



GREAT YARMOUTH
BOROUGH COUNCIL

CHILD PROTECTION POLICY

GUIDANCE AND PROCEDURES

Policy Summary

Children and young people have the right to be safe in the services provided for them and the activities they choose to participate in. Great Yarmouth Borough Council is committed to a delivery of service that promotes good practice and protects children and young people from harm. This policy sets out the Council's protection procedures and specifies the roles and responsibilities of the Council's representatives for whom this policy is mandatory.

Great Yarmouth Borough Council will:

- Implement procedures to safeguard children and young people and protect them from abuse.
- Respect and promote the rights, wishes and feelings of children and young people.
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse.

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- [Protocol 27](#)
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APPENDICES

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1. Introduction

Children and young people have the right to participate, have fun and be safe in the services provided for them and the activities they choose or their parents/carers choose for them.

Under **The Children Act 2004** and the **Apprenticeships Skills, Children and Learning Act 2009**, Great Yarmouth Borough Council has a duty to co-operate with key statutory agencies including Norfolk County Council in discharging its duties to safeguard and promote the welfare of children. The Children Act embodies five principles that are key to the wellbeing of children and young people:

- **Being healthy**
- **Staying safe**
- **Enjoying and achieving**
- **Making a positive contribution**
- **Achieving economic well being**

Lord Laming in the Victoria Climbié Inquiry Report stated “The support and protection of children cannot be achieved by a single agency. Every service has to play its part. All staff must have placed upon them the clear expectation that their primary responsibility is to the child and his or her family.”

Section 11 of the Children Act 2004 places a duty on key persons and bodies to make arrangements to ensure that in discharging their functions, they have regard to the need to safeguard and promote the welfare of children.

Great Yarmouth Borough Council is committed to ensuring that all children and young people are protected and kept safe from harm whilst engaged in services organised and provided by the Council. It is our aim to aid the development of self-esteem and social awareness of children and young people and to provide opportunities for enjoyment with personal achievement.

The Council is not an investigative or intervention agency for child protection. However, because some staff are in regular contact with children and young people they are in a position to observe outward signs of abuse and can and should alert others when such signs are observed. Council staff have a responsibility to consult with Norfolk County Council Children’s Services Department on all suspected cases of abuse. In practical terms this means that the Council has a responsibility to provide a safe environment for children and in which their welfare is paramount. This policy sets out the Council’s protection procedures and specifies the roles and responsibilities of the Council’s representatives for whom this policy is mandatory.

2. Child Protection Policy

2.1 Definition of terms used in this document

For the purposes of this policy a child or young person is defined as anyone under the age of 18 years.

Great Yarmouth Borough Council **representatives** are defined as:

- Employees
- Agency Staff/Contract Staff
- Members
- Volunteers – when working for and on behalf of Great Yarmouth Borough Council
- Contracted service providers working on behalf of Great Yarmouth Borough Council

The term **parent** is used throughout this document as the generic term to represent parents, carers and guardians.

This policy applies to all staff who may come into contact with children and young people in the course of their work, whether it is in someone's home, on Council premises, or in the community. **Regular contact** shall mean those staff in direct or regular contact with children and young people and with adults who are parents and carers such as:

- Housing officers in contact with families involved in anti social behaviour or poor conduct of tenancy
- Housing Benefit Officers carrying out home visits
- Environmental Health Officers investigating complaints about noise, properties representing public health risk
- Housing Options Officers in contact with vulnerable or homeless families
- Staff who deal with children and young people presenting as homeless
- Private Sector Housing officers visiting properties in disrepair
- Staff involved in promoting or organising sporting activities

Council Officers come into contact with children and families in many circumstances. This list is not exhaustive but highlights the most common examples.

2.2 Policy Statement

Great Yarmouth Borough Council will:

- Implement procedures to safeguard children and young people and protect them from abuse
- Respect and promote the rights, wishes and feelings of children and young people
- Promote good practice that encourages a safe environment, protects all parties and avoids mistaken allegations of abuse
- Recruit, train and supervise representatives to ensure that they are properly equipped to:
 - Identify where there may be a problem
 - Know how to obtain speedy and professional advice
 - Refer concerns to relevant specialists
 - Understand what constitutes safe working practice
- Ensure representatives from Great Yarmouth Borough Council, whether paid or volunteers, who have substantial access to children or young people are subject to an enhanced Criminal Records

Bureau/ISA check prior to appointment and that this check is repeated every 3 years or sooner if the employee changes their post. Where volunteers are being used for one-off events then a self-disclosure form will be required.

- Require staff/volunteers to adopt and abide by the Council's Code of Conduct and the Child Protection Policy and its procedures.
- Referrals made by Member, employee, volunteer or contracted service provider cannot be anonymous and should be made in the knowledge that, during the course of enquiries, the agency who made that referral will be made clear as individuals may be required as prosecution witnesses.
- Respond to any suspicions or allegations involving staff promptly and implement the appropriate disciplinary and appeals procedures.
- Great Yarmouth Borough Council will not tolerate harassment of any Member, employee, volunteer, contracted service provider or child who raises concerns of abuse. The Council will work in co-operation with Norfolk County Council as required under The Children Act 2004 and will respond positively to any recommendations regarding the improvement of the Council's safeguarding policies and procedures.
- Review this policy every three years or whenever there is a major change in the organisation or in the relevant legislation.

2.3 Principles

The procedures contained within this policy are based on the following principles:

- The welfare of the child is the primary concern
- All children, whatever their age, culture, disability, gender, language, racial origin, religious belief and/or sexual identity have the right to protection from abuse
- All representatives have a responsibility to report concerns of suspected abuse or poor practice to a **Designated Child Protection Officer** (DCPO) (see Appendix A)
- Incidents of failure to follow safe working practices as outlined in Appendix K shall be taken seriously and responded to swiftly and appropriately.
- Staff should work in an open and transparent way and should avoid any conduct that may lead to a reasonable person to question their motives and intentions.
- Confidentiality shall be upheld in line with current data protection and human rights legislation.

2.4 Specific Responsibilities

Managers:

- Are responsible for making sure that all of their staff are aware of and understand the importance of this policy and related guidance.
- Must make sure that any contracted service providers, agents or other representatives whom they engage to undertake duties on their behalf, which involves contact with children, understand and comply with the policy and procedures.

Human Resources:

- Will, through the recruitment and selection processes, ensure CRB/ISA checks are obtained and references are sought for all those posts identified where there may be direct/unsupervised contact with children, young people and vulnerable adults.
- Will include appropriate safeguarding training as part of the induction process for all new staff whose post may require them to have direct/unsupervised access to children, young people or vulnerable adults.
- Will maintain a record of all staff that have completed a CRB/ISA check and ensure that these checks and references are kept secure and confidential.

