



## **Safeguarding and Child Protection Policy**

### **Statement of Intent**

Norland College considers the health, development, safety, welfare and well-being of children to be paramount. We recognise the fundamental importance of the bond between the child and their parent/s or carer/s and aim to provide support and assistance in strengthening this in any way we can. With this in mind, we view it as our responsibility to identify and act on any concerns for children or their parent/s or carer/s across the entire safeguarding spectrum, from early low-level support to targeted interventions, through to child protection.

This Safeguarding Policy sets out in detail our approach to safeguarding children and/or their parent/s or carer/s. We will review this policy, on an annual basis, (or as required) as a reflection of our commitment to safeguarding children, and their families. This will be in addition to ongoing reflection/review and update to the students/ NQNs/ Norlanders' practice.

The purpose of this document is to outline the policy and procedures for safeguarding children, their families and vulnerable adults and aims to:

- Promote safer practices and challenge poor and unsafe practice
- Ensure staff receive adequate training
- Identify instances in which there are grounds for concern about welfare of a child, family or vulnerable adult and take action to ensure safety
- Take appropriate action to prevent unsuitable people from working with children, young people and vulnerable adults
- Develop a culture in which students, NQNs, Norlanders and staff are aware of the actions they need to take to become and remain safe
- Safe recruitment of students and staff

### **Safeguarding Lead**

**The College has appointed a senior manager to be its Safeguarding Lead. The Safeguarding Lead will provide support and guidance to the other Safeguarding Officers. The Safeguarding Lead at Norland College is Julia Gaskell.**

### **Designated Safeguarding Officers**

Norland College has three Designated Safeguarding Officers. These Officers have the suitable training and expertise, which is updated at regular intervals, and each are responsible for a specific area ie: students/NQNs /Norlanders.

The Designated Safeguarding Officers are:

- Kathryn Crouch, Senior Lecturer (undergraduate students/ placements)
- Elspeth Pitman, NQN Manager (NQNs / NQN Employers)
- Julia Gaskell, Head of Consultancy and Training (Norlanders / Employers)

Should any of the above be absent, the other Officer can be contacted to provide assistance.

**The key responsibilities of the Designated Safeguarding Officers are:**

- To be a key point for liaison between the students/ NQNs/ Norlanders/Norland staff/Employers, College Placements and other professional services, including, where appropriate, the Safeguarding Children Team of Children’s Services, LADO and Ofsted.
- Develop a strategy for safeguarding training and support.

**Key Responsibilities in Safeguarding Children and their Families**

Students are fully supported whilst in placement settings and are assessed on their suitability prior to beginning a placement. Students will also hold an enhanced Disclosure and Barring Service (DBS) check with Children’s Barred List check, deeming them suitable for working with children, before going out into any placement setting. All students will be advised when starting at the College to sign up to the DBS update service.

NQNs and Norlanders have all completed the Norland training, and those placed by Norland in a position have verified references and have a full enhanced DBS check. Employers will be encouraged to complete checks on the NQN/Norlander in addition to the College to ensure that they are happy with all aspects prior to employing the NQN/Norlander.

As a part of the training, principles of safeguarding are addressed, in relation to the relevant legislation which include the expectation that all students/ NQNs/ Norlanders work within the remit of The Norland Code of Professional Responsibilities accessible at <http://www.norland.ac.uk/agency/norland-nannies/norland-code-of-professional-responsibilities/>

Students and NQNs receive training in safeguarding children during their studies at Norland College and the College also provides regular Norlander CPD courses on safeguarding.

**The role of the Designated Safeguarding Officers**

Norland College’s Designated Safeguarding Officers are available to provide support and advice to students/NQNs and/or Norlanders in matters relating to safeguarding. However, in most instances it is the responsibility of the student/NQN and/or Norlander to refer or report any concerns they have about the safety of a child with the support of the Designated Safeguarding Officer. The Designated Safeguarding Officers will always advise the student/NQN/Norlander to make a referral and/or follow the policies and procedures of the setting in which they are working if they have substantive concerns. Designated Safeguarding Officers will refer to the Safeguarding Procedure Flowchart (appendix 1)

**Safeguarding Allegations Made Against a Student, NQN or Norlander**

Norland College will always consider a safeguarding allegation made against a student/ NQN / Norlander as a child protection matter in the first instance. In **all** cases the Designated Safeguarding Officer must be informed of the allegation at the earliest opportunity, as they hold both a duty of care towards all children and parents/employers and the student/NQN/Norlander. A referral will be

made to the Safeguarding Children Team of Children's Services or LADO, and the Designated Safeguarding Officer will co-operate fully in the investigation process, as appropriate.

