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## CHILD PROTECTION POLICY & PROCEDURE

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### POLICY

The MOONSTONE CARE UK recognises that child protection should not be treated in isolation - we will take on board guidance given by national organisations such as the NSPCC, Social Services, the Regulatory Body (the Care Quality Commission) and government bodies that represent the interests of children and young people.

#### Principles

The welfare of children and young people is of primary concern and MOONSTONE CARE UK aims to create an atmosphere where children and young people feel valued and safe. Thus we

- believe that every child regardless of age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse
- that children should be listened to
- that all suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- The rights, dignity and worth of a child should always be respected
- Confidentiality will be upheld in line with current data protection and human rights legislation

#### Legislation

- The Children's Act 1989
- The Government Guidance – "Working together under the Children Act 1989" (published by the Department of Health 1999)
- The Assessment Framework 2000

#### Definition of Child Abuse?

"Child abuse is any action (or lack of) which endangers or impairs a child's physical, psychological or emotional health and development. Child abuse occurs in different ways. All forms of child abuse and neglect are detrimental to the child, both physical and sexual abuse are crimes.

#### Types of Abuse:

##### Physical Abuse:

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or other causing physical harm to a child. It may be result of a deliberate act, but could be caused through the omission or failure to act to protect.

##### Signs of physical abuse may be minor such as:

- Unexplained or suspicious injuries such as bruising, cuts or burns
- Small burns such as cigarette burns, possibly in unlikely places
- Bruises that reflect hand mark or fingertips (from slapping or pinching)
- Signs of fractures such as inability to move limbs, painful bruising and swelling
- Over-attendance at clinics or Casualty departments
- An injury for which the explanation seems inconsistent

**Emotional Abuse:**

Emotional abuse is the persistent emotional ill-treatment such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.

**Signs of emotional abuse include:**

- Failure to thrive
- Sudden speech disorders
- Development delay, either in terms of physical or emotional progress

**Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. It may involve physical contact, including rape. Babies, boys and girls can be sexually abused by males and/or females, and by other young people. It also includes non-contact activities such as involving children in watching or taking part in the making of pornographic material, or encouraging children to behave in inappropriate ways.

**Signs of sexual abuse include:**

- Bruising or bleeding in genital areas
- Discomfort when walking or sitting down
- Sudden onset of enuresis (bed wetting)
- Complaints of stomach pains and headaches
- Reluctance to go home
- Running away
- Attempted suicide

**Neglect:**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. This includes situations in which a child or a young person's basic needs are not met (e.g. food, warmth, shelter or clothing), failing to ensure that child gets appropriate medical care or treatment or where children or young people are consistently left alone and unsupervised.

**Signs of neglect**

- Constant hunger, sometimes stealing food from others
- Constantly dirty or 'smelly'
- Loss of weight, or being constantly underweight

**PROCEDURE**

If any member of staff employed by the MOONSTONE CARE UK has suspicions about a child's physical, sexual or emotional well being, we will take action.

All staff are encouraged to share concerns with the Care Manager whose responsibility it is to monitor child protection issues. If the situation is clearly an urgent case, the child is too frightened to go home or we have very serious doubts about the child's safety, we will contact Social Work Services or Police immediately.

If our concerns are more general about a child's welfare, then we will discuss these with the child's key worker, who would then make a referral to Social Services who will make the necessary arrangements.

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## Initial Response

It is important that all staff communicate concerns accurately. To this end, staff will follow the procedures below;

- 1) Upon the receipt of any information from a child or having suspicions, it is necessary to record what they have seen, heard or know accurately at the time the event occurs;
- 2) Share their concerns with Care Manager;
- 3) Always REFER never INVESTIGATE any suspicions or allegations about abuse.

If we have concerns we must act - it may be the final piece of the jigsaw that is needed to protect that child - or we may prevent further children from being hurt.

The prime responsibility in the field of child protection lies with the police and Social Services. The Children Act 1989 places a duty on local authorities to take steps to protect children in appropriate circumstances and gives powers to the police so that they can take action to protect children

Both the local Area Social Work Office and Police Office telephone numbers are to be found in the telephone directory. For ease of reference note them below –

**Newham Social Services:** 020 8430 2000 (daytime hours) or 020 8472 9624 (out of hours)

**Newham Local Police:** 020 8534 1212 - (in an emergency call 999)

## Record Keeping

MOONSTONE CARE UK will ensure that all details associated with allegations are recorded clearly and accurately. The records will be securely kept and Supreme's rules on confidentiality will be carefully followed in line with Data Protection. Reports will be made as required to the Commission for Social Care Inspection.