Designated Child Protection Officer:

- Will provide a point of contact for staff who want to test concerns about child protection or take forward a child protection disclosure.
- Will provide a point of contact with the Children's Services Duty Officers.

All Staff:

- Should be aware of this policy
- Should attend appropriate child protection training if their role involves substantial access to children.
- Should not begin any unsupervised activity involving substantial access to children prior to receiving a satisfactory CRB/ISA check.
- Should be aware of appropriate and inappropriate behaviour for staff in charge of children or young people.
- Should know who their Designated Child Protection Officer (DCPO) is.

- Are expected to act on any suspected or potential case of child abuse. GYBC will support anyone, who in good faith, reports his or her concerns that a child or young person is being abused or is at risk of abuse, even if those concerns prove to be unfounded.

Deputy Monitoring Officer:

The Deputy Monitoring Officer at the council will be responsible for dealing with all allegations and suspicions of child abuse concerning a member of staff. The Deputy Monitoring Officer will:-

- Receive and record information from members of staff, children, parents or carers.
- Assess the information promptly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Consult initially with Social Services to test out any uncertainties.
- Make a formal referral to statutory agency without delay, if necessary.
- Be aware of the local child protection network, the role of the Local Safeguarding Children Board and the existence local child protection procedures.
- Be responsible for dealing with any enquiries from the media if an incident or allegation of child abuse arises. All staff should be clear that any media enquiries are to be directed to the Deputy Monitoring Officer and under no circumstances should any other response be given.

**The Deputy Monitoring Officer will not decide if a child has been abused.
This is the task of Social Services, which has the legal responsibility.**

3. CODE OF CONDUCT FOR GYBC REPRESENTATIVES

3.1 Introduction

It is possible to limit the situations where child abuse may occur, by promoting good practice to all staff, elected members and volunteers.

The following basic guidelines will help safeguard children and young people, staff, elected members and volunteers, Great Yarmouth Borough Council and other concerned organisations. The guidelines aim to promote positive practice and are examples of care which should be taken whilst working with children and young people.

3.2 Staff, Elected Members and Volunteer Guidelines

- Always follow the Safe Working Practices Code (**Appendix K**) when working with children and young people. Where possible avoid situations where a member of staff, elected Member or volunteer and an individual child or young person are alone unobserved.
- Respect the child or young person and provide a safe and positive environment.
- If any form of physical contact is required it should be provided openly and according to appropriate guidelines, ie National Governing Body of Sport Guidelines and Safer Working Practice Guidance.
- If supervision in changing rooms or similar environments is required, ensure staff work in pairs and never enter opposite sex changing rooms.
- With mixed groups, supervision should be by a male and female member of staff, where possible.
- Staff, elected Members and volunteers must respect the rights, dignity and worth of every person and treat everyone equally within the context of the activity.
- Staff, elected Members and volunteers must feel confident to report concerns or worries about other staff members, elected Members or volunteers to the Head of Central Services or his deputy, or report directly to Children's Services and/or the Police.
- If a child or young person is accidentally injured as the result of a staff member, elected Member or volunteers actions, seems distressed in any way, misunderstands or misinterprets something you have done, always report such incidents as soon as possible to another colleague and make a written report.

Representatives of Great Yarmouth Borough Council must not:-

- Spend unreasonable amounts of time alone with children or young people away from others.
- Take children or young people alone on a car journey, however short.
- Take children or young people to your home unsupervised.
- Arrange to meet children or young people outside an organised activity or service.

If these situations are unavoidable, they should only occur with the full prior knowledge and consent of your line manager and the child or young person's parents/carer.

Representatives of Great Yarmouth Borough Council should **never**:-

- Engage in rough physical games including horseplay.
- Engage in sexually provocative games.
- Allow or engage in inappropriate touching of any form.
- Allow children or young people to use inappropriate language unchallenged, or use it yourself.
- Make sexually suggestive comments about or to child or young person, even in fun
- Share a room with a child or young person
- Enter areas designated only for the opposite sex.
- Use the internet to access pornographic or obscene sites (see [GYBC Email and Internet Policy and Guidance](#)).
- Let any allegation a child or young person makes be ignored or go unrecorded.
- Do things of a personal nature for children and young people that they can do for themselves.
- Take chances when common sense, policy or practice suggests a more prudent approach.

The above guidance should not be considered as exhaustive. Should staff have any concerns regarding the appropriateness of any practice/action they should contact their line manager.

4. Recognition of Abuse

It is not the responsibility of a GYBC representative to decide if abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions they may have.

Somebody may abuse a child or young person by inflicting harm, or by failing to act to prevent harm. Even for those experienced working with abuse, it is not always easy to recognise a situation where abuse may occur or has already taken place. There are different types of abuse and a person may suffer more than one type. The following definitions are based on those from the Department of Health Guidance "Working Together to Safeguard Children".

4.1 Physical Abuse

Hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or young person are examples of physical abuse. Physical harm is also caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child or young person whom they are looking after. Physical abuse, as well as being a result of a deliberate act, can also be caused through an omission or the failure to act to protect.

4.2 Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of an individual. It may involve conveying to an individual that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children or young people. It may also involve causing children or young people to frequently feel frightened or in danger, or the exploitation or corruption of a child or young person. Some level of emotional abuse is involved in all types of ill treatment of a child or young person, though it may occur alone.

4.3 Neglect

Neglect is the persistent failure to meet a child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child or young person's health or development, for example a parent or carer failing to provide adequate food, shelter and clothing, leaving a young child home alone or the failure to ensure that a child or young person gets appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child or young person's basic emotional needs.

4.4 Sexual abuse

This is where an adult or another young person uses a child or young person to meet his or her own sexual needs. This could include any sexual act. Showing children pornographic material is also a form of sexual abuse and exploitation.

4.5 Domestic Violence

Domestic Violence is perpetrated by adults on their current or recent partner. It includes threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.

Evidence exists that children can suffer long term damage from living in a household where domestic violence takes place.

Children who witness domestic violence may often suffer serious effects which can often result in behavioural issues such as absenteeism, ill health, bullying, anti-social behaviour, drug and alcohol misuse, self-harm and psychosocial impacts. Where there is evidence of domestic violence, the implications for any children in the household should be considered, including the possibility that the children may themselves be subject to violence or may be harmed by witnessing or overhearing the violence.

4.6 Bullying

It is important to recognise that in some cases of abuse, it may not always be an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying. Bullying may be seen as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves.

Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability or belonging to a different race, faith or culture. Bullying can include:-

- Physical: hitting, kicking and theft
- Verbal: name-calling, constant teasing, sarcasm, racist or homophobic taunts, threats, graffiti and gestures or being excluded by their peers
- Emotional: tormenting, ridiculing, humiliating and ignoring
- Sexual: unwanted physical contact or abusive comments

The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children, to the extent that it affects their health and development or, at the extreme, causes them significant harm (including self-harm). There are a number of signs that may indicate that a young person is being bullied:-

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotionally up and down, reluctance to go to school etc.
- A drop off in performance at school or standard of play.
- Physical signs such as stomach-aches, headaches, difficulty in sleeping, bed-wetting, scratching and bruising, damaged clothes and bingeing for example on food, cigarettes or alcohol.

- A shortage of money or frequent loss of possessions.

4.7 Indicators of Abuse

Every child and young person is unique and it is difficult to predict how their behaviour will change as a result of their experience of abuse. Listed below are some physical signs and behavioural indicators that may be commonly seen in children and young people who are abused, but remember they may only be an indication and **not** confirmation that abuse is taking place.

PHYSICAL ABUSE	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> ➤ Unexplained bruising, marks or injuries on any part of the body ➤ Bruises which reflect hand marks or fingertips (from slapping or pinching) ➤ Cigarette burns ➤ Bite marks ➤ Broken bones ➤ Scalds 	<ul style="list-style-type: none"> ➤ Fear of parents being approached for an explanation ➤ Aggressive behaviour or severe temper outbursts ➤ Flinching when approached or touched ➤ Reluctance to get changed, for example wearing long sleeves in hot weather ➤ Depression ➤ Withdrawn behaviour ➤ Running away from home

EMOTIONAL ABUSE	
Physical signs	Behavioural Indicators
<ul style="list-style-type: none"> ➤ A failure to thrive or grow ➤ Sudden speech disorders ➤ Developmental delay, either in terms of physical or emotional progress 	<ul style="list-style-type: none"> ➤ Neurotic behaviour, e.g. hair twisting, rocking ➤ Being unable to play ➤ Fear of making mistakes ➤ Self harm ➤ Fear of parent being approached regarding their behaviour

SEXUAL ABUSE	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> ➤ Pain or itching in the genital/anal areas ➤ Bruising or bleeding near genital/anal areas ➤ Sexually transmitted disease ➤ Vaginal discharge or infection ➤ Stomach pains ➤ Discomfort when walking or sitting down ➤ Pregnancy 	<ul style="list-style-type: none"> ➤ Sudden or unexplained changes in behaviour, e.g. becoming aggressive or withdrawn ➤ Fear of being left with a specific person or group of people ➤ Having nightmares ➤ Running away from home ➤ Sexual knowledge which is beyond their age or development age ➤ Sexual drawings or language ➤ Bedwetting ➤ Saying they have secrets they cannot tell anyone about ➤ Self harm or mutilation, sometimes leading to suicide attempts ➤ Eating problems such as overeating or anorexia

NEGLECT	
Physical Signs	Behavioural Indicators
<ul style="list-style-type: none"> ➤ Constant hunger, sometimes stealing food from others ➤ Constantly dirty or 'smelly' ➤ Loss of weight, or being constantly underweight ➤ Inappropriate dress for the conditions 	<ul style="list-style-type: none"> ➤ Complaining of being tired all the time ➤ Not requesting medical assistance and/or failing to attend appointments ➤ Having few friends ➤ Mentioning their being left alone or unsupervised

The above lists are not exhaustive or definitive but are a guide.

It is important to remember that many children and young people will exhibit some of these signs and indicators at some time, and the presence of one or more should not be taken as proof that abuse is occurring. There may well be other reasons for changes in behaviour such as death, or the birth of a new baby in the family, relationship problems between parents/carers, etc.

5. Responding to Disclosures and Allegations

5.1 Introduction

These procedures inform all staff, elected Members and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected child abuse however, please bear in mind:-

It is not the responsibility of a GYBC representative to decide if abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions they may have.

5.2 Responsibilities of Officers

The responsibility for the implementation of the Council's Child Protection Policy rests with the Managing Director who requires all Heads of Department and Service Unit Managers to implement the policy. All Heads of Department, Service Unit Managers and Designated Child Protection Officers are authorized to receive reports and act upon issues relating to child protection on his behalf. The names of all Designated Child Protection Officers can be found in **Appendix A**.

The **Deputy Monitoring Officer** is the Council's named Senior Officer for receiving allegations or concerns and operates the procedures in relation to complaints about members of staff, elected Members and volunteers. In his absence reports should be made to the **Information Manager**.

Staff, elected Members and volunteers must report any concerns or cases of alleged or suspected abuse directly to their Designated Child Protection Officer, Service Unit Manager, Head of Department or the Deputy Monitoring Officer depending on the circumstances and in accordance with the procedures set out below.

Where there is an immediate risk to the child the Police should be called as a matter of emergency. They should also, where appropriate, report directly to Children's Services. This is also laid out in the procedures below. A full list of agency's contact details can be found in **Appendix C**.

5.3 What to do if you suspect possible harm or abuse

It is particularly important that all those whose work either brings them into contact with children or contact with adults who have children are alert to the definitions and indicators of abuse. In circumstances where you have concerns that a child is suffering or is likely to suffer significant harm to his or her health or development, or where a child gives information detailing abuse, the following principles must be adhered to.

5.4 Responding to allegations or concerns about a representative of GYBC

- Take the allegation seriously
- Any allegation should be reported to the Deputy Monitoring Officer immediately or in his absence, the Information Manager (see Appendix A). If you are unsure whether something should be reported then discuss with your Designated Child Protection Officer or Service Unit Manager who may also make the report for you.
- The Deputy Monitoring Officer will immediately report the allegations to the **Local Authority Designated Officer** (LADO) at Norfolk County Council who will be involved in and advise on the management of all cases.
- All allegations will be managed in accordance with the Norfolk Safeguarding Children Board [Protocol 27](#) (Allegations against Staff, Volunteers and Carers) and Working Together 2006 including Chapter 6, Appendix 5 (see Appendix I)

5.5 Responding to disclosure

- React calmly so as not to frighten the child or young person
- Listen carefully to what is being said
- Take what the child or young person says seriously, recognising the difficulties inherent, in interpreting what is said by a child or young person who has a speech disability and/or differences in language.
- Ask questions for clarification only, and at all times **avoid asking questions that suggest a particular answer**
- Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – **do not promise to keep secrets.**
- Reassure the child or young person that they have done the right thing in telling you
- Tell them what you will do next and with whom the information will be shared
- Record in writing on the Child Protection Incident Reporting Form (Appendix D) all the details you are aware of and what was said using the child or young person's own words as soon as possible making sure to sign and date the record.

