

# Safeguarding and Child Protection Induction



This course is an essential part of your induction to Barnardo's and is compulsory for all new staff, volunteers and workers.

## Welcome from Javed Khan, Chief Executive

Hello, at Barnardo's, we believe in children. No matter who they are, what they have done or what they have been through. We will support them, stand up for them and bring out the best in each and every child and young person.

Standing up for children and young people also means doing everything we can to keep them safe and protect them from harm. At Barnardo's, we are proud of our commitment to ensuring we have a safe culture and safe practice. Each and every employee, our volunteers and our carers play a crucial role in safeguarding. This is why it is important you spend a little of your time working through this safeguarding learning programme.

This short learning programme is for all employees, volunteers and carers. It will help you understand what is expected of all of us, regardless of our roles, to ensure that all children and young people who interact with Barnardo's are protected from harm and are safe from abuse. It also looks at how we can contribute to ensuring Barnardo's is a safe working environment, and how we should all behave as good role models.

Everybody, whether you work as an employee, a volunteer or a carer; whether you work in a Barnardo's service, office of a shop; whether you work as an administrator, as a manager or as a practitioner, you need to complete Module 1.

Thank you

Please make sure you complete this learning programme at a time when you will be uninterrupted and can concentrate, whether you do this on your own, or in a group.

Thinking about the issues surrounding abuse or neglect raises sensitive issues and may generate distressing thoughts, feelings or memories. So take your time with this programme and take a break if you wish to.

If it does raise any issues you wish to discuss with someone, you can speak to your supervisor or your line manager.

We believe strongly in providing high levels of support to our staff, volunteers and other workers and so we also provide a staff support scheme when it is needed. You can find out more details about the various options available to you by talking to your line manager or supervisor.

## Are you prepared?

The general public sees Barnardo's as an organisation that helps children and young people and individuals will sometimes contact us with concerns or worries about children or child abuse. In addition certain advertising campaigns can trigger a lot of interest, and can result in people contacting us about their concerns around child abuse or harm.



Individuals may contact us through all sorts of routes including calling into a shop, ringing an office, arriving at reception or emailing someone. It is essential therefore that everyone knows how to respond to a child protection matter and what to do next.

It's important that **all** people right across the organisation engage in and complete this learning. Find out the reasons why this applies to *some* of your colleagues here. *Please note* that if your role at Barnardo's is not presented here you will still need to complete this training as it is relevant to everyone.

## Shop Manager



*"Why does this apply to me, I work in a shop?"*

Barnardo's campaigns **often raise concerns** amongst members of the general public and our shops are sometimes seen as a place that people might call in to seek help. This training will show you **how to respond to situations like this**, so we can **help people get the support they need**.

## Children's Services Manager



*"My role is as a manager; do I need to do this training and is it detailed enough given my responsibilities?"*

As a manager this is **really important** as the principles set out here embody the way we should behave and act throughout the organisation. As a manager, this is behaviour that you **must model yourself and encourage in others too**. Depending on your role you may need **more specialised or advanced training** as well.

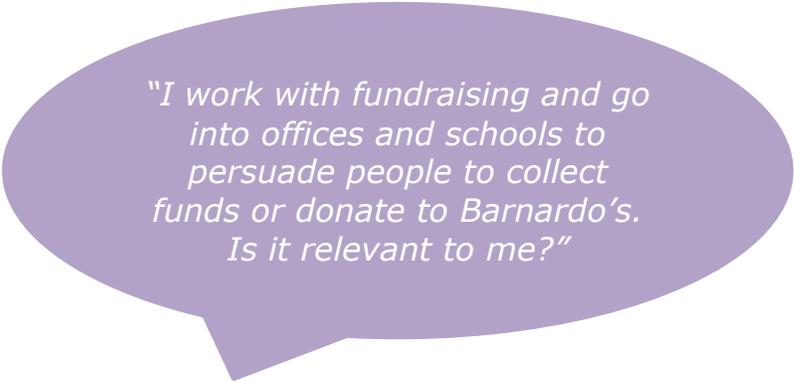
## Volunteer



*"I am a Barnardo's shop volunteer and I also carry out door to door collections. It is possible someone could talk to me about child abuse?"*

If you are working with the public, people will regard you as part of Barnardo's and someone could talk to you about a situation they are worried about and ask you who they should talk to. It is **important** you know where to get advice.

