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1.0 Policy Statement

- 1.1 Eggtooth and its employees understand our responsibilities and are committed to keeping children and young people safe from harm.
- 1.2 We recognise that for many of the children and young people we work with, harm can come from different places, including their homes, streets, peers, school, or society. Many children and young people face an increasing risk from the environment they are surrounded by, and we are committed to assessing, attending, engaging and advocating for these young people wherever they are most at risk of harm, in whatever form. We are committed to working with children and young people wherever they are and whatever risks they face.
- 1.3 We comply fully with the duty to act appropriately to any allegations, reports or suspicions of abuse wherever they happen. We believe that embedding and promoting a contextual safeguarding culture across the organisation and with our partners, are everyone's responsibility. This policy sets out how we ensure this happens.
- 1.4 In this policy we outline the overarching principles that guide us in our safeguarding practice, as well as details about our commitments and responsibilities to protecting children and young people who are known to us, from harm - this includes the children of adults who use our services and friends of children and young people who use our service.
- 1.5 We provide clear guidelines on our safer working practice, information on recognising abuse and clear guidelines regarding what to do when dealing with safeguarding concerns or incidents.
- 1.6 We will endeavour to promote a culture of professional curiosity and to ensure that staff are well trained to have the confidence to challenge and tackle sensitive issues and cultural differences.

2.0 Scope and definitions

- 2.1 This policy applies to anyone working on behalf of Eggtooth, including senior managers, board of trustees, paid full time and part time staff, bank staff, sessional staff, freelance contracted staff, agency staff as well as any volunteers and students on placement with us.
- 2.2 This policy refers to 'Children' as per the Children Act (2004), which is a legal term that refers to all those who have not yet reached their 18th birthday.

2.3 The Children Act (2004) also includes young people over 18 years of age who are Care Leavers and 18–25-year-olds with learning difficulties and receiving services under the Learning & Skills Act (2000). The DSL decides whether to follow children’s or adults safeguarding procedures, based on care history, open cases with Children’s Services or Adult Social Care and recent case closure.

2.4 We use the term ‘children’ to describe younger children whilst the term ‘young people’ is used to refer to older children and also those over 18 years of age. This is reflected in this policy; the two terms are used interchangeably.

2.5 The categories of abuse were extended by the Care Act Care Act (2014) and Statutory Guidance (updated March 2016), more information can be found in Appendix 1, however, for the purposes of this policy, types of abuse generally fall into one of four categories:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect

2.6 Categories of abuse can also be grouped as ‘intra-familial’ (within the family) or ‘extra-familial’ (contextual safeguarding). Children can be vulnerable to multiple threats, including: exploitation by criminal gangs and organised crime groups such as county lines; trafficking, online abuse; sexual exploitation and influences of extremism leading to radicalisation.

2.7 ‘Contextual Safeguarding’, as coined by Dr Carlene Firmin, helps us recognise the impact of intersectional identities and experiences of children and young people within extra-familial contexts, and the interplay between them with varying weight of influence on their decisions. Enabling us to contribute to assessment and intervention by targeting the contexts in which abuse occurs, helping reduce risk and harm through the lens of child welfare, opposed to crime reduction or community safety.

2.8 Staff should be aware that some types of young people are at greater risk of experiencing abuse, for example children with special educational needs and/or disabilities, those who may identify as LGBTQ+ and also children from black and minority ethnic groups. We will consider all prejudice (including homophobia and racism) as safeguarding issues and aim to create environments where children feel able to speak out and discuss such matters in a safe and healthy environment.

2.9 For more information, see:

[Working Together to Safeguard Children](#), (2018), pp. 22-23

[The legal and policy framework for Contextual Safeguarding approaches](#) (2020)

<https://learning.nspcc.org.uk/news/2019/october/what-is-contextual-safeguarding>

[DfE KCSIE Updates September 2023](#) and see [Annex F Summary of updates](#)

3.0 Legislative Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England.

A summary of the key legislation and guidance is listed below:

- Children Act (1989)
- Children Act s.11 (2004)
- Children and Young Persons Act (2008 and 2014)
- Safeguarding Vulnerable Groups Act (2006)
- Children and Families Act (2014)
- Data Protection Act (2018)
- United Nations Convention on the Rights of the Child (1992)
- Human Rights Act (1998 & 2000)
- Equality Act (2010)
- Leaving Care Act (2000)
- Children and Social Work Act (2017)
- Sexual Offences Act (2003)
- Public Interest Disclosure Act (1998)
- Education Act (2002 and 2011)
- Keeping Children Safe in Education (2021)
- Munro Report (2011)
- Borders, Citizenship and Immigration Act (2009)
- Protections and Freedoms Act (2012)
- Female Genital Mutilation Act (2014)
- [Working Together to Safeguard Children](#), Department for Education (2018)
- Local Safeguarding Children Board (LSCB's)
- [Safeguarding and protecting people for charities and trustees](#), The Charity Commission (2017)
- 'Revised Guidance for Safer Working Practices for Adults who Work with Children and Young People in Education' (2019), plus April 2020 'Coronavirus Outbreak'
- [Charity law summary](#), NCVO [Keeping Children Safe In Education 2023](#)
- [Filtering & Monitoring standards for schools](#)

4.0 Supporting documents

This policy statement should be read alongside Eggtooth's organisational policies, procedures, guidance and other related documents, including:

- Safeguarding Vulnerable Adults policy and procedure
- Induction, training, supervision and support
- [Lone Working Policy.docx - Google Docs](#)
- [Eggtooth Behaviour Management Policy - Google Docs](#)
- GDPR: [Behavioural Management Policy - Eggtooth shared drive - Google Drive](#)
- Code of Conduct: [Code of Conduct.docx - Google Docs](#)
- Health and safety policy: [Health & Safety Policy - Google Docs](#)
- Whistleblowing policy and procedure: [Safeguarding Concerns - Egg Mental Health Services Shared Drive - Google Drive](#)

5.0 What we commit to:

- Build a safe culture where all staff and children and young people treat each other with respect, feel listened to and valued and are comfortable sharing concerns and where children are **seen, heard, attended to, and understood.**
- Embed safeguarding into all areas of the business including safer recruitment processes; safe working practice, risk assessing, managing information, monitoring online activity, meeting health and safety standards and staff learning and development.
- Stop abuse or neglect of children and young people wherever possible, working with local partners to help assess and intervene extra-familial risk, attending multi agency meetings and contextual safeguarding groups and to recognise, respond, report, record and refer concerns of abuse or risk.
- Keep up to date with new good practice, to promote the wellbeing of children and young people and to raise awareness of safeguarding issues, recognising that some have additional needs and to act on concerns regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.
- Work collaboratively, in partnership with children, young people, their families, carers and other agencies, and also to work with alleged perpetrators, considering contextual issues on their safety and welfare.

