

1. Refer the child to the contract and the fact that you will have to tell the Place2Be staff member / school.
2. Immediately after the session, the Place2Be staff member or volunteer must make a note of the disclosure or concerns, using the exact words of the child where possible (if this needs to be paraphrased, this must be made clear on the form). Where the concern has been observed by a Place2Be volunteer, they must immediately notify the Place2Be staff member in the school.
3. The Place2Be staff member must then immediately notify their Area Manager. If their Area Manager is not available, they must go directly to the designated Child Protection Officer (CPO) / Designated Safeguarding Lead (DSL) in the school, and, when available, advise their Area Manager of the actions taken.
4. The Place2Be staff member must then input the information onto the School Services System (SSS), notify the school and make a joint decision about the level of risk and actions required. In some circumstances, schools may require us to input this onto their own database such as CPOMs / myconcern / Safeguard. Where this isn't possible, Place2Be staff must send a downloaded copy of the SSS form via encrypted email to the CPO / DSL requesting a Mark Read receipt.

In the absence of a Place2Be staff member, volunteers must inform their Area Manager, so that they can input the concern onto SSS for them. If the Area Manager is absent or on leave, their subsequent Line Manager must be notified. The Area Manager must Mark Read the concern on SSS once they have reviewed it.

5. The SSS form should then be regularly updated with the school's actions.
6. Place2Be staff must update SSS and their Area Manager of progress and maintain an oversight of the case. They should also report on the progress of the case via 'line-management' sessions with their Area Manager.
7. Once Place2Be and the school are satisfied that sufficient actions have been taken to safeguard the child, either by ourselves or external agencies, the concern on the system can be changed from being an 'Open' case to an 'Agreement Requested' case. Area Managers' can approve closure on Low Threshold concerns and Place2Be's Safeguarding Team can approve closure on High Threshold concerns. The completed form should then be downloaded again and sent to the school CPO / DSL via encrypted email and password protected.

NB 1: If you are unable to record the concern on SSS before 5pm, you must contact your Area Manager and the Place2Be Safeguarding Team (try all contact numbers) to discuss the concern so that the actions can be agreed upon before the end of the working day. Record the concern on SSS as soon as possible on your next working day and note that it has been discussed with your Area Manager / Place2Be Safeguarding Team and the actions agreed.

NB 2: Where there has been agreement to record sessions and a safeguarding concern is raised, please advise your Line Manager immediately and follow Place2Be's ['Policy on use of Clinical Materials'](#)

NB 3: A separate safeguarding concern must be raised on SSS for each disclosure or concern about a child.

NB4: Staff must continue to refer to Place2Be's [Threshold Criteria](#) and [Expected Responses](#) documents in managing concerns.

The Safeguarding Concern Form must be completed and discussed with the school's designated CPO / DSL as soon as possible on the **same day** as the disclosure or concern coming to Place2Be's attention. Staff should ensure that they speak to their Area Managers **that day** by phone.

Area Managers must ensure that there is a contingency plan in place for occasions when school based staff are not in the school, and for when the CPO / DSL in the school is not available. If the CPO / DSL is not available, concerns must not be left without speaking to a member of school management and an action being agreed.

Please note: In addition to Place2Be forms, staff and volunteers may be required to complete additional forms in line with local area or school policy and procedures.

Working Virtually and Safeguarding Procedures

Safeguarding of those who avail of our services is a fundamental role we all play. This is true when we are working face to face, remotely or virtually. Our policies and procedures remain the same irrespective of how we are delivering our services.

Safeguarding and Child Protection Procedures

Please follow the steps below, should you have a safeguarding concern when working remotely/virtually:

- You must contact the school CPO / DSL and or Headteacher and your Area Manager, as per our normal policy and procedures.
- If you are unable to inform your Area Manager, then please contact the Place2Be Safeguarding Team, as you do now. The concern should then be input onto SSS by the end of the working day.