- Inform your DCPO or Service Unit Manager immediately (or as soon as practicable) and report to Children's Services as soon as possible. Reporting the matter should not be delayed by attempts to obtain further information.
- In the circumstance that you believe that the individual is in immediate danger of harm then you should personally contact the Police ensuring that a DCPO is made aware at the earliest opportunity. The police will automatically inform Children's Services. A record should be made of the name and title of the police officer to whom the concerns were passed together with the time and date of the call, in case any follow up is needed.

Remember

It is not the responsibility of a GYBC representative to decide if abuse is occurring, but it is their responsibility to act on any concerns by reporting any suspicions they may have.

5.6 Referring to Children's Services

There are a number of ways in which referrals to Children's Service can be made.

- 1 By telephoning the Child Protection and Safeguarding Consultation Line on 01493 850317
2. By telephoning Children's Services Customer Service Centre on 0344 800 8014
3. By post: Access Service, PO Box 3210, Norwich NR7 7AB
4. Online by completing the form [NSCB1](#) and sending it to the Multi-Agency Safeguarding Hub (MASH) secure email box - mash@norfolk.qcsx.gov.uk
5. Or faxed to - 01603 762445

Children and young people will only tell people they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying, you are already helping the situation. The following points are a guide to help you respond appropriately

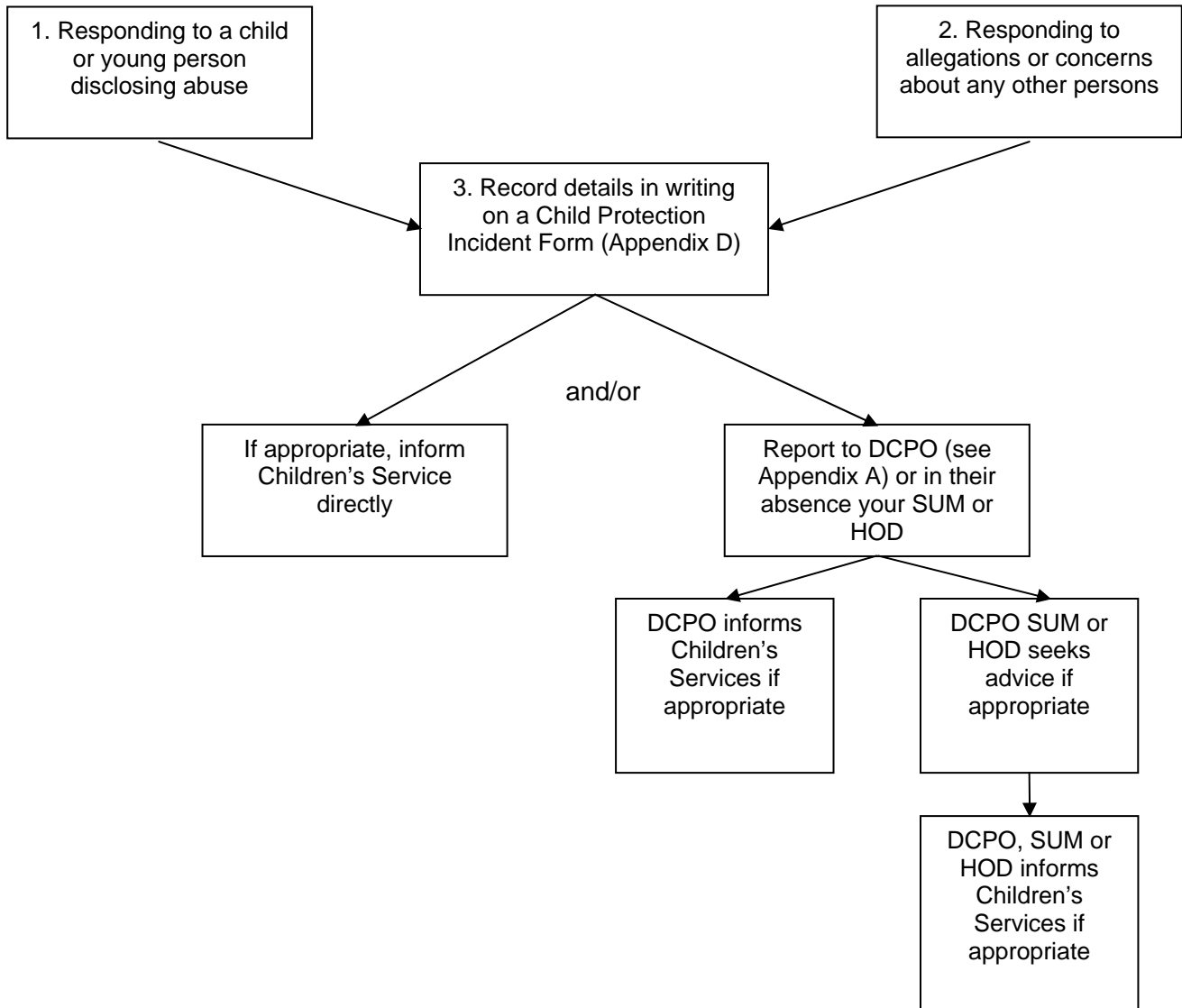
5.7 Actions to avoid

- Do not panic
- Do not allow any shock or distaste to show
- Do not prompt for more information than is offered or ask leading questions
- Do not speculate or make assumptions
- Do not make negative comments about the alleged abuser
- Do not approach the alleged abuser
- Do not make promises or agree to keep secrets

Within 24 hours of receipt of a Child Protection Incident Form the DCPO will report the incident or seek advice from Children's Services. The DCPO will advise the referrer of the action they will take (further feedback will only be provided if appropriate).

5.8 FLOW CHART FOR BASIC RESPONSE PROCEDURE

Where there is an immediate risk to the child the Police should be called as a matter of emergency



5.9 Reporting poor practice or allegations of abuse against a GYBC representative

The Council assures all professional and voluntary organisations that it will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or the possibility that a child or young person may be being abused. For further information please refer to the Council's ["Whistle Blowing Policy"](#).