Norland College's Disciplinary Procedures will **only** be initiated in agreement with the Safeguarding Children Team of Children's Services or LADO and without compromise to an external investigation. A student will be suspended from their training at Norland College until the outcome of any external investigation is known. In relation to a NQN/Norlander, if the allegation has not been made by the employer, they will be informed of all allegations made against the individual. Ofsted will be informed of all allegations made against the NQN/Norlander, if the NQN/Norlander is Ofsted Registered.

Allegations made against the student/ NQN/ Norlander will not be made public knowledge. Where it is necessary to inform others of action taken as a result of allegations, for example if a student is suspended from placement or College or there is a risk to the brand, the details of the allegations will only be shared if deemed necessary by the Safeguarding Lead to protect the interests of others or the College.

The Independent Safeguarding Board, any appropriate professional body and the Disclosure and Barring Service will be informed, should the student/ NQN / Norlander be expelled or dismissed on the grounds of misconduct related to safeguarding.

### **Allegations against a Member of Staff**

Any suspicion, allegation or actual abuse of a child, young person or vulnerable adult must be reported to a Safeguarding Officer. If they are not contactable, the matter must be reported directly to the Vice Principal.

On being notified of any such matter the Safeguarding Officer must take the following steps:

- Take such steps as s/he considers necessary to ensure the safety of the individual in question and any other person who may be at risk
- Report the incident to the Vice Principal
- If necessary, report the matter to Safeguarding Children Team of Children's Services or LADO
- Ensure that a report (Appendix 3) of the matter is completed by the person who reported the original concern immediately

On being notified of the allegation the Vice Principal will take into account:

- The seriousness of the allegation
- The risk of harm to the child, young person or vulnerable adult concerned or to others
- The possibility of tampering with evidence
- The interests of the member of staff concerned and the College
- The Vice Principal will then work in accordance with the Staff Disciplinary Procedure

### **Child Protection Procedure**

Child abuse can manifest itself in a variety of different ways, some obvious - some not so obvious (see definitions of abuse in Appendix 1). Students/ NQNs/ Norlanders must be vigilant to possible clues of harm, including:

- Significant changes in children’s behaviour
- Deterioration in their general well-being
- Unexplained bruising, marks or repeated “accidents” whilst in the parent’s / carer’s care
- Injuries to children, reported by parents / carers, that appears to be inconsistent with the explanation given
- Neglect, including untreated injuries, failure to provide appropriate medical care, suggestion of numerous ‘carers’ for the child etc.
- Comments a child might make, including disclosure of harm
- Observe changes in the parent’s / carer’s coping capacity, including concern for their physical, mental and emotional health and well-being (influence of drugs/alcohol and/or signals of domestic violence)
- Any signs of harm caused to children by other adults or other professionals in positions of trust

Having identified a concern for a child, it will be necessary for the student/NQN/Norlander to assess the level of seriousness and consider the most appropriate course of action. Such decisions can be made in consultation with the Designated Safeguarding Officer. All students/NQNs/Norlanders/Norland staff will be made aware of the Safeguarding Procedure Flowchart (Appendix 2) and the ‘What to do if you think a child is being abused’ document <https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2>.

Details of the concerns for the child and/or their siblings and parent/s / carer/s will be noted as soon as possible after the observation or disclosure made. Written records will be signed (with printed name in brackets), dated and stored securely. Set documentation will be used in the event of a disclosure to ensure consistency – please see Appendix 3.

Students/NQNs/Norlanders must respond to concerns of a child protection nature with sensitivity and professional responsibility, in line with legal obligations. It is important to trust professional instincts if we believe either a child or parent / carer is being harmed or is at risk of harm and act accordingly.

Students/NQNs/Norlanders will apply the following principles to practice:

- Be receptive and observant to both children and parents / carers within their care. Where observations are made of a concerning nature, these will be recorded as soon as possible. The record should include exactly what was seen or heard, who was involved, any intervention made by the student / NQN / Norlander, and relevant observations made. Care should be taken to distinguish between fact and opinion. It is appropriate to make professional comment based on experience, but this **must be** identified as a professional view.
- Where either a child or parent / carer or Norland Staff member is in conversation with the student/ NQN / Norlander (or making a disclosure), care should be taken to:
  - Listen carefully to what is being said and the physical and emotional responses of the child and/or parent / carer as they are talking.
  - Be non-judgemental and do not give opinions about what is being said.
  - Ask open-ended questions only, (who was there, where was this, when was this) according to the level of understanding). A couple of questions to a child is usually enough to understand what they are telling you.
  - Not to make assurances that cannot be kept e.g. promising not to tell anybody.
- Care should be taken to respond to such situations in a calm and reassuring way.

