

# Mashal

## Safeguarding & Child Protection Policy & Procedure

Date of policy implementation: 08 March 2024

Date of next review: 07 March 2025

Name of Lead NSP	Saeeda Rasool	Contact Details	07713186006
Name of Deputy NSP	Ahmad Farid Mall	Contact Details	07701086590

**If a child is in immediate danger or is at harm or risk you should refer to the children's social care and/or the police**

- In an emergency dial 999
- Multi Agency Safeguarding Hub (MASH): 020 8901 2690 between 9am – 5pm
- Out of hours: 5pm – 9am Call Emergency Duty Social Worker: 020 8424 0999

Company name: **Mashal**

### **How to use this policy & procedure:**

This policy and procedure document should be used in conjunction with the Harrow guidance for the CVFP sector.

### **Who this policy & procedure applies to:**

This policy and procedure document applies to all Mashal staff and volunteers, including trustees, senior management, students on work placements and sessional workers.

This document will be reviewed annually.

All staff and volunteers and Trustees, including senior management, should read and familiarise themselves with the contents of this policy and procedure document, and explore relevant resources referenced in the policy & procedure document.

### **The Nominated Safeguarding Person/s (Role and Responsibilities)**

It is the responsibility of the Nominated Safeguarding Person and his/her Deputies to support all staff and volunteers in understanding this policy and procedure document and Green Book and applying it in their every day work and ensuring safe working practice guidance which all staff/volunteers have read and understood.

The Nominated Safeguarding Person is the lead person to whom all safeguarding concerns and suspicions should be reported and from whom advice should be sought on all safeguarding matters.

Our current NSP and deputy/ies are listed below:

Name of Lead NSP	Saeeda Rasool	Contact Details	07713186006
Name of Deputy NSP	Ahmad Farid Mall	Contact Details	07701086590

### **Child Protection Policy Statement of Commitment**

Mashal believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility and duty of care to safeguard the welfare of all children and young people, by a commitment to practise which protects them.

- To protect children and young people who receive Mashal services.
- To provide staff and volunteers with the overarching principles that guide our approach to child protection; Mashal believes that a child or young person should never experience abuse of any kind.

Mashal have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practise in a way that protects children/young people.

Mashal recognises that:

- The welfare of the child/young person is paramount.
- All children, 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, their parents, carers and other agencies is essential in promoting young people's welfare.

Mashal will seek to keep children and young people safe by:

- Valuing children/young people, listening to and respecting them.
- Adopting child protection practices through procedures and a code of conduct for staff and volunteers.
- Developing and implementing an effective e-safety policy and related procedures.
- Providing effective management for staff and volunteers through supervision, support and training.
- Recruiting staff and volunteers safely, ensuring all necessary checks are made.
- Sharing information about child protection and good practice with children, parents, staff and volunteers - sharing concerns with agencies who need to know, and involving parents and children appropriately.
- Have a child protection policy on display so that users of the service are aware of our duty of care.
- Ensuring that all staff and volunteers receive the appropriate level of safeguarding training for their roles.

### **Scope of this policy**

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Mashal working directly with children and young people.

Children, young people, parents/carers are informed of the policy. The policy applies to anyone with whom we are in contact in the course of our work, who is a child or a young person.

Where the policy or procedure refers to a 'child' or 'young person' we mean anyone who has not yet reached the age of 18 years and up to 25 with learning disabilities.

This policy is reviewed, endorsed and approved by the board of trustees annually, or when legislation changes.

## **The purpose of this policy**

Is to ensure that actions of staff/volunteers delivering services on behalf of Masha! are transparent and promote and safeguard the welfare of all children/young people that they encounter and are aware of their duty of care to children/young people.

This policy and procedure set out how Masha! implements safeguarding for children/young people, with whom we come into contact in the course of our work.

Masha! is committed to devising and implementing policies so that everyone within the organisation accepts their responsibilities for safeguarding children/young people at risk from abuse.

This means following procedures to protect them and reporting any concerns about their welfare to the appropriate authorities.

This policy and procedure helps us to achieve this by:

- Supporting us to safeguard children, young people in practice, by defining abuse and informing us what to do.
- Ensuring we all work to the same policy and procedure.
- Making sure we are accountable for what we do.
- Being clear what roles and responsibilities we all have in safeguarding.
- Saying what staff can expect from the organisation to help them work effectively.

This policy is informed by and supports our organisational purpose, and is how we comply with the Harrow Safeguarding Children Board Procedures.