## Fundraiser



*"I work with fundraising and go into offices and schools to persuade people to collect funds or donate to Barnardo's. Is it relevant to me?"*

Our fundraisers often meet the public in schools, colleges, the workplace and communities. Anybody could approach you and seek advice when you are out and doing your work so it is important you know how to respond.

## Administrator

*"I work in an office and never see children; is this relevant to me?"*

We want **everyone** to know what to do if someone reports a concern. Sometimes people have contacted one of our offices by calling in, sending in a letter or ringing and reported concerns. **It is important you understand what you must do if this happens.** The things you say can be **really important** in giving the right impression of our organisation.

## Project Worker

*"I have done lots of child protection training before; how will this help me?"*

You may have done child protection training before. However, as part of Barnardo's workforce it is **really important that you do this induction** so you know **what Barnardo's expects** of anyone that works for us.

## Foster Carer

*"I am a Foster Carer, do I need this if I've already had training?"*

You may already have had some training as part of your assessment, or as part of your foster carer training. However, we want to ensure **all our foster carers** know what we expect of you, **so you can help us respond consistently.**

The completion of this module is an essential part of your induction into Barnardo's.

It should help to:

- Understand what we mean by safeguarding and protecting children, young people and vulnerable adults
- Be aware of your responsibilities to help safeguard and protect service users
- Understand what Barnardo's expects of you in terms of good professional conduct in work
- Know your role in ensuring safe practice and keep both yourself and our service users safe
- Understand what you can do if you are worried about a service user who might be at risk
- Know where you can get advice or support when you are worried





## What do we mean by safeguarding and protection?

Whilst different language is used across the UK to explain our responsibilities to safeguard or protect children, the underlying message is that we have a **shared legal and moral responsibility** to help keep children and young people under the age of 18 safe from harm.

### Overview

We use two different phrases to describe these shared responsibilities



### Safeguarding is about:

- Ensuring that children are safe
- Ensuring they have the **best chance** to make a success of their adulthood
- **Preventing** anything that might put their **health or development at risk**
- **Protecting** children and young people from **abuse** or **neglect**

### Protecting is about:

Ensuring that any child or young person who is at risk of or who has suffered abuse is protected from harm and kept safe.

## Our basis and values

### Right to safety and respect



This means creating a culture, where children are valued and their right to safety and respect is upheld. It is important that children, young people and vulnerable adults in contact with our services know that each and every one of our staff, volunteers and carers will do what they can to make them safe and will treat them with dignity and respect.

This means actively managing risk to minimise circumstances where children using Barnardo's services may suffer harm.



### Working collaboratively



This means working collaboratively with other organisations to ensure children are safeguarded and protected.

At Barnardo's we believe in Children – no matter who they are, what they have done or what they have been through. We all believe all children should be protected from discrimination.

### Protect from discrimination



## What do we mean by abuse?

People who work with children in different child protection agencies usually refer to four types of abuse or harm which children and young people may suffer or be at risk from



### What is physical abuse?

Physical abuse includes things like hitting in a way that injures a child, shaking them violently, throwing a child, poisoning, burning, scalding, drowning, or suffocating.

Physical harm may also be caused when a parent or carer makes up or deliberately causes illness in a child.

It may also be when physical injuries on a child don't fit the explanation given.

### What is emotional abuse?

Emotional abuse is treating a child in a way that affects their emotional development. It can be inflicted by adults or young people. It may involve continually making children feel that they are worthless, ignored, unloved or inadequate, silencing them or 'making fun' of what they say or how they communicate, or even watching someone else be ill treated.