- Where appropriate details of the observation and/or disclosure (and accompanying record) should be shared with the Designated Safeguarding Officer.
- Accurate recording of the date, the time, names of those involved, name and signature of the individual making the written record.

### **Safer recruitment**

Norland College is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults. We expect all students and staff to share this commitment.

The suitability of all prospective students and staff will be assessed during the recruitment process in line with this commitment. All offers made will be on the condition of relevant safer recruitment checks being conducted and in line with the college policies and procedures.

The College is committed to a policy of responsible recruitment, which includes procedures for obtaining DBS checks for students and staff. Those responsible for the safer recruitment are all members of the Senior Leadership Team.

### **Confidentiality**

Confidentiality and trust should be maintained as far as possible, but staff must act on the basis that the safety of the person disclosing is the overriding concern. The degree of confidentiality will be governed by the need to protect those concerned. The child, young person or vulnerable adult should be informed at the earliest possible stage of the disclosure, that the information will need to be shared. All conversations regarding a safeguarding concern should always be held in private. The College complies with the requirement of the Data Protection Act 2018, which allows for disclosure of personal data where this is necessary to protect the interests of the child, their family or vulnerable adult.

### **Cameras and Mobile Phones**

In line with Norland College's commitment to safeguarding children, students, NQNs and Norlanders will not use personal image recording equipment when they are working directly with families or within a placement setting, unless they have permission to do so from the placement or family. This includes the taking and sharing of video or images and using video calling.

The student, NQN or Norlander **must not** download or share any images of the child and their family either in a hard copy or electronically unless prior consent has been explicitly given by the parent/s / carer/s for the specific purpose of using these images within evidence based course work as required by Norland College or at the request of the employers.

### **Social Media**

With regard to the use of social networking sites such as Facebook, Instagram, Twitter and similar, all students, NQNs and Norlanders MUST be VERY aware of what they are posting and that inappropriate matter will result in disciplinary proceedings, including expulsion of students or where appropriate removal of the Norland badge.

We have a duty of confidentiality at all times. The student, NQN and Norlander represents Norland College and as such could inadvertently post unsuitable comments or photos which could be misrepresented or portray Norland College or the placement setting/ or employer /or child/ren in an unfavourable way.

Thus, the student, NQN and Norlander must not post anything on these sites, which may offend any other member of staff, student, NQN, Norlander, parent / carer or child. They will ensure that their

level of security inhibits access to anyone other than accepted contacts. Please follow link <http://www.norland.ac.uk/agency/help-advice/other-considerations> for further guidance on this.

The student, NQN and Norlander must remember that social networking sites are highly visible. Failure to comply with this policy will result in disciplinary action.

### **Guidance on the Channel Programme (Prevent)**

Please follow link to further guidance on how the College implements the Channel Programme (Prevent):

[https://norlandcollege.sharepoint.com/:w:/r/\\_layouts/15/guestaccess.aspx?docid=00a3b1f12809e4ca888bfa1a35bbf0814&authkey=AWNWI-xDrin8Dolzb-At2Vw&e=aa4e598c6e824d5d84ef6f67f65ad458](https://norlandcollege.sharepoint.com/:w:/r/_layouts/15/guestaccess.aspx?docid=00a3b1f12809e4ca888bfa1a35bbf0814&authkey=AWNWI-xDrin8Dolzb-At2Vw&e=aa4e598c6e824d5d84ef6f67f65ad458)

## **Appendix 1 - Definitions of abuse**

### **Definitions of Abuse**

Definitions according to 'Working together to Safeguard Children' (2018):