Action to take:-

- Any allegations received about a member of staff, elected Member or volunteer should be reported immediately to the Deputy Monitoring Officer or, in his absence, the Information Manager (see appendix A). If you are not sure about whether something should be reported then please discuss with your Designated Child Protection Officer or Service Unit Manager who may also make the report for you.
- The Deputy Monitoring Officer will immediately report the allegations to the Local Authority Designated Officer (LADO) at Norfolk County Council who will be involved in and advise on the management of all cases.
- All allegations will be managed in accordance with the Local Safeguarding Children Board Protocol 27 ([Allegations against Staff, Volunteers and Carers](#)) and Working Together 2006 including Chapter 6, Appendix 5 (see Appendix J)
- In the circumstance that a child or young person is in immediate danger of harm, you should personally contact the police ensuring that the Deputy Monitoring Officer is informed as soon as possible (the police will automatically inform Children's Services).
- A record should be made of the name and title of the police officer to whom the concerns were passed together with the time and date of the call, in case any follow up is needed

If, after careful investigation, the allegation is clearly about poor practice, the Service Unit Manager shall arrange for further information, training and supervision for the representative, as well as making any recommended changes to the practices and procedures of the service.

The safety and welfare of children and young people shall always remain paramount.

5.10 Support following allegations of abuse

Consideration should be given to address what support may be appropriate for children, parents and members of staff following allegations of abuse. Use of Help-lines, support groups and open meetings will be encouraged to maintain an open culture and help the healing process. A contact number of the British Association of Counselling and Psychotherapy can be found in the contacts section of this document.

5.11 Internal enquiries and suspension

Irrespective of the findings of Children's Services or of police enquiries, the Council will assess all individual cases under disciplinary procedures to decide whether a member of staff can be reinstated

and how this can be sensitively handled. The Council will reach a decision based on the appropriate information and appropriate policies. The welfare of children will always remain paramount.

5.12 Support to the subject of the allegations

Subject to the specific procedures the subject of the allegations should be:

- Advised at the outset to contact his/her Union representative if a member
- Treated fairly and honestly and helped to understand the concerns expressed, processes involved and possible outcomes
- Kept informed of the progress of the case and of the investigation
- Clearly informed of the outcome of any investigation and the implications for disciplinary or related processes
- Provided with appropriate support (via Occupational Health)

5.13 Allegations of previous abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child). Where such an allegation is made, the DCPO at GYBC shall follow the procedures as detailed above. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the Protection of Children Act 1999 and the Children Act 2004.

5.14 Approach by a potential abuser following Referral

Should a member of staff be approached by someone who has been identified as a potential abuser on a referral form, then the staff member should adopt a “no comment” approach and contact a Designated Officer as soon as possible.

5.15 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This is required in order to:

- Protect children
- Facilitate enquiries
- Avoid victimisation
- Safeguard the rights of the person about whom the allegation has been made and others who might be affected.
- Manage disciplinary/complaints aspects

It is expected that those involved on a need to know basis would include the following:

- Members of the team overseeing the investigation

- The parents of the child alleged to have been abused
- The person making the allegation
- Children's Services and the Police
- The alleged abuser (and parents if the alleged abuser is under 18 years of age)

Any information will be stored in a secure place with limited access to a Chief Officer, in line with data protection laws (eg that information is accurate, regularly updated, relevant and secure).

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all staff, elected Members and volunteers are briefed so that they do not make any comments regarding the situation. Staff, elected Members and volunteers should be informed who the relevant designated Council spokesperson will be, and all enquiries directed through them. Individual members of Staff, elected Members and volunteers must reply 'no comment' to all questions / enquiries.

6. Guidelines for Use of Photographic Equipment at Organised Events

When children attend GYBC events unaccompanied by parents, consent forms must be completed by parent/guardian if official photographs are to be taken. See Photographic Consent Form (Appendix G)

If a professional photographer, the press or representatives are invited to cover services, events, or activities for children and young people, the following guidelines must be followed:

- Check credentials of any photographers and organisations used.
- Ensure identification is worn at all times, if they do not have their own – provide it.
- Do not allow unsupervised access to children or young people or one to one photographic sessions.
- Do not allow photographic sessions outside of the activities or services, or at a child or young persons home.
- Parents must be informed that photographs of their child or young person may be taken during Council services, activities or events, and parental consent forms need to be signed agreeing to this. This must include information about how and where these photographs will be used (see Appendix F).
- It is recommended that the names of children or young people should not be used in photographs or video footage, unless with the express permission of the child or young person's parent.

Permission forms must be completed by parents prior to a child participating in an activity where the Risk Assessment requires a parental Consent Form (Appendix F)

7. Recruitment and Employment Procedures

All reasonable steps shall be taken to ensure unsuitable people are prevented from working with children, young people and vulnerable adults.

7.1 Advertising Posts

Managers will review the job description before advertising to identify whether there will be access to children.

Where there is to be direct access to children and young people, applicants will be sent a summary of the Child Protection Policy as part of the application pack and additional information will be sought as part of the application process.

- a) A self-disclosure question to establish whether they have ever had action taken against them in relation to a child, young person or vulnerable adult abuse, sexual offences or violence.
- b) The applicants consent to a CRB check being undertaken
- c) All new staff with access to children and young people are to be advised that the Council will require them to be registered with the Independent Safeguarding Authority (ISA).
- d) At least two references that comment on the applicant's previous experience of, and suitability for working with children or young people.

7.2 Criminal Records Bureau (CRB/ISA) Check

There are two levels of CRB check:

- Enhanced – for those who come into direct sole contact with children;
- Standard – for those who have indirect or supervised contact

These are valid for up to a maximum of 3 years whereupon they need to be renewed. They are not transferable between employers therefore a new CRB check will be needed for each new member of staff.

All CRB checks are organised by Human Resources. A copy of the result of this check is kept by HR whilst the applicant will receive a copy. If there is a problem with the CRB check HR will contact the appropriate Line Manager.

The fact that someone has had a clear CRB check does not mean that they have never abused a child as there may be unknown/undisclosed evidence.

7.3 Induction and Training

All staff whose posts mean they may have regular direct or unsupervised contact with children will have training to raise their awareness of child protection issues within six months of their appointment and at regular intervals throughout their employment with the council. The level of training required shall be identified by Line Managers and HR.

- **Level 1** - This training is for GYBC representatives who will work with children and their families and should cover general child protection issues and this policy. Refresher training should take place after 3 years.
- **Level 2** - This training should cover the **Designated Protection Officer** role and detail regarding this policy. Refresher training should be carried out every 2 years.
- **Level 3** - This training is for the **Lead Child Protection Officer**. This involves specific training on child protection issues and this specific role. Training should be updated on a regular basis with refresher training every 2 years

7.4 Work Experience

Great Yarmouth Borough Council offers work experience placements to young people each year. Although primarily designed to help young people become familiar with the workplace, it is also beneficial to the Council as it provides a direct link to an important part of the district we service. Employees should ensure that they are aware of the Safe Working Practice Guidelines such as not travelling alone with a work experience student unless the school has specifically approved this.