For many children it is experienced as bullying, this could be at school, via text, or on social network sites (called cyberbullying), and causes children frequently to feel frightened or in danger and very unhappy.

It may mean expecting too much of the child or limiting their opportunities to explore, learn or interact with others.

Some levels of emotional abuse is involved in all types of maltreatment of a child, though it may also occur alone.

### **What is sexual abuse?**

Children and young people are sexually abused in many different ways. It may involve forcing or persuading a child or young person to take part in sexual activities, physical contact, assault and inappropriate touching, getting children to look at sexual images or encouraging them to behave in sexually inappropriate ways. Approaching a child on the internet and trying to interest them in inappropriate sexual activities is also sexual abuse.

Sexual abuse also includes Child Sexual Exploitation. This involves exploitative situations, contexts and relationships, where young people receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or others performing on them, sexual activities. In all cases those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources.

Children can be sexually abused by men, women and other children.

### **What is neglect?**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. If the harmful behaviour continues it is likely to result in serious damage to the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse.

Other types of neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter for a child
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision of a child
- Be responsible to a child's basic health, medical and emotional needs

## Who is at risk?

For many children and young people there are extra things that can stop them doing well, feeling safe or being happy. Here are a few examples, you may be able to think of others:

- Being privately fostered
- By becoming radicalised
- Living with a parent or carer who drinks excessively and/or takes drugs
- Having to look after a parent who has a long term illness or disability and where there is no additional support
- Being a disabled child where you are not supported, or feel bullied
- Living with a violent parent and witnessing domestic abuse
- Being involved in gangs
- Being at risk of female genital mutilation (FGM), forced marriage, or honour based violence because of cultural practices that families believe in
- Somebody grooming or exploiting them, trafficking or enslaving them



Some children and young people may be particularly at risk because of their young age, disability or difficulties in communicating any harm they face.



## Our Safeguarding Code of Conduct

Most people who work and volunteer for a children's charity only have the best interests of children at heart, but we do need to ensure that we know what is and is not acceptable practice and what our professional boundaries are.

For this reason Barnardo's has introduced a *Safeguarding Code of Conduct*.

### Introduction

You will have received our 'Safeguarding Code of Conduct' as part of your induction. No matter what your role is with us, you are expected to understand and comply with this code. It forms part of your contract of employment or your agreement or arrangement to work with us.



### Shared Understanding

Our Safeguarding Code of Conduct ensures that everyone involved in our organisation knows what is **acceptable behaviour** and what is **not** and also ensure that every child or young person, parent or carer knows what they can expect of any member of Barnardo's staff, any volunteer or other worker they come into contact with.



## Safeguarding Culture

Our Safeguarding Code of Conduct helps Barnardo's create a safeguarding culture, lessening the possibility of false accusations and making people **more alert** to situations of abuse and danger and more able to **report concerns** and unacceptable behaviour.



## Being a good role model

Our Safeguarding Code of Conduct ensures that all of the people working for us are seen as behaving in a way that might be regarded as "**good role models**".



## In the workplace

Much of our Safeguarding Code of Conduct is about common sense. Find out how *some* of your colleagues from across the organisation use the Safeguarding Code of Conduct in their daily lives.



Retail Volunteer

"I make sure I always listen to people, so I can respond to concerns in the right way"

"I try and act as a role model to my colleagues, as this is about a shared responsibility. We all represent Barnardo's and need to remember that the impression we make is very important"



Shop Manager



Foster Carer

"It's about nurturing children in a safe environment and helping them develop into successful young adults"

"If a colleague raises a concern or a worry about harm then I would help them report it and would make sure I record it"



Administrator



Project Worker

"I've changed the way I do things online in my personal life. For example, I now make sure my facebook settings are set to private."

## E-Safety

Remember that our Safeguarding Code of Conduct is about acting as a role model for Barnardo's. We therefore require you to act responsibly when using any technology including the internet and social network sites.



