
CHILD PROTECTION POLICY

WARE TOWN
COUNCIL



What's in the Policy:

How we endeavor to safeguard children.

List of important contacts.

List of responsibilities of Staff at Ware Town Council.

How to recognize neglect and abuse.

Actions to take and risk assessments.

[For more information please contact:](#)

info@waretowncouncil.gov.uk

[Telephone: 01920 460316](tel:01920460316)

[This policy was reviewed](#)
13th September
2021

Next review
September 2024

Introduction

Ware Town Council provides facilities for children within its grounds including the Lido, an outdoor swimming pool. Ware Town Council organises activities for children and young people from time to time. Ware Town Council works hard to provide a safe environment for children and young people to enjoy these services and facilities. As part of our commitment to that safe environment Ware Town Council acknowledges its duty of care to the children and young people using its services and facilities.

This policy applies to all staff, Councillors, volunteers and sessional workers, agency staff, students or anyone working on behalf of Ware Town Council. It shows a commitment to protecting and safeguarding children against potential harm or actual harm. It fully accepts and promotes the principle enshrined in the Children Act 1989 that the welfare of the child is paramount.

The policy also demonstrates a commitment to working with statutory bodies, voluntary agencies, and other faith communities to promote the safety and welfare of children and acting promptly whenever a concern is raised about a child or about the behaviour of an adult. Ware Town Council will work with the appropriate statutory bodies when an investigation into child abuse is necessary

We will endeavour to safeguard children and young people by:

- Valuing them, listening to them, and respecting them
- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- 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 information about concerns with agencies who need to know, and involving parents and children appropriately

- Providing effective management for staff, councillors and volunteers through supervision, support, and training.
- Reviewing our policy and good practice annually.

Ware Town Council will endeavour to safeguard the children who attend activities we organise or facilitate or use our facilities by following the procedure if a concern is raised about a child's welfare.

The definition of a child for the purpose of this document is anyone under the age of 18 years.

Important Contacts

Ware Town Council has an appointed individual who is responsible for dealing with any safeguarding concerns. In their absence, a deputy will always be available for workers to consult with.

The named persons for Child Protection within Ware Town Council are:

Named Person for Safeguarding:	Terry Philpott, Town Clerk
Work telephone number:	01920 460316
Mobile number:	07891165701
Emergency contact no:	07891165701
Deputy Name of contact person:	Rosalyn Montgomery
Work telephone number:	01920 460316
Mobile number:	07908793290
Emergency contact no:	07908793290

Other Key Contacts:

HERTFORDSHIRE County Council Children's Services	0300 123 4043 (including out of hours)
Police Child Abuse Investigation Unit (CAIU)	101 (Or in an emergency 999)
NSPCC	0808 800 5000

Further useful contacts are listed in Appendix 4

Responsibilities of individuals in implementing this policy and procedure

All members and staff of Ware Town Council are to:

- *Understand and apply this policy and procedure in their activities.*
- *Identify opportunities and undertake appropriate training to support them in their role.*
- *Act appropriately always and be able to challenge inappropriate behaviour in others.*
- *Be able to recognise harm; and*
- *Know how to report any concerns in a timely and appropriate way.*

In addition, councillors and managers of the organisation are to:

- *Encourage all staff, councillors, and volunteers to understand this policy and procedure*
- *Offer opportunities to undertake appropriate safeguarding training and refresher training*
- *Ensure that the policy and procedure is adhered to and to undertake regular compliance audits*

- *Ensure that a whistle blowing policy is developed, agreed, and communicated with all staff, councillors, and volunteers*

The role and responsibilities of the named person(s) are:

- *To ensure that all staff, councillors, and volunteers are aware of what they should do and who they should go to if they are concerned that a child/young person maybe subject to abuse or neglect.*
- *Ensure that any concerns about a child/young person are acted on, clearly recorded, referred on where necessary and, followed up to ensure the issues are addressed.*
- *The Named Person(s) will record any reported incidents in relation to a child/young person or breach of Safeguarding policies and procedures. This will be kept in a secure place and its contents will be confidential.*

Outcomes for Children and their Families

In developing this Policy Ware Town Council intends that it will promote the welfare of children and young people attending and taking part in activities.