**Abuse:** A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children.

#### **Physical Abuse:**

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

#### **Emotional Abuse:**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

#### **Sexual Abuse:**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place

online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

**Child Sexual Exploitation:**

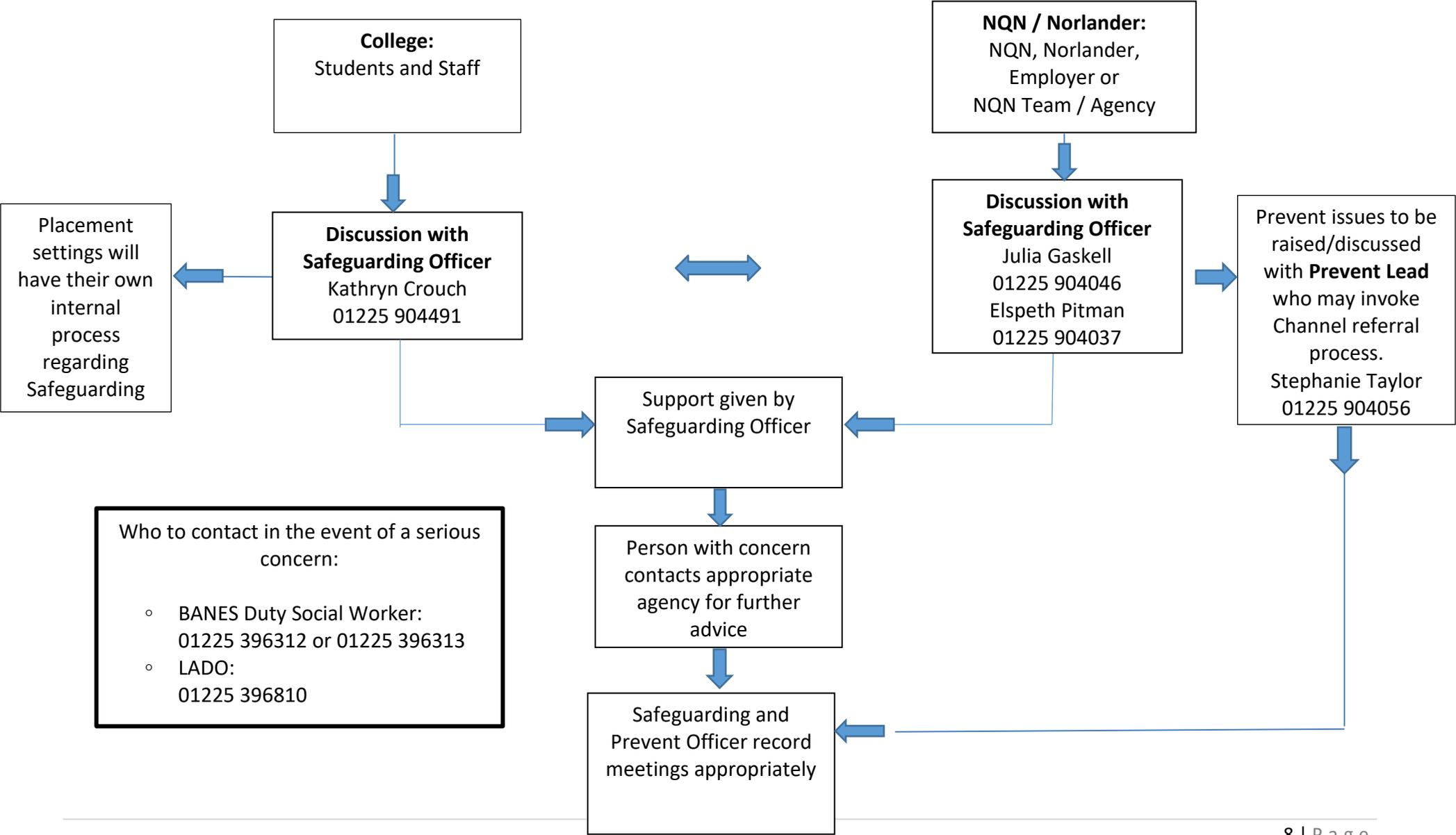
Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

**Neglect:**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

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

## Appendix 2 - Safeguarding Procedure Flowchart





## Appendix 3

### Norland Disclosure Form

All allegations, complaints or suspicions of abuse should be recorded as close as possible to the time of the incident. Details of incidents should be recorded in as much detail, and as accurately as possible. Any disclosures being made should be a reflection of what was actually said. Do not try and interpret any of the information. A record of what was said or witnessed is required.

|   |  |
|---|--|
| Name of person making the disclosure:   |  |
| Contact details of the person making the disclosure:<br>(phone number and email)  |  |
| Date of Disclosure:<br>Time of Disclosure:<br>(approximate if necessary)  |  |
| Location of incident:   |  |
| Date & time of the incident:  |  |
| Name and department of person recording the disclosure:   |  |
| Details of what happened or disclosure of allegations (do not interpret information – use the same language that was used by the child, young person or adult). Are you reporting your own concerns or those reported by somebody else? |  |
| Any action that was taken at the time / subsequently (if not action was taken explain why):   |  |

|   |  |
|---|--|
| Other witnesses to this evident and their contact details:  |  |
| Are there any other parties that might be at risk following this disclosure? If so, what action has been taken to eliminate this? |  |
| Any further relevant information:   |  |
| Agencies contacted as a result of this disclosure:  |  |
| Signed:<br>(person making the disclosure,<br>where appropriate)   |  |
| Dated:  |  |
| Signed:<br>(person recording the disclosure)  |  |
| Dated:  |  |