## **The principles this policy is based on are:**

- The welfare of the child/young person is paramount.
- The welfare of families will be promoted.
- The rights, wishes and feelings of children/young people and their families will be respected and listened to.
- All children/young people will be treated fairly in being able to access services which meet their needs, regardless of gender, ethnicity, disability, sexuality or beliefs.
- We will take all reasonable steps to protect service users from harm, discrimination and abuse.
- Children and families are best supported and protected when there is a

coordinated response from all relevant agencies.

- Paid and volunteer staff should make sure that they are alert to the signs of abuse and neglect, that they question the behaviour of children and parents/carers and don't necessarily take what they are told at face value. They should make sure they know where to turn to if they need to ask for help, and refer to children's social care or to the police, if they suspect that a child is at risk of harm or is in immediate danger.

### **Recognising the signs of abuse:**

In Mashal we want all staff, volunteers and placement workers to be aware of the need to be alert to the potential abuse of children/young people and the main categories of abuse and other significant areas that can affect children and young people. Mashal understands that it is important that we recognise and act upon concerns which are listed below.

#### **Neglect:**

Mashal recognises that neglect is the failure to meet a child's and/or vulnerable adult'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 adequate care-givers).
- Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

See the Harrow safeguarding guidance for the CVFP sector for signs and symptoms of neglect.

#### **Physical abuse:**

Mashal recognises that physical abuse 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.

See the Harrow safeguarding guidance for the CVFP sector for signs and symptoms of Physical abuse.

Emotional, Sexual and Neglect Training should support staff/volunteers to recognise the signs and symptoms of abuse.

### **Emotional abuse:**

MashaI recognises that emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.

It may involve conveying to children and vulnerable adults that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the 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, causing children and vulnerable adults 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 ill-treatment of a child and/or vulnerable adults though it may occur alone.

See the Harrow safeguarding guidance for the CVFS sector for signs and symptoms of emotional abuse.

### **Sexual abuse:**

MashaI recognises Sexual abuse involves forcing or enticing a child, young person and/or vulnerable adult to take part in sexual activities, whether or not the child is 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 and vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children and vulnerable adults to behave in sexually inappropriate ways.

See page Harrow safeguarding guidance for the CVFS sector for signs and

symptoms of sexual abuse.

**Significant areas you will need to be aware of when working with children/young people include:**

**Bullying**

Bullying is unwanted, aggressive behaviour among school aged children that involves a real or perceived power imbalance. The behaviour is repeated, or has the potential to be repeated, over time. Bullying includes actions such as making threats, spreading rumours, attacking someone physically or verbally, and excluding someone from a group on purpose.

**Abuse of disabled children**

Disabled children are at increased risk of abuse and those with multiple disabilities are at even more significant risk both of abuse and neglect. Parents of disabled children may experience multiple stresses. Disability is defined as:

- A major physical impairment, severe illness and/or a moderate to severe learning difficulty.
- An ongoing high level of dependency on others for personal care and the meeting of other basic needs.

See Harrow safeguarding guidance for the CVFS sector.

**E-Safety**

E-Safety is defined as the safe and responsible use of technology. This includes the use of the internet and also other means of communication using electronic media (e.g. text messages, gaming devices, email etc).

In practice, e-safety is as much about behaviour as it is electronic security. E-safety in this context is classified into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material.
- Contact: being subjected to harmful online interaction with other users.
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm.

For further information see Harrow safeguarding guidance for the CVFS sector.

**Domestic violence**

Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality. This includes issues of concern to black and minority ethnic (BME) communities such as so-called 'honour killings'.

The term domestic violence is used to include any form of physical, sexual or emotional abuse between people in a close relationship. It can take a number of forms such as physical assault, sexual abuse, rape, threats and intimidation. It may be accompanied by other kinds of intimidation such as degradation, mental and verbal abuse, humiliation, deprivation, systematic criticism and belittling. For further information see Harrow safeguarding guidance for the CVFS sector.

The Nominated Lead Person will regularly consult the Green Book to identify other safeguarding issues that need to be understood by the organisation in order to meet the needs of the children and families it provides services to.

### **Contextual Safeguarding**

The NSP will take into consideration the different relationships that young people form in their neighbourhoods, schools, peer groups and online that can feature violence and abuse. Parents and carers have little influence over these contexts, and young people's experiences of extra-familial abuse can undermine parent-child relationships.

Individuals and organisations need to engage with social care to support young people, as they may have influence over/within extra-familial contexts, and recognise that assessment of, and intervention with, these spaces are a critical part of safeguarding practices. Safety Mapping for young people is a key example where organisations can look at safe places in the community where they may feel they can approach someone for help if they are worried or concerned.

### **Mashal Safeguarding Procedures:**

It is the responsibility of every member of staff / volunteer to know, understand Mashal child protection policy & procedures.