Children and young people and their parents / carers can be assured that Ware Town Council takes their welfare seriously and wants them to enjoy the activities in a safe and secure environment.

Every adult who works with or on behalf of Ware Town Council is aware of the contents of this policy and understands what the reporting procedures are if there are any activities that may be unsafe or may present a risk of harm, or if the child or young person (or their parent(s) / carer(s)) makes a disclosure of abuse or an allegation against an adult working with them. Such disclosures or allegations will be taken very seriously to ensure that the child is protected.

All adults working for Ware Town Council who work directly with children will have been appropriately recruited and DBS or Enhanced DBS will be applied for, and references taken

up. Their induction into the organisation will include basic child protection training and a briefing on this policy.

Policy Statement

Ware Town Council

It is imperative that Groups are equipped with the knowledge and awareness that will enable them to detect any abuse or ill treatment of children. This policy document therefore aims to be a reference for all members of staff, councillors and volunteers involved

In implementing this child protection /safeguarding policy Ware Town Council will

- Ensure that all workers, councillors, and volunteers understand their legal and moral responsibility to protect children and young people from harm, abuse, and exploitation by including training on Child Protection in their induction and in subsequent training that is undertaken.
- Ensure that all workers, councillors, and volunteers understand their responsibility to work to the standards that are always detailed in the organisation's Child Protection Procedures and work towards maintaining high standards of practice.
- Ensure that all workers, councillors, and volunteers understand their duty to report concerns that arise about a child or young person, or a worker's conduct towards a child/young person, to the organisation's named person for child protection.
- Ensure that a named person responsible for child protection is appointed and that they understand their responsibility to refer any child protection concerns to the statutory child protection agencies (i.e., Police and/or Children, Schools and Families (CSF)).
- Ensure that any procedures relating to the conduct of workers, councillors and volunteers are implemented in a consistent and equitable manner.
- Provide opportunities for all workers, councillors, and volunteers to develop their skills and knowledge, particularly in relation to the welfare and protection of children and young people.
- Ensure that children and young people are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's *Complaints Procedure*.

- Ensure that parents/carers are encouraged to be involved in the work of the organisation and, when requested, have access to all guidelines and procedures.
- Endeavour to keep up to date with national developments relating to the welfare and protection of children and young people.
- Ensure that appropriate background checks are undertaken when anyone joins the organisation and before they start working directly with children and young people.
- Ensure that all people working directly with children and young people have at least a basic understanding of child protection and as part of their training have at the very least undertaken an online, certificated child protection course.

Legal Framework

The Children Act 1989 sets out that the child's welfare is paramount and safeguarding and promoting it is the priority.

The Children Act 2004 set out a duty on Local Authorities to work closely with those providing services to children and young people.

'Working Together to Safeguard Children 2015 aims to help professionals understand what they need to do, and what they can expect of one another, to safeguard children. It focuses on core legal requirements, making it clear what individuals and organisations should do to keep children safe.'

(Working Together to Safeguard Children, DfE 2015, p.8)

The UN Convention on the Rights of the Child sets out key principles which are enshrined within these acts and the statutory guidance. From 15 January 1992, when the treaty came into force, every child in the UK has been entitled to over 40 specific rights. These include:

- the right to life, survival, and development
- the right to have their views respected, and to have their best interests considered at all times

- the right to a name and nationality, freedom of expression, and access to information concerning them
- the right to live in a family environment or alternative care, and to have contact with both parents wherever possible
- health and welfare rights, including rights for disabled children, the right to health and health care, and social security
- the right to education, leisure, culture, and the arts
- special protection for refugee children, children in the juvenile justice system, children deprived of their liberty and children suffering economic, sexual, or other forms of exploitation

The rights included in the convention apply to all children and young people, with no exceptions. <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

Recognising abuse and neglect

Definition of abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children maybe abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children.