Great Yarmouth Borough Council works through Human Resources to provide planned and structured work experience placements. When the Council offers a work experience placement to students managers have a responsibility for their health, safety and welfare. Under health and safety law, these students are regarded as employees.

8. Procedures in Relation to Specific Services/Circumstances

8.1 Leisure and Cultural Services

Leisure and cultural services such as independent sports clubs, theatre groups and other organisations where children and young people regularly use facilities operated by or on behalf of Great Yarmouth Borough Council must have appropriate child protection policies in place commensurate with the level of contact they have. Furthermore, they must ensure that their employees or volunteers who have significant, regular or unsupervised contact with children or young people have had a satisfactory CRB/ISA check as a condition of hire.

8.2 Use of Contracted Service Providers

Great Yarmouth Borough Council has a legal responsibility to ensure that those priority services to children and families are compliant with the duties set out in Section 11 of the Children Act 2004. This expectation will be built into all such contracts the Council has with external contracted service providers and the Council will reserve the right to audit the contractor's compliance procedures at any time.

8.3 Use of Borough Council Facilities

Great Yarmouth Borough Council expects all clubs, organisations, individual tutors or their governing bodies that use the Council's facilities or services to have relevant child protection policy in place. This will become a condition of hire or use.

Where clubs or organisations do not currently have a suitable child protection policy in place, it is expected that they will accept and apply this child protection policy.

8.4 Funding

Where Great Yarmouth Borough Council is providing funding or grants to an organisation whose work involves children, there is an expectation that the organisation will have relevant child protection procedures in place. The Council will build this into the eligibility criteria.

8.5 Self disclosure

For one-off activities, for instance a sports festival, volunteers may be recruited to help run the activity. In this case, all volunteers should complete a self-disclosure form (see Appendix E). The department recruiting a volunteer is responsible for ensuring that the self-disclosure form is completed and passed to HR.

8.6 Coaches

Coaches working in sport shall be required to attend the Sports Coach UK course “Good Practice in Child, Young Person or Vulnerable Adult Protection” unless they can demonstrate that they have attended a sports governing body approved training course in Child, Young Person or Vulnerable Adult Protection.

9. Implementation and Monitoring Procedures

9.1 Implementation

The implementation of this policy is based on the following:

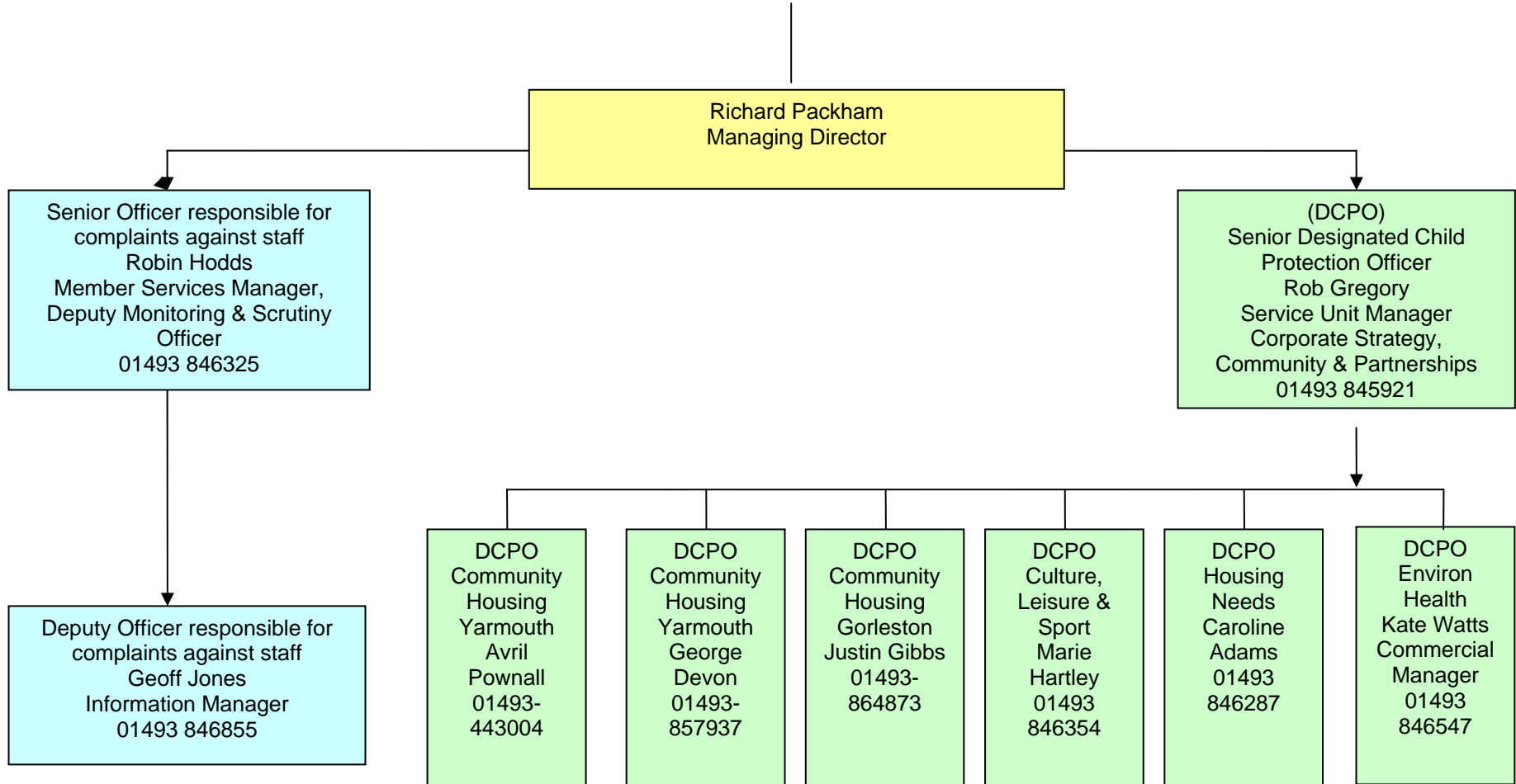
- Sound recruitment procedures for staff
- Appropriate child protection training for staff
- Up to date legislation related to child protection
- Annual monitoring to keep child protection high on the Council’s agenda

9.2 Monitoring

Great Yarmouth Borough Council will have the responsibility for overseeing the implementation of this Child Protection Policy and Good Practice Guidelines and its effectiveness on an annual basis.