To achieve good practice in our setting we will ensure the following areas are clear and put into practice:

### **Safer recruitment & selection:**

All staff/volunteers will go through the following process prior to delivering/ supporting activities/services to children/young people:



We have a policy and procedure which ensures that all potential paid staff and volunteers:

- Complete an application form or a letter of application. This includes: address, evidence of relevant qualifications, the reasons why they want to work with children and young people, paid work and voluntary work experience and all criminal convictions.
- Provide two pieces of identification which confirm both identity and address.
- Undergo an interview (formal or informal) involving at least two interviewers. At least one person on the recruitment panel will be safer recruitment trained.
- Provide at least two references which are followed up before a post is offered. One reference is from the last employer or an organisation that has knowledge of the applicant's work or volunteering with children or young people. If the applicant has not worked with children or young people before, then they should confirm this and give an alternative referee.
- Consent to a Disclosure and Barring Service check (formerly CRB check) at the appropriate level (standard or enhanced). Agree to sign up to the DBS update service.

**Furthermore, the organisation complies with all other safeguarding regulations:**

- We understand that a person who is barred from working with children or vulnerable adults is breaking the law if they work, volunteer, or try to work or volunteer with these groups.
- We understand that an organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law.
- We understand that if our organisation dismisses a member of staff or volunteer because they have harmed a child or vulnerable adult, or would have done so if they had not left, we must complete a DBS referral form. See Harrow safeguarding guidance for the CVFS sector.
- Mashal will have an induction process including access to policies, procedures and code of conduct expected to be followed by all those delivering services on behalf of Mashal to support their work. See the Harrow safeguarding guidance for the CVFS sector.
- An appraisal system in place to identify any concerns or issues.

**Management & support of paid staff & volunteers**

- All staff and volunteers are provided with a job description (paid staff) or a role profile (volunteers) outlining their main responsibilities. This includes a requirement to comply with our Safeguarding Policy & Procedures and ground rules for appropriate behaviour.
- All staff and volunteers are supported through an induction process in which safeguarding/child protection procedures are explained and training needs identified.
- All paid staff and volunteers complete a role review at the end of their induction period before being confirmed in post. Inductions will be completed within 6 months.
- All paid staff are given supervision at least every 6 weeks by their line manager/Chair of the organisation.
- All volunteers are given regular support sessions. (This may include one to one or group support, mentoring or shadowing opportunities).
- Implements disciplinary and grievance procedures for all paid staff and volunteers, which comply with the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice.
- All paid staff and volunteers attend regular ongoing safeguarding training appropriate to their role.
- All paid staff and volunteers receive an induction, which includes information on all the organisation's policies and procedures.

### **Safer working practice:**

Mashal recognises there may be times when staff/volunteers are working alone. All staff/volunteers at Mashal will comply with our lone working policy as stated in the Harrow safeguarding guidance for the CVFS sector.

We will ensure that adequate staff/volunteers are supporting activities that Mashal run. We will follow the guidelines stated in the Harrow safeguarding guidance for the CVFS sector.

All activities are properly planned and organised. Planning ensures that the activities are age-appropriate, appropriately supervised, take staff ratios into account and use qualified instructors.

- Risk Assessments for activities are carried out prior to delivering activity sessions.
- All activities are risk assessed to ensure that all reasonable steps are taken to prevent children and young people being harmed whilst participating in the organisation's activities.
- We will regularly assess and review safety risks which arise from premises,

activities, equipment and travel arrangements, as outlined in the organisation's Health and Safety Policy.

- Ground rules are set for appropriate behaviour for children and young people, staff, volunteers, parents and carers. Systems are in place and implemented if the ground rules are broken.
- Mashal has a photography and film policy about taking and using images of children and young people. We will ensure that images of children, young people and families are only used after written permission has been obtained, and only for the purpose for which consent has been given.

### **Providing safer activities and trips**

Necessary arrangements:

- People whose suitability has not been checked, including through a DBS check, must not be allowed to have unsupervised contact with children.
- All paid staff and volunteers undertaking specialist roles, (e.g. taking children and young people off site on trips) are provided with appropriate training.
- Employer's liability and/or public liability insurance has been taken out to ensure that all activities and services and all people taking part, are covered.

### **Responding to concerns**

If any member of staff/volunteer is concerned about a child/young person they must inform the nominated Safeguarding Lead Person (NSP) or Deputy NSP immediately.