Remember that as an employee or volunteer of Barnardo's, you represent us outside of work too.

Think carefully about the images you share online and set your facebook profile to private.



Always follow the Barnardo's IT code of practice.

The IT code of practice is a separate policy that provides guidance on the acceptable use of Barnardo's IT systems.



You should not normally give out your personal mobile, home telephone numbers or home email to service users.

Always use your work email address, telephone/text number or mobile phone number.

## Do's and Don'ts

Hopefully you are starting to get a better understanding of what you need to think twice about and things you need to be responsible for. **If in doubt ask someone.** Now look at these different examples of things we do and do not endorse under the Safeguarding Code of Conduct.

### Do's

#### The following behaviour is recommended:

- Being a good role model
- Responding to complaints or concerns
- Treating concerns extremely seriously
- Keeping your personal details private
- Supporting young people
- Protecting young people from harm



Sometimes things are not so clear cut. Remember if in doubt ask your supervisor or manager who will be able to advise you.

### Don't's

#### The following behaviour will not be tolerated:

- Bullying or abusive behaviour
- Intimidation
- Discrimination
- Threatening behaviour
- Being under the influence of drugs or alcohol at work
- Possessing indecent images of children
- Any attempt to engage in inappropriate relationships with children, young people or vulnerable adults



Sometimes things are not so clear cut. Remember if in doubt ask your supervisor or manager who will be able to advise you.

## How Barnardo's Safeguards and Protects



### **Barnardo's range of actions**

Here at Barnardo's we do a range of things that ensures we do our utmost to keep children, young people and vulnerable adults safe.

#### **Campaigning...**

We campaign on issues to help keep children safe.

#### **Researching...**

We publish and produce research to influence the government to respond to needs.

#### **Inspection...**

We inspect our services to make sure they provide safe provisions and incorporate safe practice.

#### **Training...**

We induct, train, supervise and manage our staff, our volunteers and our carers.

#### **Responding to concerns...**

We respond when there are complaints and take any concerns a child or young person raises extremely seriously.

### Learning...

We learn from lessons when things go wrong and children aren't properly protected from harm.

### Investigating...

We respond to any allegations made against our workers to ensure they are investigated thoroughly.

### Developing and Implementing...

We ensure we have good policies and procedures to support staff in knowing what to do.

And we make it clear to all our people that they play a **really important role** in ensuring that Barnardo's provides the safest working practice possible.

## Why is it important?

We can make Barnardo's a much safer organisation if everyone is fully aware of the behaviour and conduct that is expected from all.



Javed Khan, Chief Executive

Barnardo's wants to ensure all children and young people in contact with us know that all our staff and volunteers will treat them with dignity and respect.

The majority of child abuse can be prevented. For this reason it is very important that everybody who works with children in any way puts safeguards in place. If everybody takes this responsibility seriously it will make a real difference.

So remember you are not on your own and it's crucial that we always work together and share information with other agencies and any concerns with your manager.





## Your Role

As you have seen, the Safeguarding Code of Conduct states that you must respond to any concerns about abuse or harm. Barnardo's has a safeguarding and child protection policy that tells you what to do.

It explains that you must remain **alert** at all times and be **proactive** whenever you think someone is at risk of harm.

## Respond, Report, Record

There are three simple things you should always remember to do whenever you are worried someone may be at risk in order to help us safeguard children and young adults.



If you're worried about someone who you think might be suffering from abuse, you need to think about who else you might share this worry with in order to get the best advice about what to do next. Never keep it to yourself! The section on responding to abuse or harm will give you some pointers to help you identify situations that require a response.



If you have a worry or a concern about a child, young person or young vulnerable adult you must report it to your line manager or safeguarding lead **as soon as possible**. If your line manager is not available you can report the matter to their manager or to the safeguarding lead at your nearest regional or head office. You must always report the concern **within 24 hours**. Your manager or the safeguarding lead will be able to advise you what to do next.