Appendix A

Responsible Officers for Great Yarmouth Child Protection Policy



Appendix B

Legislation and Guidance

Legislation	Guidance
The Children Act 1989 www.opsi.gov.uk/acts/acts1989	Working Together to Safeguard Children www.dh.gov.uk
The Children Act 2004 www.opsi.gov.uk/acts/acts2004	Multi-Agency Child Protection Procedures (Area Child Protection Committee) www.acpc.norfolk.gov.uk
Human Rights Act 1998 www.opsi.gov.uk/acts/acts1998	Every Child Matters (Department for Education and Skills) www.dfes.gov.uk/everychildmatters
The Data Protection Act 1984 and 1998 www.legislation.opsi.gov.uk/acts/acts1998	First Check – NSPCC A step by step guide for organisations to safeguard children, implement a child protection policy, procedure and code of practice www.nspcc.org.uk
The Protection of Children Act 1999 www.dh.gov.uk	Guidance for Safer Working Practices for Adults who Work with Children and Young People Norfolk LSCB home page
Criminal Justice and Court Services Act 2000 www.opsi.gov.uk	
Sexual Offences (Amendments) Act 2000 www.opsi.gov.uk	
Health and Safety at Work Act 1974 www.hse.gov.uk	

Appendix C

Useful Contacts

NATIONAL CONTACTS		
The NSPCC/FA Child, Young Person or Vulnerable Adult Protection Helpline	Western House, 42 Curtain Road, London EC2A 3NH	Tel: 0207 825 2500 Helpline 0808 800 5000 www.nspcc.org.uk
Childline UK	Freepost 1111 London N1 0BR	0800 1111 www.childline.org
Sports Coach UK	114 Cardigan Road Headingley Leeds LS6 3BJ	0113 274 4802 www.sportscoachuk.org
Criminal Records Bureau (CRB)	PO Box 110, Liverpool L69 3EF	0870 9090811 www.crb.ciov.uk
British Association for Counselling and Psychotherapy	BACP House, 35-37 Albert Street, Rugby, Warwickshire CV21 25G	0870 443 5252 Email: bacp@bacp.co.uk www.bacp.co.uk
LOCAL CONTACTS		
Norfolk Children's Services Child Protection Consultation Line 24 Hour Children's Services Social Care call centre		01493 850317 0344 800 8014
Norfolk Constabulary (Police) Police Child Protection Main Child Protection Number (24 hrs)		01603 276313 (family protection unit) 0344 800 8014
Norfolk Safeguarding Children Board	Suite B, Children's Services Sapphire House Roundtree Way Norwich NR7 8SS	01603 228966
Local Authority Designated Officer		01603 223473

FORM FOR RECORDING CHILD PROTECTION CONCERNS and/or ALLEGATIONS

Recordings must be made as soon as possible after the event. **Do not delay.** Any additional information should be recorded on a separate sheet and attached.

REMEMBER – DO NOT INVESTIGATE; Children’s Services will undertake this role.

1	Details of Child (name, age, address, telephone number (if known))	
2	Details of Parents/Carer (if known)	
3	Is the family aware of this referral	
4	Details of person reporting concern/allegation to you (this may be the child)	
5	Details of concerns & any supporting evidence you/others have observed	
6	When & where did the incident occur? Do not investigate; only if known through disclosure	
7	Have any previous concerns been logged?	
8	Details of anyone else who may have witnessed/have relevant information. Do not discuss details with an alleged perpetrator of abuse	
9	Record who has been made aware of the concern, time & date.	
10	Date	Time
Signed		
11	Job Title	Contact Number

PASS THIS FORM TO THE DESIGNATED CHILD PROTECTION OFFICER IMMEDIATELY IN AN ENVELOPE MARKED CONFIDENTIAL. DO NOT DELAY

CHILD PROTECTION OFFICER NOTIFIED BY	Date	Time

GUIDANCE NOTES FOR RECORDING CONCERNS & ALLEGATIONS

Guidance notes for recording concerns and allegations on the Child Protection/Vulnerable Adult Concerns and/or Allegations form

1	Only fill in the details you have, do not question the child
2	Only complete if details are known
3	Complete details
4	Complete details
5	Remember to remain calm and listen to the child. You may ask open questions to clarify a statement i.e. "How did that happen?". It is important to write down as far as you can remember the exact words that were used including your questions if any. Do not write up notes in the presence of person disclosing. Where appropriate, do be honest with the person disclosing, and inform them of what you will do next. Remember DO NOT make promises
6	Do not investigate further to find this information. Only use it where it has been included in dialogue
7	Each location should have an incident log. Refer to this for reference.
8	It is important not to discuss serious concerns with anyone else other than the designated child protection officer as this may jeopardise any investigation by the Police or Children's Services.
9	It is vital that consultation with the designated child protection officer takes place as soon as possible and records made. In the absence of the designated child protection person, delay must be avoided, consult with your line manager. However, this should not delay any referral to Children's Services
10	Remember to sign, time and date
11	Complete job/role title and contact number

Consent Form

All information will be treated in strict confidence

Please use block capitals and print clearly

Event/Activity: _____ Date: _____

Name of Child: _____ Age: _____ Date of Birth: _____

Home Address: _____

_____ Postcode _____

Home Telephone Number: _____ Mobile Telephone Number: _____

Medical Conditions: (if any) e.g. asthma, diabetes, allergies: _____

I confirm that my son/daughter is in good health and I give consent for my son/daughter to participate in the above event/activity.

I consent to any emergency treatment required by my son/daughter during the course of the event/activity

I give consent for my son/daughter to be photographed during the course of the above event/activity and I consent to the photographs being used by Great Yarmouth Borough Council for bona fide promotional purposes. This also includes the use on the World Wide Web (internet).

The information you provide will be used in accordance with the Data Protection Act 1998, to ensure the safety of all participants and may be shared with other people/organisations involved in the delivery of the above event/activity, if appropriate. By signing this form you are consenting to the Council using the information, which you have supplied in the manner stated above.

Name of Parent/Guardian: _____

Signature: _____ Date: _____

Consent Form for the use of Cameras and other Image Recorders

Venue/Area:.....	Ref No:.....
------------------	--------------

Description of Equipment:.....
.....

Surname:.....For names:.....

Address:.....
.....
.....Postcode:.....

Telephone No:.....	Mobile Telephone No:.....
--------------------	---------------------------

Fax No:.....	Email Address:.....
--------------	---------------------

Name(s) of the subject(s)

1.....	5.....
2.....	6.....
3.....	7.....
4.....	8.....

Relationship of the photographer and subject (s).....
.....

Reason for taking photographs and/or uses the images are being, or are intended to be put to (i.e. family record/advertising etc)
.....
.....

I declare that the information provided is true and correct and that the images will only be used for the purposes stated.

Signed:..... Date:.....

Authorised by:..... Date:.....