- Investigate thoroughly any allegations made against staff members suspected of causing abuse or neglect and to take action to prevent this occurring in the future.
- Record, store, and use information confidentially and securely, in line with GDPR.
- Have a clear, thorough and up to date policy and procedure, with a competent DSL, DSO, DDSL and TSL in place so that staff understand their responsibilities.
- Inform children that where a person is in danger, a child is at risk or an unreported serious crime has been committed, then a decision may be taken to pass information to another agency, i.e. Children's Services, without consent.
- Effectively manage staff through induction, regular supervision, support, training and quality assurance so that all staff behave professionally and follow procedures competently.

6.0 Roles, responsibilities and contact details

6.1 Roles

Eggtooth has appointed individuals who are responsible for leading safeguarding across the organisation, this is referred to as the 'Safeguarding Team'. Within this team, the DSL will hold overall responsibility for safeguarding processes and procedures. The team will store central information about safeguarding concerns centrally, for information and oversight.

Designated Safeguarding Lead (DSL) The person in the organisation who has ultimate responsibility for operational safeguarding processes and procedures.

- **Designated Safeguarding Officer (DSO)** The person who supports the DSL in their role, to ensure that safeguarding processes and procedures are followed.
- **Deputy Designated Safeguarding Lead's (DDSL)** The person who can be delegated to in the first instance, and scaling up to DSL when necessary.
- **CD's (CD)** The person with overall responsibility for the organisation and for safeguarding in general.
- **Trustee Safeguarding Lead (TSL)** Responsible for ensuring organisational compliance to legislation and external regulators.

6.2 Responsibilities

The DSL will:

- Be trained in Safer Recruitment, support recruiting managers to be trained and to ensure that recruitment processes follow Safer Recruitment guidelines.

- Oversee the Disclosure and Barring System and ensure that all new staff working with young people or with access to sensitive data has a DBS check prior to starting work.
- Make decisions in conjunction with the Operations Manager/Co-Director as to new staff suitability to the role based on previous convictions, in line with relevant legislation.
- To ensure the effective management of a Single Central Record which holds all safeguarding related information about staff including DBS checks, references, training undertaken, policy signing, and any safeguarding concerns held on file. Ideally this is held on one spreadsheet rather than in multiple places in a folder or on a drive. Management of the SCR is delegated to the Operations team.
- Ensure that all staff read this policy, understand their responsibilities in the policy and receive training in how to implement this policy during their induction and work in accordance with this policy throughout their work with Eggtooth.
- Oversee staff learning and development around safeguarding; ensure that safeguarding training is completed and refreshed regularly and that any actions needed as identified in training are followed up so all learning needs are met.
- To ensure that online safety is treated with the utmost importance within the organisation, which includes ensuring that staff know how to keep children safe while working online, liaising with related IT staff and other relevant professionals, managing incidents (e.g. cyber bullying), updating and delivering training, and reviewing and carrying out annual audits and reporting to the Board of Trustees.
- Be accessible to staff to discuss concerns about children or young people we work with
- Gather information from reporting staff and offer support managing the situation; they will involve the staff views in the decision-making process about action to take.
- Ensure the voice of the child is listened to and feeds into decisions where appropriate in all safeguarding concerns, where delay isn't likely to cause additional harm.
- Ensure that all safeguarding concerns are recorded and referred to Children's Services or allocated social workers and that cases are followed up and issues addressed.

- Oversee all safeguarding cases, in particular, cases involving members of staff.

Reinforce the need for good practice around confidentiality and ensure that staff adhere to this; it is at the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest.

- Ensure that staff working with children who have experienced or are experiencing abuse, are well supported: receiving regular supervision and RPS.
- Ensure staff that whistle blowers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998 (see whistleblowing policy).
- Liaise with other relevant professionals (e.g. DSO's/DSL's from other organisations), the Local Authority Designated Officer (LADO) to ensure that we work in accordance with local policy and procedure and to share information as appropriate.
- Attend appropriate multi-agency conferences, contextual safeguarding groups, and other meetings to ensure joined-up-working with partner organisations.
- Maintain clear records and a log, and report regularly to Trustees any safeguarding concerns raised, on-going cases, investigations, policy amendments and training needs.
- Review this procedure annually and work with Co Director's and TSL until signed off.
- Ensure that amendments to this policy are clearly communicated to staff, that it is made available to all staff and to service users as appropriate.
- Attend weekly review meetings with the safeguarding team to ensure that they can manage their safeguarding responsibilities and implement the safeguarding policy and procedures.

The DSO will:

- Take on tasks delegated to them by the DSL to ensure that safeguarding procedures are followed and that the essence of the policy is put into practice.
- Be the first point of contact for staff who need advice and guidance about any concerns they have and to be able to offer support in taking the appropriate action.

The DDSL will:

- Be the first point of contact for staff with safeguarding concerns when the DSL is absent from work, which will include making decisions about what should be reported and recorded and any actions that need to be taken in place of the DSL.
- Manage all urgent safeguarding issues that come up while the DSL is not at work, any non-urgent safeguarding matters can be left until the DSL returns to work.
- The exception to this is where the DSL is absent for a long time due to sickness, or in cases where the DSL is being recruited to. In these cases, the DDSL will hold the fort on a more permanent basis and will need to take on some responsibilities to ensure that all safeguarding functions across the organisation are managed.

The Co-Directors will:

- Drive the strategic direction of Eggtooth's safeguarding activity and to develop a culture of safeguarding and consistent good practice.
- Ensure that they have undertaken the DSL training to ensure quality of safeguarding at a strategic and operational level.
- Ensure that there is always a nominated DSL; that they are well informed, well trained, competent and have the necessary resources to fulfil the requirements of the role.
- Work closely with the DSL to ensure that the Safeguarding team stays abreast of developments in the field and the safeguarding culture is embedded and maintained.
- To take over the role of DDSL when the DSL is not available.
- Be available to staff where they are unable to contact the DSL and support is needed urgently or where it is not appropriate for them to contact the DSL because concerns relate to them.

The TSL will:

- Take responsibility for both the Charity Commission and Disclosure Barring Service (DBS) being informed following investigations of members of staff, and will provide additional support to the DSL as required when managing these scenarios.
- Have an annual Safeguarding review meeting with the DSL to ensure that they are familiar with the safeguarding practices, review any cases they have been involved in, and to ensure that any and all related actions are followed up.
- Be available to staff where they are unable to contact the DSL or the CD'S and support is needed urgently or where it is not appropriate for them to contact the DSL or CD'S because concerns relate to them.
- Liaise with the Lead Trustee for online safety, specifically for Filtering and Monitoring to ensure that the organisation takes its responsibilities seriously, that an annual audit of online safety is complete (to include Filtering and Monitoring).
- See also responsibilities for staff (below).