You must **write down** and record anything you have seen, heard or received information about what has caused your concern, as well as anything you have been told. This is important, as it is the best way of describing accurately what exactly has been said. You should also write down the day and time you became aware of the information.

## How does it help?

### Introduction

It will help you deal with child abuse if you know what to look out for, and who to talk to.

### Is it important to report concerns?

**It is only by people sharing their concerns that we can ensure children or young people are safe.**

If people don't report suspected abuse or don't tell the right person about it – they can effectively leave a child or young person at risk of more harm. **So always report any concerns you have!**



### Are people likely to talk to me about abuse?

Adults who have been abused often say they tried to tell someone when they were a child but nobody listened or heard them.

**Remember:** You might be the person that someone tries to tell or might be the person that has a really important piece of information to share.



### Will I be able to recognise someone who might abuse a child?

Remember that children might be abused by someone at home, someone in their family, a member of their community, a trusted adult, another peer, or someone at school or even a colleague.

**Don't make assumptions** or think that someone you know and trust is always safe.





## Responding to abuse or harm

This section will give you some pointers to help you identify situations that require a response.

### When should I respond?

It isn't always easy to identify who is at risk of abuse and often there are situations where you may not be sure whether a child or young person is being harmed or not. In addition there can sometimes be barriers or prejudices that prevent a person from getting the help they need.

We will now show you some situations that help us think about our own attitudes and values in respect of possible child abuse. Consider what you think when you view these situations.



## Don't make judgements

Imagine you are at a Barnardo's children's centre when you notice a young woman. She has a young child with her.

The child is misbehaving, and you notice that the woman is becoming annoyed.

Suddenly, she slaps her child across the face.

### Is this acceptable? Is this a cause for concern?

- Yes - whilst we do not have the information about what was actually happening, hitting a small child is always worrying and may be an example of longer term physical abuse.
- Maybe - it depends whether this is acceptable as part of the woman's religion or culture.
- No - it is not for me to judge?

**Feedback** – whatever the circumstances or class, culture or faith of adults it does not mean that hitting a small child is OK.

Sometimes our own attitudes and values can prevent a child from being protected. In the past children have been seriously injured or died because professionals felt that the behaviour they observed may be down to cultural differences, or they were frightened of being called a racist. Very young children are particularly vulnerable as they may be unable to tell us about abuse.

You see a child in a wheelchair. Their clothes are very dirty and they smell strongly of urine. **Is this a cause for concern?**

Select the option you think is correct.

- Yes
- Maybe
- No



### **Feedback**

Although you don't have all the facts it is not acceptable for any child to be in this state of neglect and we should be concerned for them.

Research has shown that for some disabled children and young vulnerable adults are sometimes more at risk of being abused. There are many reasons for this; it may be because of their own isolation, the number of people they rely on for their care, the fact that they may not be able to communicate or have the language or words to say what is happening. The main point to remember it that just because someone has a disability it does not mean they won't be abused and we need to make sure we don't excuse signs for symptoms such as unexplained bruises or signs of possible neglect by putting it down to their disability.

Your colleague Sarah has told you that her husband is violent: he drinks too much and then takes it out on her and occasionally takes it out on their teenage daughter too. They have some money worries and she thinks that once they are back on their feet he will stop. She mentions that her daughter is underachieving at school and seems quite anxious. **Is this a cause for concern?**

- Yes
- Maybe
- No



### **Feedback**

Sarah sounds like she definitely needs to talk more with someone who can help both her and her daughter and ensure they are safe. It may be that you need to encourage Sarah to talk to her manager or someone outside her family who can help and support her. You could help her tell someone or you could talk to your line manager about your worries for her.

The impact of domestic abuse on children or young people can have a long lasting emotional impact on their development and wellbeing.