An abused child is any boy or girl, under 18 years of age, who has suffered from, or is believed likely to be, at risk of significant risk of physical injury, neglect, emotional abuse, or sexual abuse.

Abuse can take many forms including:

Physical Abuse (e.g., hitting, shaking, throwing, poisoning, burning, or scalding, drowning, suffocating, or otherwise causing physical harm to a child)

Emotional Abuse (e.g. Tormenting, ridiculing, humiliating, and ignoring)

Sexual Abuse (e.g., Unwanted physical contact, involving children with sexual images or comments)

Neglect

Bullying (e.g., Physical, assault, threats & intimidation, name calling, spreading rumours)

Steps to follow if you are worried about a child or if a child confides in you

Ware Town Council recognises the difficulty of assessing a potential abuse situation. Even experts have difficulty at times in recognising a situation where abuse may have taken place. It is accepted that Ware Town Council staff are not experts in this field. However, Ware Town Council recognises that it has a duty to act on reports or suspicions of abuse and believes that the safety of the child should override any doubts, hesitations, or other considerations (such as the potential to have a negative impact on professional relationships with a family). All suspicions of abuse must be taken seriously and responded to in a speedy and appropriate manner. Staff are therefore expected to discuss any concerns they have regarding the welfare of a child with their Line Manager. The Line Manager will then discuss these matters with the Town Clerk who will decide on the most appropriate course of action. Councillors and volunteers should discuss these matters with the Town Clerk.

If a child confides in, you:

- Stay calm, approachable, and open to what they have to say
- Listen to them carefully without interrupting
- Make it clear that you are taking what they are telling you seriously
- Acknowledge that you understand how difficult this might be for them to say what they are saying
- Reassure them that they have done the right thing by telling someone
- Let them know that you will do everything you can to help them
- Do not show any shock or disgust.

- Do not probe further.
- Do not ask leading questions that might suggest the answer.
- Do not make assumptions.
- Do not make any comments about the alleged abuser.
- Do not make promises you cannot keep, particularly about keeping the information 'secret', but explain that you may need to share it with an appropriate person.
- Make a written statement note of what the child has said as soon as possible after the event.
- If the child says the alleged abuser is on the premises or a member of staff, do not approach the individual, just observe.
- Maintain confidentiality – only inform your Line Manager. At this stage the Line Manager will decide on the next course of action.

Emergency Action

In some cases, it may be important or an absolute necessity to protect a child. In these cases, employees should:

- Wherever possible take immediate action to protect the child from the immediate harm or possible immediate harm.
- Inform your Line Manager immediately.
- Contact the Social Services or Police as soon as possible. If necessary, dial 999 and report the incident or your concerns to the Police. The Police are the only agency with statutory powers for the immediate protection of children. In urgent cases do not delay making a referral – make it straight away and make it direct.
- Should you suspect or be informed that child abuse has taken place you should: -
- Inform your line manager and/or Town Clerk immediately, who will decide on the appropriate course of action.
- If your manager is not available contact Hertfordshire County Council through Children's Services **0300 123 4043** who will take your details and ask the Duty Social Worker to call you and offer advice and guidance on any given situation.
- Keep evidence of everything you have observed/heard.
- Contact Police if needed.

- There is also a NSPCC Help Line Tel: 0808 8005000 for experienced advice about possible abuse situations.
- If you feel unsure as to whether parents are involved in a suspected abuse you should not approach the parents on the subject as this could place the child at further risk. This is a very difficult situation to assess therefore advice should be sought from any of the above under such circumstances.