Staff will:

- Read the policy during their first week of employment and contact the DSL to say that they have understood it. This is their opportunity to ask any questions they have about the policy itself or the procedure they need to go through.

- Staff will read any updates and amendments to the policy in order that they stay up to date with organisational procedure.
- Undertake safeguarding training regularly to ensure that they know how to recognise the need for safeguarding and report their concerns correctly.
- Undertake a range of related training that will help them ensure the safety of children, the minimum for all staff is Level 1, which also includes Trustees.
- Ensure that they are articulate to children they work with, what the child should do if they are concerned about their safety or the safety of other children.
- Always act if they witness a safeguarding incident in a way that is professional, and act to maintain their own safety and the safety of others around them who might need help.
- Support children and young people to ensure their online safety while working with us; how to intervene in and report any incidents of inappropriate use or behaviour.
- Always report safeguarding concerns to their line manager, the DSL or another member of the safeguarding team where the DSL is not available or appropriate.

6.3 Contact details for our Safeguarding Team

- Our DSL is Claire Cordell claire@Eggtooth.org.uk
- Our Deputy DSLs are Nansi Hitchman and Jade Parker nansi@Eggtooth.org.uk, jade@Eggtooth.org.uk
- Our DSOs are Sydney (Syd) Demoratti sydney@eggtooth.org.uk and Jacky Ellis Jacky Ellis jacky@eggtooth.org.uk
- Our CDS (and DDSL) are Laura Dunton Clarke and Claire Cordell Laura@Eggtooth.org.uk
- Our TSL is Kirsten Adams kirsten.adams@nhs.net

7.0 Establishing safe working practices

7.1 Safer recruitment

7.1.1 Eggtooth committed to implementing safer recruitment practices for all staff. We will ensure that the DSL is Safer Recruitment trained so they understand our responsibilities. The guidelines in this section of the policy should be followed.

7.1.2 Eggtooth will endeavour to have all recruiting managers trained in Safer Recruitment; there will always be someone else who is trained on the recruitment team to ensure we can deter, identify and reject individuals who pose a risk of harm to children and young people.

7.1.3 We will ensure that our commitment to safeguarding is clearly apparent in all recruitment materials and we will make explicit the various checks that are in place. This includes notifying all shortlisted candidates that a basic online check will be conducted, extensive checks on social media are not expected to be part of this.

7.1.4 We will adopt an organised approach to recruitment processes so that there is adequate time to make the necessary checks before appointing new staff (e.g. checking original ID, questioning gaps in service, on-line search, calling referees to discuss anomalies).

7.1.5 We will work towards involving children and young people in recruitment of new staff including, for example feeding into questions asked and being on an interview panel.

7.1.6 All staff applying to work directly with children and young people or with access to confidential files will be interviewed by at least two staff, preferably a member of the Safeguarding Team, we will obtain two satisfactory references and complete a DBS check.

7.1.7 The organisation will work within the current legal framework for referring staff and volunteers to the DBS who have harmed or pose a risk to children, young people and/or adults at risk. For conditions of this referral please click [here](#).

7.1.8 When a new Trustee Safeguarding lead is recruited, they are involved in a safeguarding meeting, and subsequently quarterly meetings and an annual review to ensure that they can familiarise themselves with current practice and challenge the DSL around any discrepancies or anomalies.

7.2 Disclosure Barring Service (DBS)

7.2.1 No-one shall work with children and young people within Eggtooth who have been convicted of or has received a formal police caution concerning an offence against children as listed in the First Schedule of the Children and Young Persons Act (1933); or, who has been convicted of or has received a caution for sexual offences against children and young people.

7.2.2 All staff who work directly with children and young people under the auspices of Eggtooth or who have access to confidential information about children and young people will require an enhanced check through the DBS.

7.2.3 Recruiting Managers must take all reasonable steps, including obtaining disclosures from the DBS, to ensure that persons who have been convicted or have received a formal police caution concerning sexual offences against children or young people shall not undertake work under the auspices of Eggtooth.

7.3 Staff Safeguarding learning and development

7.3.1 Eggtooth staff will have a minimum probationary period of three months during which time their ability to and experience of safeguarding children and young people will be discussed, learning and development needs will be discussed in this period and a plan put in place to meet these needs.

7.3.2 During induction, all staff will familiarise themselves with child protection policies, procedures and guidance, and they will complete basic child protection training that that includes how to recognise and respond to the signs of abuse and neglect, on-line safeguarding, additional vulnerabilities of children with special educational needs and disabilities and consideration of the impact of a family's cultural identity.

7.3.3 Staff training will include separate Online Safety training and training in Filtering and Monitoring where this is appropriate; for example for any senior staff with a safeguarding responsibility, a responsibility for filtering and or monitoring, any staff working with children online or those overseeing work with children online.

7.3.4 During induction all staff will familiarise themselves with the legal definitions of looked after children and care leavers, what care orders, parental responsibilities and consent mean, the role of the corporate parent, the longer-term impact of abuse and neglect, the increased vulnerability and relevant policies and procedures for this group.

7.3.5 Staff will have regular 'supportive supervision' thereafter, during which time these conversations will continue to ensure that training needs are identified and met.

7.3.6 Staff will be adequately trained for the roles they undertake on behalf of Eggtooth, and Safeguarding training will be tailored to their role and need and repeated regularly.

7.3.7 Staff training will include generic safeguarding training at the level appropriate to their role and also specific training in for example Trauma Informed Practice and around professional curiosity, an awareness of cultural differences and online safety.

7.3.8 The DSL must ensure that any actions of development needed, as identified in staff training sessions, will be followed up to ensure that all staff's learning needs are met.

7.3.9 Staff will undertake regular group Supervision so that they have opportunities to reflect on the issues they come across in their work and to ensure that any difficulties are processed effectively and professionally.

7.3.10 The DSL will have access to 6-weekly clinical supervision with a leading safeguarding professional.

7.3.11 The DSL will have 6-monthly meetings and an annual review with the TSL to ensure that there is support available for the DSL and accountability across the organisation.

7.4 Single Central Record

7.4.1 Eggtooth will record all relevant safeguarding information for purposes of checking and vetting of all potential staff (paid and voluntary) on a Single Central Record, stored in one place, preferably on a spreadsheet rather than a variety of files and folders.

7.4.2 The SCR will include staff personal details (full name, DOB, address), their role, professional qualifications, ID seen, references, DBS checks, proof of right to work. It might also be helpful to list training needed and dates the training was undertaken.

7.4.3 The SCR must record which member of staff has made the check alongside the date the check was made.

7.4.4 Leavers can be stored in a separate 'archived' spreadsheet to avoid an unnecessarily long list of staff.

7.5 Managing confidential information

7.5.1 Eggtooth is committed to maintaining confidentiality wherever possible and information around safeguarding should be shared only with those who need to know.