- You must log and record information regarding concerns on the same day. See incident recording log in the Harrow safeguarding guidance for the CVFS sector.
- The written record must be clear, precise and a factual account of observations or what has been said.
- The NSP will decide on the most appropriate course of action and whether the concerns should be referred to Children Social Care. See Harrow Threshold guidance of the Harrow safeguarding guidance for the CVFS sector. If it is decided that a referral needs to be made to children's social care this will be discussed with the parents, unless to do so would place the child at further risk or undermine the collection of evidence, e.g. forensic evidence. All concerns, discussions and decisions will be recorded in writing.
- If a member of staff disagrees with the level of concern and feels that a child has not been protected, then any member of staff can make a direct referral to

children's social care – please see section on escalation and challenges  
Harrow safeguarding guidance for the CVFS sector:  
<http://www.harrowscb.co.uk/wp-content/uploads/2018/10/Challenge-Escalation-Multi-agency-resolution-of-professional-disagreements-October-2018.pdf>

### **Disclosure by a Child/Young Person:**

Mashal recognises that a child/Young person may seek you out to share information about abuse or neglect, or talk spontaneously, individually or in groups when you are present. In these situations, YOU MUST:

- Listen carefully to the child/young person. You can seek clarification but DO NOT ask direct questions or start to investigate the matter.
- Give the child/young person time and your full attention.
- Allow the child/young person to give their account; do not stop a child who is freely recalling significant events.
- Make an accurate record of the information you have been given, taking care to record the timing, setting and people present. Make a record of the child's/young person's presentation as well as what was said. Do not throw this away as it may later be needed as evidence.
- Use the child's/young person's own words where possible.
- Explain that you cannot promise not to speak to others about the information they have shared - do not offer false confidentiality.

### **Reassure the child/young person that:**

- They have done the right thing in telling you.
- They have not done anything wrong.
- Tell the child/young person what you are going to do next and explain that you will need to get help to keep him/her safe.
- DO NOT ask the child/young person to repeat his or her account of events to anyone.

It is good practice to be as open and honest as possible with parents/carers about any concerns.

However, in order to safeguard evidence, you must not discuss your concerns with parents/carers in the following circumstances:

- Where Sexual Abuse or Sexual Exploitation is suspected.
- Where organised or multiple abuse is suspected.

- Where there are concerns a child may be at risk of Female Genital Mutilation.
- Where Fabricated or Induced Illness is suspected.
- In cases of suspect Forced Marriage (see Forced Marriage procedure Harrow safeguarding guidance for the CVFS sector).
- Where contacting parents/carers would place a child, yourself or others at immediate risk.

**Information required when making a referral regarding a Child/Young Person:**

Multi Agency Safeguarding Hub (MASH) will need to be contacted via the golden number **020 8901 2690** dealing with concerns about a child/young person please see the Harrow safeguarding guidance for the CVFS sector.

- 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 or the Nominated Safeguarding Person should not stop you making a referral. Use the **MASH Referral Record** to do this.
- Your name, telephone number, position and request the same of the person to whom you are speaking.
- Full name and address, telephone number of family, date of birth of child/young person and siblings, any special needs.
- Gender, ethnicity, first language, any special needs.
- Names, dates of birth and relationship of household members and any significant others.
- The names of professionals known to be involved with the child/family and/or vulnerable adult e.g: GP, Health Visitor, School.
- The nature of the concern and foundation for the concern.
- An opinion on whether the child may need urgent action to make them safe.
- Your view of what appears to be the needs of the child and/or vulnerable adult and their family.
- Whether the consent of a parent with Parental Responsibility has been given to the referral being made.

**Allegations against adults who work with Children/Young People**

If you have information which suggests an adult who works with children /young people (in a paid or unpaid capacity) has:

- Behaved in a way that has harmed or may have harmed a child/children/young people.
- Possibly committed a criminal offence against, or related to, a child/children/young people.
- Behaved towards a child/young person in a way that indicated s/he is unsuitable to work with a child/children/young people.

You should speak immediately with your line manager or senior manager who has responsibility for managing allegations. The senior manager will consult with/make a referral to the LADO (Local Authority Designated Officer) via the MASH Team.

If one of those people is implicated in the concerns you should discuss your concerns directly with the LADO (Local Authority Designated Officer) via the MASH Team.

### **Making a referral**

A referral will involve providing information of concern to the Nominated Safeguarding Lead Person (unless the concern is about the Nominated Safeguarding Person) about an Allegation against a staff/ volunteer.

The MASH will need to be contacted in order for the Local Authority Designated Officer to be informed. The LADO will make enquiries and take appropriate action, provide guidance and may request for further information to be submitted.

You may be called for a meeting with the LADO. The LADO may have to speak to the Police to decide if a criminal act has taken place, in serious cases the Police may be informed and may investigate.