Allegations of Abuse Against Members of Staff

- Ware Town Council recognises that child abuse does occur in any setting where adults have access to children. It has been suggested that when child abuse takes place in a public setting it is very rarely a one - off event. It is essential that all staff involved with children are aware of this fact and that all allegations are taken seriously, and appropriate action taken.
- It may be that the person is unclear whether allegations that are made constitute abuse or poor practice and are therefore unsure of the action to be taken. It is essential for this reason that the person in charge (usually the Line Manager) informs the Town Clerk of the situation and where necessary obtain advice from Social Services. It is possible that this may be just one of a series of instances of which you are unaware that could constitute something more serious.
- It is acknowledged that any suggestion that a member of staff is or may be abusing a child will raise concerns amongst other staff, including the inherent difficulties in reporting such matters. However, it is important that any concerns for the welfare of a child/children arising from abuse or harassment by a member of staff should be reported immediately.
- Ware Town Council will fully support and protect anyone who, in good faith reports his or her concern that a colleague is or may be abusing a child.
- Any concerns must be discussed with the Town Clerk where the best course of action will be decided. It is crucial that allegations are taken seriously, and any appropriate action taken to protect the welfare of the child.
- Where there is a complaint of abuse against a member of staff, there are three types of investigation possible.

- A disciplinary or misconduct investigation.
 - A criminal investigation.
 - A child protection investigation.
- If, following consideration by the person in charge, the allegation is clearly one about poor practice then the person in charge will deal with this situation as a misconduct issue.
 - If the allegation is one of poor practice against the person in charge, then the Town Clerk will decide how the matter will be dealt with and whether to initiate disciplinary proceedings.
 - If the allegation is one of abuse and/or one against the person in charge, then the Town Clerk must contact Hertfordshire County Council Social Services team and act upon their advice.
 - The Town Clerk must be informed immediately of any allegations of abuse made against a member of staff. They will then make an immediate decision as to whether the individual should be temporarily suspended from duty, as a neutral act, pending further investigations. The Town Clerk will keep the Mayor advised at all times.
 - If the Town Clerk cannot be contacted, the next senior manager should send the individual concerned home on full pay and ask them to contact the Town Clerk by 12 noon the following day.
 - If allegations are made against the Town Clerk, then the Mayor should be informed immediately.
 - Irrespective of a social services or Police Investigation the Town Clerk will assess all individual cases under the appropriate misconduct and disciplinary procedure to decide whether a member of staff can be reinstated and if so, how it can be handled with sensitivity.
 - In circumstances where there is insufficient evidence to uphold any action by the Police or Social Services, the Town Clerk, in consultation with the Mayor, may reach a decision based on the information that is available which could suggest that, on the balance of probability (burden of proof required for civil prosecutions), it is more likely than not that the allegation is true. The welfare of children must remain

paramount. Consideration will always be given to what support can be given to children, parents, and members of staff.

Taking Photographs

Camera phones, digital cameras and video create the opportunity for misuse. Therefore, parental consent must be obtained wherever reasonably practicable before any child is photographed or filmed.

Any member of staff, councillor or volunteer wishing to record images at a Town Council event must: -

- Gain permission from the member of staff in charge of the event.
- For events at the Priory or the Priory Grounds and at any youth event, ensure the photographic consent form has been completed.

In addition, if possible, always get verbal permission from the parent or guardian prior to taking the photo at public events such as those organised by the Town Council at the Priory or in the grounds.

- Other than presentations of awards try to avoid taking pictures that clearly identify children.
- The member of staff, councillor or volunteer taking photos should wear an ID badge or uniform which identifies them as part of the official event.
- If in doubt do not take the photo or ensure that all participants are facing away from the camera.
- Taking or recording images in the following areas will not be allowed under any circumstances and will be classed as gross misconduct and lead to instant dismissal:
 - Toilets
 - Changing rooms
- Children who are in special circumstances, e.g., in the care of the local authority, under any kind of court of care order, on Child Protection registers or in open adoption should not be photographed. This policy has been agreed to protect the interests of the child or young person.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated according to Data Protection requirements. Information will be stored securely in locked storage with limited access to designated people only. Any electronic data concerning the case will be password protected.