7.5.2 Where staff work in partnership with other organisations, and children and young people we work with make a disclosure, our DSL will liaise directly with the DSL in the partner organisation to ensure that information is shared on a need to know basis only and in the interests of safeguarding the child or young person.

7.5.3 All allegations/concerns should be recorded securely and within encrypted files if electronic. Any hard copies of information will be immediately shredded or secured in a locked filing cabinet in the relevant offices and accessible only to the DSL and CD'S.

7.5.4 In line with GDPR, the Data Protection Act (2018), and our Information Management policy, safeguarding files will be kept for 35 years after which they will be securely destroyed.

7.6 Managing risk

7.6.1 Eggtooth takes a proactive and thorough approach to risk management; we risk assessing people before working with them, premises before using them and projects before starting them. Risk assessments highlight the risks, which we reduce and monitor through risk management plans. In addition to formal risk assessments, we also dynamically risk assess situations to ensure the safety of staff and children and young people. See Risk Management policy for more information.

7.6.2 We facilitate groups of children and young people where there is always a risk of disruptive, challenging, aggressive or violent behaviour. Staff will try to obtain as much information about children and young people before we start working with them, and staff will be trained in de-escalation techniques in order to manage such situations. See for helpful guidance about how [behaviour is managed in schools](#).

7.6.3 We manage projects in properties that have areas that are accessed by the public, and creating these spaces is a fundamental part of our development strategy. Whilst staff cannot control the behaviour of the public, children and young people in our care are never left unsupervised in public spaces and these spaces require close supervision.

7.6.4 When working with children and young people who have been looked after or who are care leavers, staff should pay close attention to when to liaise with the relevant statutory professionals because these children and young people have rights and duties that are specific to their circumstances.

7.7 Managing dangerous situations / use of restraint

7.7.1 Our practitioners have guidelines about behaviour management and managing violent incidents, see the relevant procedures. Our practitioners should not need to restrain children and young people in any situation, however, there are some grey areas with this topic and therefore a common-sense approach must be applied by staff when managing incidents and also by management when reviewing them to prevent reoccurrence.

7.7.2 For example, a member of staff grabbing a child's arm before they step out in front of a car, would not be frowned upon by management, nor would grabbing on to someone who was about to fall from a great height. On the other hand, breaking up a fight by throwing someone on the floor or pushing someone hard, out of

your personal space during a confrontation, would be considered by management 'use of excessive force'.

7.7.3 Staff must not use 'excessive force' in any circumstances and would be subject to disciplinary procedures if that were found to be the case. In some circumstances, where staff feel comfortable and competent to do so, they can help defuse potentially or actually violent situations using the physical space around them and their own physical presence to help manoeuvre people out of danger, but they should not do so by physically restraining anyone, and they do so at their own risk.

7.8 Online Safety

7.8.1 Children and young people using our service access technologies that present various risks, particularly regarding online activity and our responsibility is to ensure that they do so safely. We also have a responsibility to ensure that the online activity of Eggtooth staff enables and enforces the safeguarding of all children and young people, who are vulnerable due to their age, not just those deemed at risk, vulnerable or with additional needs.

7.8.2 The DSL will ensure that online safety is treated with the utmost importance, which includes ensuring that staff know how to keep children safe while working online, liaising with IT staff and related professionals, managing incidents (e.g. cyber bullying), updating and delivering training, and reporting to the Board of Trustees.

7.8.3 Our main points of reference for online safety are the [NSPCC](#) and [the Government's Cyber Security Standards](#). Readers should also consult Eggtooth's Social Media policy.

7.8.4 When considering the online risk to children and young people working with us, we identify four main categories of risk:

- **Content** – being exposed to illegal, inappropriate or harmful content e.g. pornography, fake news, racism, misogyny, self-harm, suicide, antisemitism, radicalisation and extremism.
- **Contact** – being subjected to harmful on-line interactions with others, e.g. child to child pressure, commercial advertising, and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
- **Conduct** – personal online behaviour that increases the likelihood of, or cause harm e.g. making, sending and receiving explicit images, (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography), sharing other explicit images and online bullying.

- **Commerce** – risks such as online gambling, inappropriate advertising, phishing, and/or financial scams.

7.8.5 Staff will supervise all online work undertaken by children and young people using the services in order to safeguard them from abuse and other online harm.

7.8.6 If necessary staff will be aware of the organisation's filtering mechanisms to ensure they know what is blocked, why and how this can help keep children safe online.

7.8.7 Staff will talk to children and young people about online safety at appropriate moments during their work with us, in a way that is age appropriate and suitable for their level of cognitive ability. Both age and cognitive ability will influence the language staff use and what will be talked about. Staff will be sensitive to the fact that as children get older, their needs and behaviour change, particularly through the teenage years, when they are more prone to risk-taking, mood swings and whether or not they will even talk to staff about things they may find embarrassed or even be ashamed about.

7.8.8 Staff can work together to plan specific sessions that will help focus conversations with children and young people around safer use of technologies, for example, each year there is a safer internet day, where staff can use this as an opportunity to broach the subject with children and young people.

7.8.9 Staff will be able to recognise the additional risks that children with special educational needs and disabilities (SEND) face online, from bullying, grooming and radicalisation and are confident they have the capability to support children with SEND to stay safe online. Staff may also need to signpost these children to other support services where helpful and they should not presume this has already been done.

7.8.10 Where staff become aware of any worrying circumstances that have occurred online, they should speak to the DSL or the DSO immediately, and they should not discuss the situation with anyone else. And depending on the situation, the DSL will ensure that the relevant action is taken.

7.8.11 Photos will only be taken of children and young people where necessary to document work being done or for project promotion purposes, this will only ever be done with the child or young person and their parents' consent. This will only ever be used for the purpose that was agreed and intended and these will be stored securely. Any exception to this will be discussed and agreed in advance with the DSL or DSO who will ensure that children and young people are safeguarded at all times.

7.8.12 Children and young people use many different social media platforms, sites and apps including Facebook, Instagram, Snapchat, TikTok and Twitter, some for social networking and staying connected to friends and family, they can be used

for gaming, making things and developing their interests. The risks include oversharing (e.g. personal information or their location) that puts them at risk, talking to people they don't know or who are older, sending or receiving inappropriate content, unrealistic notions of body image or obsessing about likes and followers. Staff must ensure that to mitigate some of these risks; review location and privacy settings, understand age ratings and features, and to talk to children and young people about the impact of social media on themselves, their health, their families and their communities.

7.8.13 The DSL may liaise with the Child Exploitation and Online Protection Command (COSP) which helps keep children safe online, they are part of the police service in the National Crime agency COSP.

7.8.14 Issues may include nude images of children, gaming abuse, hate content, inappropriate adverts or videos, terror content, or the issue may involve infractions by staff or service users misusing equipment.