## Roles and Responsibilities of Carewatch Employees

The Children Act 1989 states that anyone who is involved in the care of children should:

*“Do what is reasonable in the circumstances for the purpose of safeguarding or promoting the Child’s welfare.”*

Care/Support worker must;

- Receive appropriate training in recognizing/responding to and reporting actual or suspected abuse and child protection issues
- Remain alert to the possibilities of abuse
- Report all actual or suspected abuse to supervisor/manager
- Be prepared to assist in investigation process

Supervisors/Senior care workers must;

- Adhere to guidance above
- Respond to reports of abuse from a care worker/service user/relative by recording

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and reporting to the manager

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Registered Managers/Proprietors must;

- Adhere to all guidance as above
- Ensure that appropriate training is provided for all care workers and supervisors in the recognition and response to actual or suspected abuse and child protection procedures
- Keep accurate records as there are times may be required to give evidence so make sure you record your suspicions and the reasons behind them.
- Take responsibility for ensuring that any report or allegation is responded to and reported to the appropriate officer of the Local Authority
- Inform the Police and other statutory bodies and industry regulators, including actively participate and cooperate with any resultant investigation
- Provide the necessary support to other employees as required
- If the alleged abuser is a MOONSTONE CARE UK employee follow the company disciplinary procedure and refer for inclusion on the ISA and POCA list if allegations upheld

IF THERE IS IMMEDIATE DANGER OR THE PERSON NEEDS MEDICAL HELP  
CONTACT THE POLICE OR CALL FOR AN AMBULANCE

### **IF YOU SUSPECT – ACT.**

BE SUSPICIOUS OF ANY INJURY WHICH DOES NOT FIT WITH ANY  
EXPLANATION YOU ARE GIVEN. ALWAYS SEEK ADVICE FROM YOUR CARE  
MANAGER.

**Be curious; ask, how? Where? Who was present, but remember to be polite and not  
accusatory. Failure to report your suspicions may place the child in severe danger.**

### **Selection of Care Staff**

We will address recruitment and selection of paid employees by doing the following:

- 1) We accept that it is our responsibility as a group to check that all care staff with substantial access to children have been appropriately vetted;
- 2) We will ensure the every new member of staff will complete a job application form as part of our recruitment & selection policy and procedure process.
- 3) We will make a request for previous addresses on job application forms;
- 4) We will ask for the names of two referees who will be prepared to provide a written reference;
- 5) We will follow up each reference with a telephone call or personal contact during which we will discuss the applicant's suitability to work with children. A record of this discussion will be kept in the applicant's file;
- 6) We will interview prospective staff using a set specification criteria to assess suitability for working with children and young people;
- 7) We will note at interview all previous experience of staff in working with children;

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8) We will carry out a probationary period for all staff of at least 3 months.

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### GUIDANCE ON PREVENTING CHILD ABUSE

How you can protect children from mistreatment, neglect or abuse:

- Anybody who comes into contact with young people in the course of their daily lives could easily see or hear something which raises concern about the well-being of one child or even a group of children.
- If you suspect mistreatment, neglect or abuse, whether physical, emotional or sexual, and whether by an adult or another child, you should report your concerns.

What should I do if I think a child or young person may be at risk of harm ?:

Remember, the welfare of the child is everybody's primary concern, so, even if you're not sure it's abuse, don't hesitate to take action.

- In the first instance, you should contact your local Social Services office - the phone numbers are also listed in this Policy. A duty social worker will listen to your concerns and make a note of what you say. They will tell you what they intend to do as a result of your call.
- If the matter is urgent or outside normal office hours, you should call the local police.

How do I deal with the child?

If a child starts talking to you about the abuse, neglect or mistreatment they are suffering. Then,

- listen calmly and reassuringly
- let them freely recall what is important to them
- don't ask any direct questions
- don't give them the impression you don't believe them.

Remember, you may well be the first person the child has ever spoken to about this. Whether you believe them or not isn't the issue – if you have any suspicion, report it!

- Make a note of the discussion, when and where it happened, who was present and what the child said

All this information will be useful if the child is interviewed by the police or Social Services.

What will happen after I report my concerns?

Usually, unless the case is an emergency, Social Services will try to find out as much as possible about the child and their family before deciding what action to take. In most cases, a social worker will visit the child and their family, sometimes, but not always accompanied by the police. Whatever action is taken, the aim is usually to allow the child to stay living at home.

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It is very unlikely that reporting your concerns will lead directly and immediately to any child being removed from their home.

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If it is believed that the child is at risk of harm, there will be a Child Protection Conference, where professionals can decide what the best form of support would be. In extreme cases, the child may be placed on the Child Protection Register, and a key worker will be appointed to make sure that the actions taken are in the best interests of the child.

### Will I need to be involved in any further action?

You may be asked for more information, but that will depend upon the individual situation. For further information, visit your local library and look at a copy of *protecting our Children*, which details the policies and procedures in operation throughout Hampshire, Southampton and Portsmouth and the Isle of Wight.