Managing activities involving Children and Young People

When managing an activity involving children and young people, it is important to consider a risk assessment, both in terms of the health and safety of the participants, but also of the potential child protection issues.

Each activity should have a risk assessment undertaken to consider what level and impact of risk there may be to the children and to the staff or volunteers.

Record keeping

Whilst record keeping may seem overly bureaucratic from time to time, it is important to keep good and clear records of the work of your organisation. It is particularly important to keep a register of attendance and a fire register and emergency contact details for all children and adults working with you.

Any details must be kept securely in accordance with the Data Protection Act 1998.

You should also store copies of your risk assessments for activities (see the next section).

Good record keeping promotes confidence in the organisation and in the safety of children who are participating in the activities.

Risk Assessments

Under the Health and Safety at Work Act 1974, Ware Town Council, as employer, has a duty to ensure, so far as is reasonably practicable, the health and safety of their employees and others affected by their work activities. This includes participants in off site visits.

The Council is also required, under the Management of Health and Safety at Work Regulations 1999, to:

- assess risks arising from activities.
- implement suitable control measures.
- provide information, training, and supervision.
- monitor their arrangements for controlling risk.

Although the ultimate responsibility for health and safety rests with the Council, specific tasks are delegated to competent individuals. This would include the organisation of visits. This policy outlines the responsibilities of those involved in the organisation of visits, standards of competence and the arrangements for assessing risk and implementing suitable control measures. It also outlines how the council will monitor the arrangements.

Managers and employees involved with organising or supervising visits also have a legal duty to take reasonable care of their own and others' health and safety and to co-operate with the Council to enable it to meet its health and safety responsibilities. This will be achieved through complying with the policy and following the associated guidance.

Risk assessment and risk management are legal requirements. For visits they involve the careful examination of what could cause harm during the visit and whether enough precautions have been taken or whether more should be done. The aim is to make sure no one gets hurt or becomes ill. The control measures should be understood by those involved.

Risk assessments should explicitly cover how special needs (e.g., educational, medical) are to be addressed. The programme of a visit, as set out in the risk assessment and the consent form, should not be deviated from, and should include details of emergency/contingency measures.

There are three levels of risk assessment for visits:

Generic: Apply to the activity wherever or whenever it takes place. The information provided in this policy and associated guidance is based on a generic risk assessment.

Visit/Site Specific: Will differ from place to place and group to group. Those organising visits are responsible for carrying out visit /site specific risk assessments. Managers must ensure an adequate risk assessment is carried out

Ongoing: The group leader should reassess risks while the visit is taking place, making judgements and decisions as the needs arise. The *CSF Guidance for Group Leaders* gives further advice on this.

In addition to the above, ***individual risk assessment*** of children whose vulnerability, behaviour or other factors may put them or others at greater risk should be carried out. This should normally form part of their existing care planning process.

Appendix 1 –Reporting a Concern Form

Strictly Confidential

Please print clearly

Full name of the Child:		DOB	
Address:			
Name(s) of parent(s) / carer(s)			

About the incident				
Time	Date	Location	People involved	What role did they play (affected person / participant / witness)

Describe the incident as fully as you can in your own words. If a child made a disclosure or allegation to you record in their words where possible. Attach additional sheets where necessary

About the person filling out this form:			
Your full name:		Your role in the organisation	
Your address			
Your telephone number			
If you referred this directly to Children School and Families or the Police please state why, include the name of the worker / officer you spoke to and the date / time			

Date you sent this form to your Named person for Safeguarding	
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Appendix 2 – Code of Conduct for all Staff, Councillors and Volunteers

Always remember that while you are caring for other people's children you are in a position of trust and your responsibilities to them, and the organisation must be always uppermost in your mind.