7.8.15 Where service users are found to be misusing the organisation's equipment for use deemed inappropriate, the action taken will depend upon and be proportionate to the circumstances.

7.8.16 Where staff misuse the organisation's equipment, internet or via a personal device, they could be subject to disciplinary procedures. Action taken will depend upon and be proportionate to the circumstances. We will consider whether the incident involved illegal activity or content, in these cases, the DSL will report the matter to the police.

8.0 Dealing with Safeguarding incidents

8.1 Witnessing safeguarding incidents and disclosures

8.1.1 Eggtooth will ensure that staff have guidance on how to deal effectively with safeguarding incidents or disclosures (for specific pointers see Appendix 2 Guidance on handling incidents and disclosures) and that they understand how to report these (the flow diagram in Appendix 3 provides a quick reference point for staff to follow).

8.1.2 **Incidents** - Where Eggtooth staff witness safeguarding incidents, they will conduct themselves calmly and professionally and get involved only to maintain their own safety and the safety of those around them, for example to call emergency services. Staff will always report such incidents to the DSL preferably, or someone else in the Safeguarding team.

8.1.3 **Disclosures** - Where Eggtooth staff witness safeguarding disclosures, they will adopt a supportive and reassuring approach to ensure the child or young person feels

like they have done the right thing. Staff will ensure the child or young person knows that the disclosure will be passed to; the DSL or perhaps another person in the Safeguarding team.

8.1.4 Once the DSL is aware of the situation, in line with The Children's Act 2004, they should always try to seek the views of the child and young person about what they would like to happen as a result of the concern. This will help to inform what actions are taken.

8.1.5 Staff must be aware that some children and young people will be suffering some kind of abuse or neglect or know of another child suffering in this way, but may not feel ready to report it. Staff should use their professional curiosity to consider what might be going on and to report any concerns even without a disclosure from a child.

8.1.6 A child or young person may be witnessing domestic violence, and they may or may not understand the long-term negative impact upon them as professionals might. Staff should use their professional curiosity to explore the situation, while being sensitive that the young person may not even consider violence at home as "domestic violence".

8.2 Reporting concerns

8.2.1 Eggtooth staff will always report to their line manager any and all safeguarding issues they come into contact with as part of their role. In cases where staff are unclear what action should be taken, their manager will work through this with them. Either person can report to the DSL if it is decided necessary. If the manager is not clear, the DSL should be contacted.

8.2.2 In cases where staff are unable to get hold of their manager and the situation cannot wait for their manager to get back to them, staff must contact the DSL. Staff may also go straight to the DSL. The DSL will always be available to discuss safeguarding matters with staff.

8.2.3 Staff must record their concerns on a Concern Form, even if concerns are raised verbally in the first instance. These are stored on the shared drive or you can ask your line manager or the DSL. Forms can be found here:
https://docs.google.com/forms/d/e/1FAIpQLSd-lqGz5afmqJ5_RJMd3SIUcGC5xQlpABSQiQkX-GilXatGmw/viewform

8.2.4 The information recorded should be factual and not based on opinions; record what the person tells you, what you have seen and any witnesses if appropriate. Use the terminology that the person uses; do not tone down colourful language or change the words used for more professional terminology. Forms should be written in the third person, using initials to identify individuals including one's self.

8.2.5 Reports must be completed by the person reporting the concern and done within 12 hours, and all reports will be kept secure and will comply with General Data Protection Regulations.

8.2.6 Children and young people who disclose that they are privately fostered could be more vulnerable than others to abuse and neglect because this activity is not regulated by the local authority. Staff should report such disclosures to the local authority.

8.2.7 Children and young people who are educated in alternative provisions could be more vulnerable than others to abuse and neglect because this activity is not regulated by the local authority. Staff should report such disclosures to the local authority.

8.2.7 MISPER Procedures - Staff have clear reporting procedures for any children or young people who have not attended the sessions they were due to attend. On the same day, staff must contact the school they attend to see if they attended school. If they are not at school the worker should call the person. If there is no reply, they should call the parent or guardian to advise them. Staff will report all absences to their manager. If the worker cannot contact either parent or child, they should try another professional in the child or young persons' network, if the concern is escalated because the child or young person is believed to be at risk, the police should be called.

8.3 Reporting information for children and young people

8.3.1 Children may suspect potential or actual abuse of someone using our services, whether this be involving a member of staff or a parent, child on child, or care or someone else, Eggtooth want children to feel able to raise it with a member of staff.

8.3.2 The child or young person should speak to any staff member as soon as they are able to, even if there is no proof of anything happening. This might be easier with a person they trust already. The member of staff will hear what the concerns are and help work out what action should be taken and if anyone needs help keeping safe.

8.3.3 The member of staff will follow standard reporting procedures. Who they tell will depend on whether action needs to be taken immediately, and who is the most appropriate person to tell.

8.3.4 Staff will tell young people when they first start working with them what to do if they are worried about their own safety or the safety of another child. Wherever possible this should be followed up with written information such as is laid out in this section.

8.3.5 NSPCC Childline 0800 1111 or at www.children.org.uk for advice on what to do.

8.4 Reporting allegations regarding colleagues from other organisations

Eggtooth staff will discuss allegations that are made against or concerns that arise about colleagues in partner agencies, directly with and only with their manager or DSL. Either the staff member or their manager will discuss this with our DSL who will contact the organisations' DSL. Our DSL will leave the case for the other organisation's DSL to manage and only receive information back on a need-to-know basis.

8.5 Managing an allegation made against a member of staff

8.5.1 All concerns or allegations raised about staff will be treated with sensitivity and seriousness and staff are strongly advised to report any incident involving them that could give rise to concern, including the potential for misinterpretation by others.

8.5.2 Circumstances in which staff may 'blow the whistle' or directly report safeguarding concerns against colleagues include:

- Behaviour or conduct in their personal life that might indicate unsuitability to work with children and young people (e.g. domestic abuse or assault against another adult).
- Behaviour that has harmed or may have harmed a child, young person or young adult.
- Inappropriate or professionally unboundaried relations with children or young people
- Possibly committed a crime against a child, young person or young adult

8.5.3 This relates to any paid or unpaid member of staff in a position of trust working with children and young people. This includes staff and volunteers who:

- Work directly with children and young people
- Work in a setting where children and young people regard them as safe and trustworthy
- Have access to sensitive information regarding children and young people
- Are senior managers or trustees who have responsibility for appointing people to work with children and young people

8.5.4 In the instance of an allegation being made against any staff, the person should not discuss the issue with any other staff members; they must make immediate contact with and disclose concerns directly to our DSL who will handle the matter

fairly, consistently and promptly. This also applies to any low-level concerns, even when there is no evidence to support concerns.