You will be informed of the action that will be taken by the LADO.

### **YOU SHOULD NOT:**

- Call a staff meeting and discuss the matter with staff/volunteers. The LADO will guide you on what needs to be done.
- You should not try and bring the perpetrator of the alleged abuse in contact with the victim/parents to discuss concerns.
- Do not delay your response.

Inability to inform parents should not prevent a referral being made. The MASH team will then decide on how and when the parents can be approached and by whom.

**If a child is in immediate danger or is at harm or risk you should refer to the children's social care and/or the police**

- In emergency dial 999
- MASH: 020 8901 2690 between 9 am – 5pm
- Out of Hours 5pm – 9am Emergency Duty Social Worker 020 8424 0999

**Action to be taken following the referral:**

Mashal will ensure that you keep an accurate record of your concern(s) made at the time.

Mashal put concerns in writing to the Social Care Duty & Investigation Team following the referral (within 48 hours) duty & [assess@harrow.gov.uk](mailto:assess@harrow.gov.uk) / [duty&assess@harrow.gov.uk.cjsm.net](mailto:duty&assess@harrow.gov.uk.cjsm.net)

Mashal will accurately record the action agreed or that no further action is to be taken and the reasons for this decision.

**Confidentiality**

Mashal will ensure that any records made in relation to a referral are kept confidentially and in a secure place.

Information in relation to child protection concerns should be shared on a "need to know" basis.

However, the sharing of information is vital to child protection and, therefore, the issue of confidentiality is secondary to the need for protection.

See information sharing flowchart and principles in the Harrow safeguarding guidance for the CVFS sector. If in doubt, consult with Mashal NSP.

**Other policies Mashal has in place include:**

**Equal Opportunities' Policy**

This policy should ensure that no child/young person is discriminated against on the grounds of race, gender, culture, sexual orientation, economic status or ability (other than where such a distinction is an inherent part of the activity e.g. gender specific activities, religious observance or competitive sports).

The policy should address both the corporate and personal responsibilities of

agencies and staff, to ensure that all children are treated with respect and encourage them to respect each other.

### **Health and Safety Policy**

A Health and Safety Policy sets out your general approach, objectives and the arrangements you have put in place for managing health and safety in your business. It is a unique document that says who does what, when and how.

### **Complaints' and Grievance Policies**

Each organisation should develop and publish a procedure by which aggrieved children and/or their parents/carers may make representations should they believe that they have been subject to discriminatory, abusive or inappropriate treatment.

The procedures must provide for an element of independent review and for adequate redress where a complaint is substantiated.

### **Comments, Compliments & Complaints Policy**

We have a written Comments, Compliments & Complaints Policy and procedure so that children and young people, and staff and volunteers can make any necessary comment, compliment or complaint.

### **Confidentiality Policy**

This details how any information regarding children and their families will be held and under what circumstances such information may be shared with other agencies. The policies must be in accordance with the requirements of the General Data Protection Act 2018 and the Human Rights Act 1998.

### **Whistle Blowing**

This is the confidential disclosure by any individual of any concern encountered in the workplace related to a perceived wrongdoing. Mashal considers such wrongdoing to include:

- General malpractice, such as immoral, illegal or unethical conduct.
- Conduct where someone's health and safety has been put in danger.
- Gross misconduct.

If individuals have concerns relating to their employment with Mashal these should be raised under Mashal grievance policy.



This provides a method for staff, volunteers or service users to make known any concerns that they may have about the behaviour of any other person within the organisation.

Such policies will detail how these matters will be handled and investigated. See Mashal whistle blowing policy.

Where it is felt that the organisation has not or will not address the concerns appropriately the Government's Whistle-blowing services should be contacted via NSPCC – call 0800 028 0285 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## **Social Media**

The goal of a social media policy is to set expectations for appropriate behaviour and ensure that an employee's posts will not expose the company to legal problems or public embarrassment.

Such policies include directives for when an employee should identify himself as a representative of the company on a social networking website, as well as rules for what types of information can be shared. Almost all social media policies include restrictions on disclosing confidential or proprietary business secrets.

## **E-Safety**

E-safety policy will operate in conjunction with other policies including those for Pupil Behaviour, Bullying, Curriculum, Data Protection and Security.

They are there to maintain boundaries and clear guidelines when using any form of social media or accessing the internet, whether it is via mobile phone or computers.

## **Lone Working**

Establishing a healthy and safe working environment for lone workers is key as it ensures their safety and provides clear guidelines of what to do to manage risks and report concerns.

**Approved and adopted by the Board of Trustees**

**Signed by: Chairperson, Mina Ekhlās**

**End**