DO NOT:

- Use any kind of physical punishment or chastisement such as smacking or hitting
- Smoke in front of any child
- Use non-prescribed drugs or be under the influence of alcohol.
- Behave in a way that frightens or demeans any child.
- Use any racist, sexist, homophobic, discriminatory, or offensive language
- Invite a child to your home or arrange to see them outside the set activity times
- Engage in any sexual activity (this would include using sexualised language) with a child you meet through your duties or start a personal relationship with them, this would be an abuse of trust.
- Engage in rough or physical games, including horseplay
- Let allegations a child makes go unchallenged, unrecorded, or not acted upon
- Rely upon good nature to protect you or believe 'it could never happen to me'
- Give children presents or personal items *

*(Exceptions to this could be a custom such as: buying children a small birthday token or leaving present, help to a family in need such as equipment to enable them to participate in an activity. Both types of gifts should come from the organisation and from a professional capacity and be agreed with the named person for safeguarding children and the child's parent/carer. Similarly, do not accept gifts yourself other than small tokens for appropriate celebrations, which you should mention to the activity leader)

DO:

- Exercise caution about being alone with a child. In situations where this is unavoidable, ensure another worker or volunteer knows what you are doing and where you are.
- Ensure that any physical contact is open and initiated by the child's needs, e.g., for a hug when upset. Always prompt children to carry out personal care themselves and if they cannot manage ask if they would like help.
- Talk explicitly to children about their right to be kept safe from harm
- Listen to children and take every opportunity to raise their self-esteem.
- Work as a team with your co-workers/volunteers. Agree with them what behaviour you expect from children and be consistent in enforcing it
- Remember if you must speak to a child about their behaviour you are challenging 'what they did', not 'who they are'.
- Make sure you have read the Safeguarding Children procedure and policy statement and that you feel confident that you know how to recognise when a child may be suffering harm, how to handle any disclosure and how to report any concerns.
- Seek advice and support from your colleagues and your designated champion for safeguarding children
- Be clear with anyone disclosing any matter that could concern the safety and wellbeing of a child that you cannot guarantee to keep this information to yourself.
- Seek opportunities for training
- Where possible encourage parents to take responsibility for their own children.
- Make sure you are familiar with your organisation's confidentiality policy and the HSCB Information Sharing Protocol.

Advice for professionals who work with children, when using any form of ICT, including the Internet.

For your own protection it is advised that you follow this advice:

- Ensure all electronic communication with children, parents, carers, staff, and others is compatible with your professional role and in line with the policies of the organisation.
- Do not talk about your professional role in any capacity when using social media such as Facebook and YouTube.
- Do not put online any text, image, sound, or video that could upset or offend anyone connected to your setting, member of the community or be incompatible with your professional role.
- Use your organisations or setting's ICT systems and resources for all official business. This includes your business email address, business mobile phone or photography equipment.
- Do not give out your own personal details, such as mobile phone number, personal e-mail address or social network details to children, parents, carers, and others.
- Do not disclose any passwords and ensure that personal data is kept secure and used appropriately.
- Only take images of children and/or staff for professional purposes, in accordance with business policy. Ensure that the parent/carer of any child under 18 has given written consent.
- Ensure that any images are represented only in a positive context and are removed from your websites when they expire.
- Do not browse, download, upload or distribute any material that could be considered offensive, illegal, or discriminatory.
- Ensure that your online activity, **both in work and outside**, will not bring your organisation or professional role into disrepute.
- You have a duty to report any eSafety incident which may impact on you, your professionalism, or your organisation.

USING THE INTERNET RESPONSIBLY For eSafety support and guidance - please contact Herts for Learning 01438 845111

Appendix 3 – Image consent form for use by staff, councillors, and volunteers

We sometimes take photographs or video footage for publicity purposes. These images may appear in our printed publications and publicity materials, on our website, or both.