8.5.5 If the member of staff does not feel comfortable speaking to the DSL about the concern, e.g. their concern relates to the DSL, the staff member can contact either the Co-Director Laura Dunton-Clarke or Jo Silver (Operations Manager).

8.5.6 The TSL will take responsibility for the Charity Commission and Disclosure Barring Service being informed, providing additional support to the DSL as required.

8.6 Sharing information with parents/carers with a statutory duty of care

The parent/carers of under 18's, with statutory duty of care must be contacted where allegations are made. The DSL/CD'S will liaise with Children's Services, the Police and the LADO to ensure this is done safely and sensitively and only when appropriate. Senior staff contact service users parents/carers/families with parental responsibility to gain consent from them for collection of their child's information.

8.7 Supporting Staff following a safeguarding incident or disclosure

Eggtooth recognises how distressing it can be following an observation or disclosure of abuse. In the first instance staff should speak with their immediate line manager who may be able to offer support internally, however, in some instances either external or more therapeutic support may be required. Additionally, staff should utilise RPS to reflect on stressful work.

APPENDIX 1. Recognising signs and symptoms of harm and/or abuse

Abuse by definition is any act, or failure to act, which results in a significant breach of a child or young person's human rights, as per the [UN Convention on the Rights of the Child](#).

At Eggtooth we can work with children and young people with multiple complex needs, living in care, on the fringes of 'gang' involvement, substance misuse and unstable homes. We observe and hear disclosures of abuse or risk of harm in our groups, outreach, 121's and school projects.

Categories of abuse

Many of these disclosures or observations constitute our legal duty to report based under the traditional four categories of abuse, as outlined in [Working Together to Safeguard Children \(2018\)](#):

- Physical Abuse
- Emotional Abuse

- Sexual Abuse
- Neglect

Most frequently, these categories overlap, and an abused individual frequently suffers more than one type of abuse. Through reporting, these definitions can be useful in recognising abuse and all staff taking action to report and record.

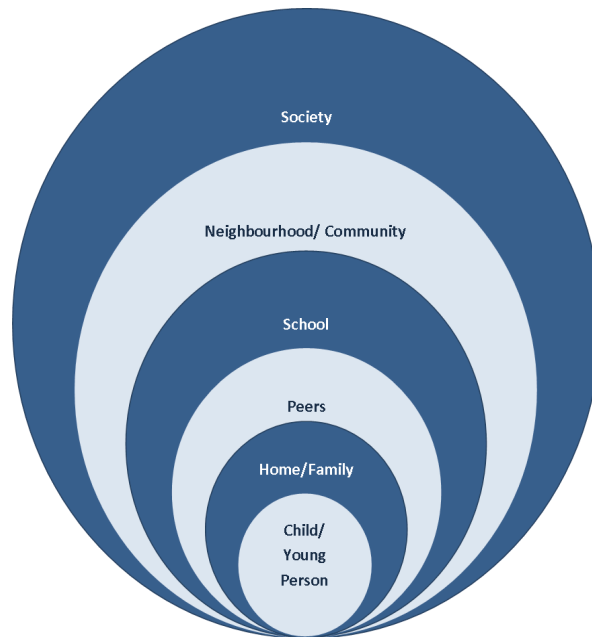
Eggtooth is committed to ensuring that all staff undertake training to gain an awareness of the signs and symptoms of abuse and risk areas for harm from a contextual safeguarding framework. The DSL and TSL received higher levels of safeguarding training appropriate to their roles.

Contextual Safeguarding

In addition to these traditional definitions of safeguarding, 'Contextual Safeguarding' expands the objectives of child protection systems in recognition that young people are vulnerable to abuse beyond their front doors. It places an emphasis and duty (as per Working Together 2017 revisions) on our responsibility to also recognise the wider-environment when we consider what constitutes abuse. This may include:

- Child on child and relationship abuse
- Criminal exploitation
- Sexual exploitation
- Online abuse
- Missing episodes
- 'Gang' involvement
- Radicalisation
- Safeguarding risks in public spaces
- Trafficking
- Modern slavery

Examples of how we understand a wider-environment of risk existing for Eggtooth young people, as well as those external to Eggtooth, is illustrated in the diagram below.



Many of these risk areas and abuse forms though often outside of Eggtooth projects or locations, may be a theme of common knowledge to a group of its young people, such as a park that young females often go to drink and hang out with older males, or a house in the community often used as a space to smoke drugs. This knowledge as a result may also be known to staff or volunteers and constitutes contextual safeguarding concerns that should follow the usual reporting mechanisms as outlined in this procedure.

It will rely upon the DSL to decide as and when information should be shared externally and in what format this happens, for example at a multi-agency contextual safeguarding meeting verses direct referral to children's services regarding a specific young person. Eggtooth will ensure all staff will receive appropriate training in these risk areas to support active reporting.

Safeguarding and Mental Health

It is also the case that more and more mental health problems and disorders are being seen in young people today. Staff/volunteers may be presented with an immediate safeguarding concern for a child's mental health and resultant physical wellbeing. For example, symptoms of psychosis, increased severity in self-harm, or disclosed suicidal ideation or attempt. All of which are recognised signs and symptoms of harm/abuse and require immediate reporting. Where suicidal ideation or severe self-harm is apparent and deemed to be an immediate threat to life, emergency services should be called immediately, in line with any other form of harm or abuse that is life-threatening. The DSL should be informed verbally as soon as possible and followed up in writing on the Concern Form.

Visiting homes of children in the community

Staff may also observe safeguarding concerns regarding the welfare of other children they do not directly work with but interact with when visiting homes in the community. As per the Children's Act 1989, all Eggtooth staff have a responsibility to report these concerns to their DSL immediately.

Physical abuse

May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. It may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces an illness.

The following are often regarded as indicators of concern for a child or young person:

- An explanation which is inconsistent with an injury;
- Several different explanations provided for an injury;
- Unexplained delay in seeking treatment;
- Parents / carers who are uninterested or undisturbed by an accident or injury;
- Parents who are absent without good reason when their child is presented for treatment;
- Repeated presentation of minor injuries (e.g. bruising and cuts), fabricated, and/or induced illness;
- Family use of different doctor surgeries, Minor Injury Units, or Accident and Emergency departments;
- Reluctance to give information or mention previous injuries.

Emotional abuse

Involves the persistent emotional maltreatment such as to cause severe and persistent adverse effects on the individuals' emotional development. It may involve conveying 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 individuals the opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. For a child, it may feature age or developmentally inappropriate expectations being imposed. 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 causing the individual to frequently feel frightened or in danger, or the exploitation or corruption of an individual.

Sexual abuse

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

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 and development. An adult in a position of responsibility may ignore the child's medical, emotional or physical care needs, failing to provide access to appropriate health care and support, educational services or withholding the necessities of life, such as medication, adequate nutrition and shelter.