Working remotely and virtually presents new and unique issues for example:

- A child, young person or family member might say or do something that makes you concerned
- You might notice a change in an individual's behaviour, for example becoming withdrawn and anxious or being angry and aggressive.
- An individual might seem particularly tired or report they have not slept.
- An individual may have physical injuries that are unexplained.

If you think an individual is in immediate danger immediate you should contact the police on 999. For other concerns please follow our regular safeguarding policies and expected responses guidance.

To read the full guidance on working remotely and virtually, please [click here](#).

Safeguarding Database

All Safeguarding Concerns are added to SSS. High Threshold cases will be monitored on a regular basis by the Place2Be Safeguarding Team, who also provide quarterly reports to the Executive Team and Trustees. All safeguarding cases will be classified as either 'Agreed Action Taken' or 'Open'. Area Managers and Place2Be staff will be required to monitor open safeguarding cases on SSS, and report on actions taken and the progress of each case. This monitoring and overview is important to ensure that cases do not drift, and that risks to vulnerable children are managed effectively. When all actions to safeguard an individual have been taken, you can 'Request Agreement' on SSS, so that the Place2Be Safeguarding Team can sign off.

Record Keeping and Information Sharing

The need to share information about child protection is paramount and overrides the confidential nature of the work. However, it is important that safeguarding concerns and information about vulnerable children are handled carefully:

- Where forms are stored electronically, steps must be taken to ensure that this is kept secure, e.g. use of computer password, and password lock when leaving the computer unattended.
- Safeguarding Forms must always be completed on the day on which the disclosure is made or the concerns arise.
- Only Place2Be's email system should be used for the electronic transmission of documentation. **Personal email accounts must never be used for this purpose.**
- When documents are posted, the envelope must be marked "Strictly Private and Confidential".
- Information about children must be shared on a "need to know" basis within the school and within Place2Be.

Please also refer to Place2Be's '[Confidentiality and Information Sharing](#)' policy which gives further details about these requirements.

Disputes, Challenges or Concerns

If, at any stage, there is a disagreement or concern about a safeguarding case, Place2Be staff must consult their Line Manager immediately and the Regional Director and Head of Safeguarding must also be notified.

Examples of such disagreements or concerns are:

- Concerns by Place2Be staff or volunteer that the school has not fulfilled its duties in dealing with a referral.
- Concerns about a delay in a case being designated High or Low threshold, or in a case being progressed by the school.
- Lack of feedback from a school about the outcome of a referral.
- Concerns about the response of the local authority to a referral by a school.
- Differences of opinion within Place2Be's team about a case.
- Concerns expressed by the school about the manner in which Place2Be has handled a child protection issue.
- Concerns that a member of staff or volunteer from Place2Be has not followed the policy.

The school's Safeguarding Policy should describe the mediation procedures which are to be used in circumstances where there is disagreement concerning the referral of an individual concern.