### **Telephone numbers and contacts for Child Protection:**

#### **Redbridge Council**

Local Authority Designated officer / Child protection Assessment Team Manager  
Redbridge Advice centre 0208 8708 3489

Safeguarding Officer-Education-Redbridge Children's Services  
Assistant director Safeguarding Children (Designated Officer for health)  
0208 8822 5263

Nominated Detective Sergeant (Designated officer for the Police)  
0208 8345 3693

**Note:** In the event of a serious or urgent concern outside of office hours the Nominated Safeguarding children Advisor (NSCA) should call the Emergency Duty Social Team on 0208 553 5825.

#### **Newham Council**

Newham Social Services: 020 8430 2000 (daytime hours) or 020 8472 9624 (out of hours)

Independent Chair

Kamini Rambellas [kamini.rambellas@newham.gov.uk](mailto:kamini.rambellas@newham.gov.uk)

Kamini is the Independent Chair of the Newham Local Safeguarding Children Board.

Head of Service Children Planning & Reviewing Team

Jackie Cook [Jackie.cook@newham.gov.uk](mailto:Jackie.cook@newham.gov.uk)

NLSCB Development Officer

Yemi Ebulu-Eyuruntari [yemi.ebulu-eyuruntari@newham.gov.uk](mailto:yemi.ebulu-eyuruntari@newham.gov.uk)

Direct Line: 020 3373 1356

Yemi is responsible for raising awareness about the NLSCB. She is also responsible for the development and delivery of multi-agency safeguarding training. Yemi also supports the Business and Safety Plan in carrying out the action plans within the plans. She supports the NLSCB in developing and coordinating the development of multi-agency policies and procedures, for effective monitoring of the Board's work.

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Training Administrator  
 Ann Capes [ann.capes@newham.gov.uk](mailto:ann.capes@newham.gov.uk)  
 Direct Line: 020 3373 3392

Ann is responsible for the administration of the multi-agency training courses and provides administrative support for the Training Sub-Group.  
 Ann also provides a comprehensive administrative support service in relation to the Board, Child Death Overview Meetings, and associated Sub-Group Meetings.

LSCB Partners  
 Children's Services, Housing, Health, Police, Probation, Youth Offending Team, CAFCASS, Connexions, Children's Society and other Voluntary/Faith groups.

If you are require further information, please contact -

Local Safeguarding Children Board  
 Children's Planning & Review Team  
 2nd Floor, East Wing| Newham Dockside  
 1000 Dockside Road| London E16 2QU

Tel: 0203 373 1356/3392  
 Fax: 0208 430 1396 | Mobile: 0789 0517 589  
 Email: [lscb@newham.gov.uk](mailto:lscb@newham.gov.uk)  
 Website: [www.newham.gov.uk/lscb](http://www.newham.gov.uk/lscb)

## Key contacts for child protection issues in Waltham Forest

The following details relate to key personnel in Child Protection who can be contacted should any child protection issues arise.

<b>Name</b>	<b>Agency</b>	<b>Contact details</b>
Designated Doctor for Child Protection	Waltham Forest PCT	020 8430 7893 07795 548987
GP lead for Child Protection	Waltham Forest PCT	020 8539 2078
Nurse Consultant for Child Protection	Waltham Forest PCT	020 8430 7906 Fax: 020 8430 7981
Named Nurse for Child Protection for Waltham Forest PCT	Waltham Forest PCT	020 8430 7827/22 Fax: 020 8430 7981
Named Midwife	Whipps Cross University Hospital	020 8539 5522 bleep 746
Named Nurse for Child Protection at Whipps Cross Hospital	Whipps Cross University Hospital Paediatric A&E	020 8535 6855 bleep 514 Pager: 08700555500 ask for 850122

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<b>Name</b>	<b>Agency</b>	<b>Contact details</b>
Named Doctor	Whipps Cross University Hospital	020 8430 7893 bleep 901
	Police Child Protection Unit	020 8345 3611
	Police Child Protection Unit	020 8345 3683
Police Referral Desk		020 8345 3693 020 8345 3677 020 8345 3634 020 8345 3633 Fax: 020 8345 3610
Safeguarding Children/Child Protection Advisor	NELMHT	020 8970 4156
Consultant Child & Adolescent Psychiatrist (Named Doctor)	NELMHT	020 8227 2034 Mobile: 07939 58856
Child Protection Officers	Waltham Forest – Children and Young People Services	020 8496 6309 020 8496 6310
Education Welfare Service	Waltham Forest – Children and Young People Services	020 8521 4311 Ext 239
Looked after Children	Waltham Forest – Children and Young People Services	020 8496 5073 020 8496 5150
Group Manager Child Protection, Planning & Partnership	Waltham Forest – Children and Young People Services	020 8496 2763