Definitions for additional forms of abuse experienced contextually by young people in their wider environments will often incorporate multiple signs and symptoms of abuse from the four categories above. Some examples may include:

Child Sexual Exploitation (CSE)

Can take many forms from the seemingly 'consensual' relationship where sex is exchanged for needs such as affection, accommodation, and/or gifts, to serious organised crime and child trafficking. The perpetrator always holds some degree of power over the victim, increasing the dependence of the victim as the exploitative relationship develops. Resources and further information on CSE can be found at:

<http://www.stop-cse.org/helpful-resources/>

Financial Abuse

The Care Act 2014 describes 'financial abuse' as a type of abuse which includes having money or other property stolen, being defrauded, being put under pressure in relation to money or other property and having money or other property misused. While the Care Act 2014 definition is clear, financial abuse take many forms. It's a type of abuse that can start subtle and is often hard to detect. When defining financial abuse, we know there are many elements at play. It is true that financial abuse often involves or is associated with:

- Taking or misusing someone's money or belongings for their own gain
- Harming, depriving or disadvantaging the victim
- Controlling someone's purchases or access to money
- Often associated with other forms of abuse

- Doesn't always involve a crime like theft or fraud

Radicalisation

Eggtooth also has a duty under the Prevent Duty 2015 to have “due regard to the need to prevent people from being drawn into terrorism”. Normal safeguarding reporting procedures should be used by staff that suspect any form of radicalisation and subsequently reported by the DSL/DSO to children's services and/or the police. The Prevent Agenda helps to stop people becoming involved in or supporting violent extremism or terrorism through mentoring programmes such 'Channel'.

For further information go to:

<https://www.gov.uk/government/publications/channel-guidance>

Female Genital Mutilation:

Eggtooth has a duty to report Female genital mutilation (FGM), which is child abuse and constitutes significant harm. More information regarding FGM and related signs and symptoms can be found at:

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/preventing-protecting/>

So called 'Honour-Based Violence'

This is an umbrella term used to describe practices used to control and punish the behaviour of a person in a family or group, to protect perceived cultural and religious beliefs in the name of 'honour'. Although predominantly associated with women and girls, males can also be victims. Violence and abuse may occur when it is felt that an individual's behaviour has broken the 'honour code', bringing disgrace to their family. Perpetrators will feel that they need to restore their loss of face and standing in their community. There is often an element of approval and social acceptance from other family members and the community. It is noteworthy that it is now unlawful to marry under the age of 18.

Trafficking

Trafficking is where children and young people are tricked, forced or persuaded to leave their homes and are moved or transported and then exploited, forced to work or sold.

Children are trafficked for:

- Sexual exploitation
- Benefit fraud
- Forced marriage
- Domestic slavery like cleaning, cooking and childcare
- Forced labour in factories or agriculture
- Committing crimes; begging, theft, working on cannabis farms, moving drugs

Trafficked children experience many types of abuse and neglect. Traffickers use physical, sexual, and emotional abuse as a form of control. Children and young people are also likely to be physically and emotionally neglected and may be sexually exploited.

County lines

County Lines is the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or “deal lines”. Children as young as 12 years old have been exploited into carrying drugs for gangs. This can involve children being trafficked away from their home area, staying in accommodation and selling and manufacturing drugs.

Children Missing from Education

All children are entitled to full time education which is suitable to their age, ability, aptitude and their special educational needs. Children missing from education are children of compulsory school age who are not registered at a school and not receiving suitable education otherwise. These children are at significant risk of underachieving, being victims of harm, exploitation or radicalisation, and not engaging in education, employment or training later in life. Effective information sharing between parents, schools and local authorities is critical to ensure that these children are safe and receive a suitable education and intervene early where problems occur.

Children Absent from Education are children registered at school who have repeated or prolonged absences from school. These could be indicative of potential violence in the life of the child and consequently absence must be recorded, the data must be analysed regularly and any concerns must be reported.

APPENDIX

2 Guidance for handling safeguarding situations and disclosures

If you witness abuse, or abuse has just taken place you should:

- Get involved only to maintain your safety and that of others needing your help
- Call the Police if you think a crime had been committed
- Call an ambulance if you think someone, e.g. a child, needs medical attention
- Consider what can be done to keep yourself and others safe until help arrives
- Call the DSL immediately (or someone else in the Safeguarding Team)
- Record what happened straight after (preferably straight onto safeguarding form)
- Contact your manager asap to notify them at to what has happened
- Consider whether you need any on-going or subsequent support in the aftermath

Emergency services should always be called if a child is at risk of immediate significant harm – call 999

If you receive a disclosure or allegation, you should:

- Listen respectfully to what the person says, remain calm, don't show shock/disbelief
- Reassure them that they will be taken seriously and they have done the right thing
- Reassure them that any abuse that happened to them was not their fault
- Not start to investigate, or ask detailed or probing questions
- Not promise to keep the things they are telling you a secret
- Ascertain if this is historical or if there is an immediate threat of significant harm
- If an immediate threat, tell them you will call the Designated Safeguarding Lead
- Call the DSL immediately (or someone else in the team if need be)
- If the disclosure was historical or they are no longer at risk of harm, tell them you will tell your manager and complete a form for the DSL.
- Tell them the names of the people you will contact if this is possible
- Record the disclosure on a Concern Form as soon as possible
- Consider whether or not you need any on-going or subsequent support

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- Send the DSL the completed Concern Form within 12 hours

Contact details for our Safeguarding Team

Contact the DDSLs first, unless it is not appropriate (e.g. the concern is about them), then contact the DSL and/or CD'S, unless it is not appropriate to contact them, then, contact the TSL.

Contact details for our Safeguarding Team

- Our DSL is Claire Cordell claire@Eggtooth.org.uk or 07811 464 202

- Our DDSLs are:

Jade Parker jade@Eggtooth.org.uk or 07716807730

Nansi Hitchman nansi@Eggtooth.org.uk or 07592 665 440

- Our Co Directors (and DDSL):