We may also send the images to the news media, who may use them in printed publications and on their website and store them in their archive. They may also syndicate the photos to other media for possible use, either in printed publications, or on websites, or both. When we submit photographs and information to the media, we have no control on when, where, if or how they will be used.

The images we take will be of activities that show the children / organisation in a positive light. The images will not be associated with negative, distressing, or sensitive issues to do with an individual's welfare or that may cause offence or embarrassment. It is the responsibility of the senior staff to ensure that consent is obtained from parents/guardians/social workers, and that children who are at risk or cannot have their photograph taken for legal or social reasons, are not in the photograph.

Please note that our websites can be viewed throughout the world, not just in the United Kingdom where UK law applies. In giving your consent, you understand that the photos may be used in both printed and electronic form.

We will take all reasonable measures to ensure the images are used solely for the purposes for which they are intended. However, we cannot guarantee this and take no responsibility for the way images are used by other websites or publishers, or for any consequences arising from publication.

To give your consent, please answer the questions below, then sign and date the form where shown and fill in any other relevant information.

1. May we use your image(s), or those of your child(ren) if under 18, in our publicity material, including printed publications, video recordings and on our website (delete if this does not apply)?

Yes / No

2. We sometimes send publicity material about our services, including photographs where appropriate, to the news media and partner organisations, who may use the image in printed and/ or electronic form and then store it in their archive. Can we use your photograph, or your child's, in this way?

Yes / No

Signature: _____

Date: _____

Please print your name:

If applicable, please print your job title:

Please print your child (ren)'s name(s) clearly:

Child 1: _____

Child 2: _____

Child 3: _____

Child 4: _____

Child 5: _____

FOR INTERNAL USE

Event and location:

Photographer's name:

Contact details for person photographed (if needed):

Appendix 5 – Useful Contacts/Support Organisations

If you have concern that a child is being harmed because of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone's responsibility. You need to ensure that you speak to the appropriate organisations who can listen to and record your concern, and then take appropriate action. In Hertfordshire, these are the numbers that you can ring for advice and to make a referral:

Children's Services (including out of hours): 0300 123 4043

The Child Abuse Investigation Unit: 101. This is a specialist team that is a department within the police with countywide responsibility for undertaking child protection investigations.

The Police: 999 (in an emergency)

The Targeted Advice Service (TAS) TAS provides a consultation service to practitioners where they are unsure about safeguarding concerns. It is the expectation that practitioners would first discuss the matter with their agency safeguarding lead or designated professional and would contact TAS if they were still unsure. Targeted Advice Service - Practitioner Consultations: 01438 737511

Where a case is already open to Children and Families (Social Care), contact should be made with the allocated social worker. If you have information that suggests an urgent child protection matter, please speak to the allocated social worker or their Team Manager without delay.

Other useful contact information

The Forced Marriage Unit (FMU) provides advice and guidance for British nationals being forced into marriage overseas:

<http://www.fco.gov.uk/en/travel-and-living-abroad/when-things-go-wrong/forced-marriage/>

The FMU also provides expert advice to professionals, especially those confronted by it for the first time. Tel: **0207 008 0151**

<http://www.muslimparliament.org.uk/marriage.htm>

NSPCC Child Protection Helpline

The NSPCC Child Protection Helpline is a free 24-hour service that provides counselling, information, and advice to anyone concerned about a child at risk of abuse. Telephone: 0808 800 5000 - Email: help@nspcc.org.uk

For eSafety support and guidance - please contact 01438 843350

Churches Child Protection Advisory Service (CCPAS) is an independent body providing safeguarding advice not only to Christian, but to any other faith community

www.ccpas.co.uk

Useful Leaflets and Links

- [Beatbullying](#)
- [BullyingUK](#)

Review Summary:

Date	Update
12 th March 2018	Approved by Council
13 th Sept 2021	Approved by Council revision to contact details and spellcheck.