Position held:.....

Under the Data Protection Act 1998 the information that you have provided will be used only for the purposes monitoring camera and image recorder use and will be destroyed at the end of a year.

Appendix H

Policy Statement on the Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

General Principles

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust, the Council complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure Information. It also complies fully with its obligations under the Data protection Act and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.

Storage and Access

Disclosure information is never kept on an application's personnel file and is always kept separately and securely, in lockable, non-portable storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and we recognise that it is a **criminal offence** to pass this information to anyone who is not entitled to receive it.

Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than 6 months, we will consult the CRB about this and will give full consideration to the Data Protection and Human Rights before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means. We may keep a record of the date of issue of Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number and details of the recruitment decision taken.

MANAGEMENT OF ALLEGATIONS AGAINST STAFF

WORKING TOGETHER TO SAFEGUARD CHILDREN (2006) APPENDIX 5

1. INTRODUCTION

1.1 Working Together (2006) has clearly identified the requirement for all allegations made against staff members to be communicated to the Local Authority Designated Officer within one working day of the allegation being made using the format below.

2. ALLEGATIONS AGAINST STAFF

2.1 Communication to the LADO will include allegations where a person who works with children has:

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

STRICTLY CONFIDENTIAL

<p>From:</p> <p>Tel No: Email Contact: Fax No: Date</p>	<p>To: Local Authority Designated Officer for Management of Allegations against staff</p>
---	--

Staff Member or Volunteer	Information	LADO Action
<p style="text-align: right;">Name:</p> <p style="text-align: right;">Date of Birth:</p> <p style="text-align: right;">Address:</p> <p style="text-align: right;">Job role:</p> <p style="text-align: right;">Employment Status:</p>		

<p>Nature of concern:</p> <p>Time:</p> <p>Location:</p> <p>Details of any witnesses:</p>		
<p>Any previous concerns:</p> <p>Any evidence of a pattern of concerning behaviour:</p>		
<p>Information re young person</p> <p>Name:</p> <p>Date of Birth:</p> <p>Gender:</p> <p>Ethnicity:</p> <p>Known special needs:</p>		
<p>Details of Anyone Consulted</p> <p>HUMAN RESOURCES</p> <p>Name, Contact No & Date</p> <p>LADO</p> <p>Name, Contact No & Date</p>		
<p>Record of Action Taken Including Disciplinary action:</p>		
<p>Information provided to staff member or volunteer who is subject of concern</p>		<p>LADO consideration of referral to L88, POCA, POVA IBB and/or regulatory body</p>

SELF DISCLOSURE FORM

Personal disclosure form for all voluntary staff working or in contact with young people on behalf of Great Yarmouth Borough Council

CONFIDENTIAL

Have you ever been convicted of a criminal offence or been the subject of a Caution or Bind Over Order? YES NO

If YES please state the nature and date(s) of the offence(s)

Have you ever been subject to any disciplinary action or sanctions relating to child, young person or vulnerable adult abuse? YES NO

If YES please give details

You are required to self-certify that you are not known to ANY Children and Young People's department as being an actual or potential risk to children; have not been disqualified or prohibited from fostering children or had any rights or powers in respect of any child, young person or vulnerable adult vested in you assumed by a local authority; or have not had a child, young person or vulnerable adult ordered to be removed from your care.

Signed Dated

Name (please print)

Any surname previously known by

Address

Date of Birth Place of Birth

You are advised that under the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended by the Rehabilitation of Offenders Act 1974 (Amendment) 1986, you should declare all convictions (including spent convictions).

As part of the checking procedures for all applicants for posts of this nature you are also advised that we reserve the right to make reference to the local authority Children's services and police records to verify the information given on this form.

Guidance for Safe Working Practices

The following list outlines important considerations when working directly with children. All members of staff will be made familiar with this on appointment.

- Treat everyone with respect
- Ensure all have an equal opportunity to participate
- Do not engage in physical contact without clearly explaining your reasons
- Remember that someone else may misinterpret your actions, no matter how well intentioned
- Do not permit abusive activities (e.g. bullying)
- Do not allow yourself to be drawn into inappropriate attention seeking behaviour, but deal firmly and fairly with such behaviour at all times.
- Do not show favouritism to any individual
- Do not participate in games involving physical contact
- Do not do things of a personal nature that individuals can do for themselves
- Do not allow the use of inappropriate language or use it yourself
- Do not allow allegations to go unchallenged, unrecorded or unreported
- Do not take children into your vehicle or into your home
- Do not allow any one-to-one contact to take place at any time
- Ensure that appropriate clothing is worn by yourself and children participating at all times
- When working outside, ensure activities, breaks and clothing are suitable for the weather conditions and that shelter is available (where possible)
- Ensure the register is fully complete and that children are marked in and signed out (under 10's must be collected by a parent/carer)
- Ensure you have access to a first aid kit and telephone. If you are on a school site, please be aware of where these are and that you know the fire procedures
- Ensure that no-one takes any photographs or videos of any person without gaining their parent/carers written permission
- Ensure that all toilet trips and first aid is carried out in pairs/groups or in the latter case where you can be seen

Supervision Ratios

The supervision of children must be adequate, whether at the organisation's venue or on a journey or visit. The ratio of adults required is dependent on the magnitude of risk and the ability of the group or individual. As the required ratios vary from sport to sport please follow the standards set out by the relevant National Governing Body and Government DFES.

Appendix L

Self Declaration for Contracted service providers engaged in work on behalf of Great Yarmouth Borough Council

(To be completed by contractors likely to have contact with children)

Name of Contractor:

I have read and understood the Council's Child Protection Policy and agree to abide by the procedures set out in the document.

I confirm that I/we hold a current Child Protection Policy that is available to view on request.
(Delete as appropriate)

I confirm that all workers engaged by the above named contractor and who are likely to come into contact with children have been subject to the appropriate level of Criminal Records Bureau check as defined by the Criminal Records Bureau guidance.

Signature:

Name:

Position:

Date:

NB Great Yarmouth Borough Council reserve the right to investigate the validity of the above declaration

Appendix M

Declaration

Great Yarmouth Borough Council is fully committed to safeguarding the well being of children and young people by protecting them, from neglect, physical, sexual and emotional harm.

Working as an employee or volunteer of Great Yarmouth Borough Council or as an elected member it is important that you have taken time to thoroughly read this Child Protection Policy and Procedures.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for the children and young people in our care.

Declaration:

I have read and understood Great Yarmouth Borough Council's Child Protection Policy and Procedures and I accept the principles therein.

Signed: _____ Date: _____

Name: _____
(Please print)

Position in Organisation: _____

This will be kept in your personnel file