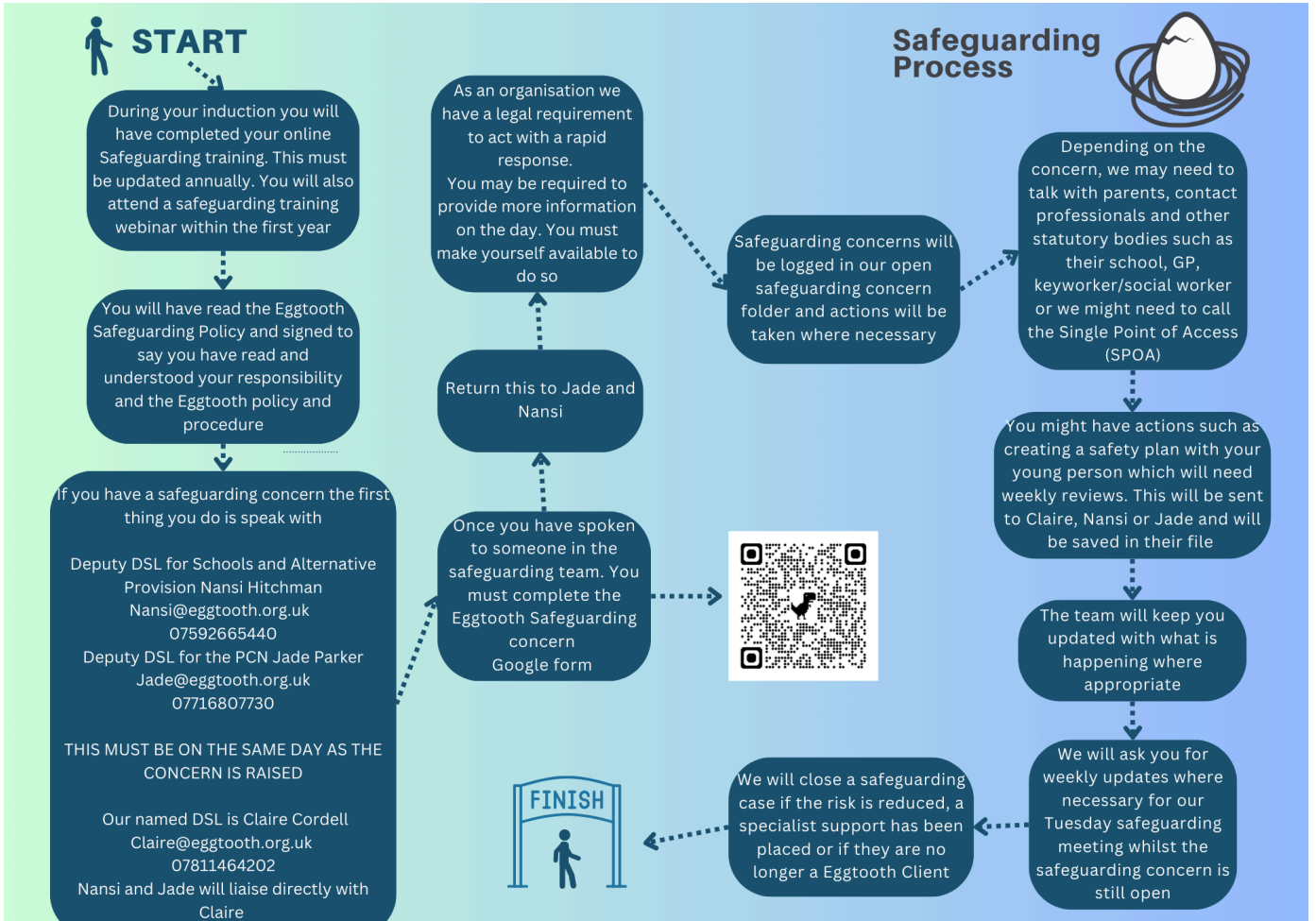
Laura Dunton Clarke and Laura@Eggtooth.org.uk

- Our Trustee Safeguarding Lead (TSL):

Kirsten Adams - kirsten.adams@nhs.net

APPENDIX

3. Reporting safeguarding concerns flow diagram

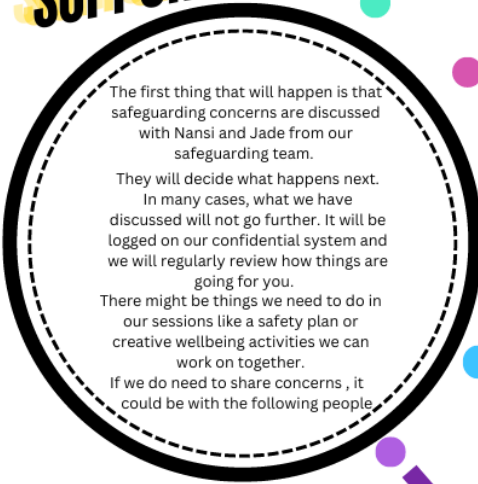


APPENDIX

Who do we share with?

Who do we share safeguarding information with?

CIRCLES OF SUPPORT



The first thing that will happen is that safeguarding concerns are discussed with Nansi and Jade from our safeguarding team.

They will decide what happens next.

In many cases, what we have discussed will not go further. It will be logged on our confidential system and we will regularly review how things are going for you.

There might be things we need to do in our sessions like a safety plan or creative wellbeing activities we can work on together.

If we do need to share concerns, it could be with the following people



Support you to share concerns with your parent/guardian

Sometimes, we can support you in discussing what you have shared in our session with your parent/guardian. Sessions are a safe space—this will depend on the situation and whether it is appropriate to do so.



Updating GPs

Many people who come to Eggtooth come to us because a GP has made a referral. In some cases - especially if your health is at risk - we might need to share with the doctor so that they can support you



Sharing concerns with schools

Another way people are referred for support is via Schools. We might need to talk to your school regarding any concerns that come up in sessions. If sessions happen on school grounds we have to follow your schools safeguarding policy, just like your teachers do. We would speak with your schools safeguarding team.



Parents/guardians and professionals

We might need to speak with your parents/guardians - we would only do this if it was safe to do so.

Many young people have social workers or live in residential settings with Keyworkers. We might need to update them with any concerns we have so that they take action to keep you safe and follow their safeguarding process



Talking with SPoA

Sometimes, a young person faces an immediate risk, or there is a significant concern. We will contact SPoA, who will advise us on how to support you. They will also consider how best to keep you safe, what steps are needed to ensure that happens, and what services can deliver this.



APPENDIX

Contact details (including NSPCC and Children’s Services)

These numbers are for guidance, staff must discuss issues with our Safeguarding Team.

Concerns about a child

If you are concerned about a child for any reason, please use the following contact numbers; however, if it is an emergency situation (e.g. a child is in danger or has been):

East Sussex Children’s Services - Single Point of Advice:

0-19.SPOA@eastsussex.gov.uk or call 01323 464222 - Mon-Thurs 8.30am-5pm, Fri8.30am-4.30pm. Out of hours, with serious concerns that can’t wait till the next working day, contact the Emergency Duty Service: 01273 335906 or 01273 335905 Monday-Thursday 5pm-8.30am, after 4.30pm on Fridays, weekends and bank holidays.

Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) responds to allegations made about people who work with children. The statutory guidance [Working Together 2018](#) sets out the requirements for all agencies providing services for children to have procedures in place for reporting and managing allegations against staff and volunteers. The criteria for LADO involvement applies when an individual working or volunteering with children has:

Telephone 01273 481544 [Children’s LADO referral form | East Sussex County Council](#)

Review date (annual)	09/08/25
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