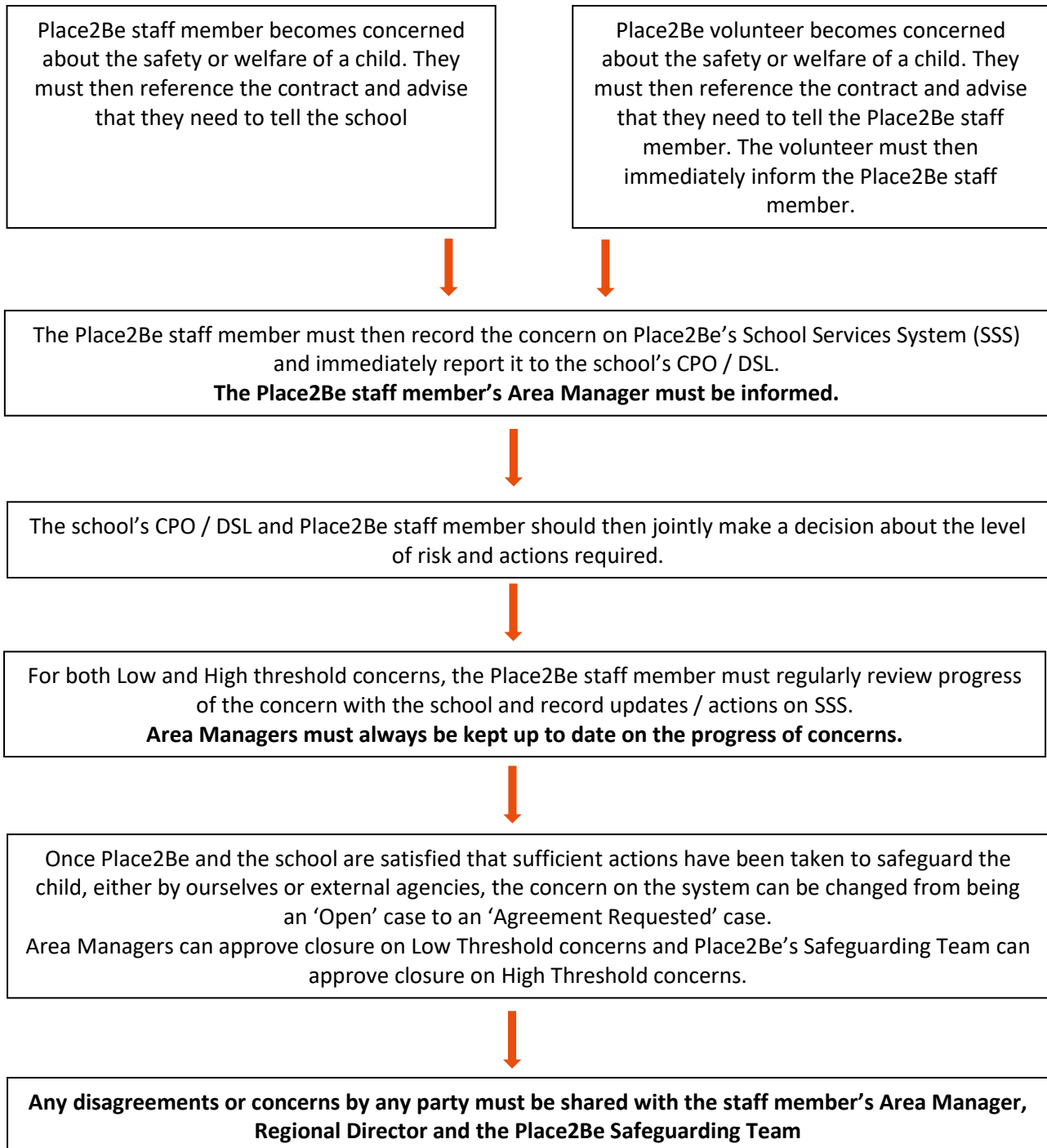
Place2Be reserves the right to make a referral to statutory agencies if the school is reluctant to do this, and if this is considered to be in the child or adult's best interests. This is written into our contract with schools. In such circumstances, there must be a discussion involving the Place2Be staff member's line-manager, Regional Director, Head of Safeguarding and Director of Operations.

Under government guidance, local areas now have multi-agency escalation / dispute resolution protocols. Place2Be staff are required to use these protocols, in consultation with their line manager, should they disagree with a decision made by another agency with regards to safeguarding children.

The relevant sections of the School Contract are attached to this policy (Appendix 2).

Appendix 1

Child Protection Flowchart



NB: Volunteers and those without access to SSS must inform their Line Manager immediately after their session. (If their Line Manager is unavailable or cannot be reached, they must go to the school's designated CPO / DSL immediately and also inform their Place2Be subsequent Line Manager.

Appendix 2

The contract between Place2Be and the school states:

Place2Be will ensure that Place2Be personnel comply with your school's Safeguarding and Child Protection policies and procedures as provided in writing. Place2Be personnel will report any concern they may have concerning actual or potential abuse of any child to the school Child Protection Officer in writing using a Place2Be Child Protection Form.

Upon Place2Be notifying your school's Child Protection Officer, we will require your school to take appropriate action upon any report to the Place2Be Team of abuse made by a child. We will also require your school to keep us updated of the outcome of such actions. We reserve the right to escalate reports within your local area if necessary.