Julie, a young adult volunteer who has learning difficulties, is working in a Barnardo's shop. She keeps getting unwanted attention from her colleague, James. He has made comments to her of a sexual nature on one or two occasions. **Is this a cause for concern?**

- Yes
- Maybe
- No



### **Feedback**

Any kind of harassment is a breach of our Safeguarding Code of Conduct and may be a breach of our sexual harassment policy. This behaviour is completely unacceptable.

Zafire attends one of the Barnardo's projects. She is worried that her parents are planning to take her to Pakistan to marry against her will. **Is this a cause for concern?**

- Yes
- Maybe
- No



### **Feedback**

Forced marriage is illegal in this country and we must make sure that if we suspect a young person is at risk then we follow safeguarding procedures and help the young person to stay safe.

In our work with children we may have contact or meet both young male and females who are at risk of forced marriage.

If you have concerns you should talk to your line manager or supervisor.

## Summary

As you have seen, some groups of people are more at risk than others and this can be due to barriers or misconceptions in society. You must keep an open mind in order to safeguard effectively and be proactive in your response to abuse. It is not your job to investigate but it is your job to report your worry and pass on concerns to someone who knows what to do.



Some people may be particularly vulnerable, such as children with disabilities and children under five, especially very young children under one, who cannot tell anyone or do anything to keep themselves safe from harm.



Children who are missing from home or are refugees or asylum seekers face particular risks and are especially vulnerable to being **abused, trafficked** or **sexually exploited**.



Children who are living in families with **domestic abuse**, children who are living with parents who **misuse drugs** or **alcohol**, and children who live with parents who have **mental health issues** are also more likely to experience emotional harm, neglect or abuse.



## Reporting abuse or harm

Ensuring that all Barnardo's employees and volunteers know what to do and who to tell when they have any child protection concerns is absolutely vital.

### Sharing your worry or concerns

We do not expect you to deal with cases of abuse, however we do expect you to pass the information to an appropriate person and **report** it.



If you have a worry or a concern about a child, young person or vulnerable adult you **must** report it to your line manager or safeguarding lead **as soon as possible**.



If your line manager is not available you must report the matter to their manager or to another senior manager in the region or nation or the Head of Corporate Safeguarding. You should also report your concerns without delay to the relevant local children's social care service.

In emergencies, for example when a child is at immediate risk, you should call the police and/or children's social care even if you have not had a chance to speak to your manager.

## Who do I go to?

### Introduction

Wherever you work in Barnardo's there will be a named person who has designated safeguarding responsibility. This means that they have particular responsibility for offering advice and support and managing any matters related to the protection of children or vulnerable adults. It could be your line manager or your service, shop or department.

However, if you can't get hold of them you should ring your regional or national office and ask to speak to another senior manager, the Head of Corporate Safeguarding, or Head Office Children's Services (020 8498 7712).



### What if I can't get hold of my manager?

You should seek advice and guidance from your own manager. However, if you can't get hold of them, or if you have a serious concern and don't feel able to talk to your line manager, you could ring your regional or national office and ask to speak to the Assistant Director with the lead responsibility for safeguarding or any other senior manager.



**If you can't get hold of your line manager you must make sure you get hold of a senior manager or the safeguarding lead.**

### Is there a number I can call?

Is it important you know who you can speak to and how to get hold of them. Make sure you have your regional office contact number.

For the full list of regional and national numbers, see the document named "Safeguarding Protocols" in the "other safeguarding resources" area on the safeguarding e-learning page.



### Is there someone I could speak to outside of Barnardo's?

If you had a serious concern and don't have the confidence to report it within Barnardo's you could also seek independent advice by contacting **Public Concern at Work** (0207 404 6609). This is an independent agency set up by the government to receive complaints about concerns in the workplace. They will be able to provide independent support advice and act where necessary to address any health or safety issues.



### Will I get penalised for raising concerns?

**No!** Barnardo's is committed to the highest standards of openness, integrity and accountability. To achieve this Barnardo's encourages the raising of concerns and for individuals to speak out. A culture where individuals feel confident in being able to raise concerns is one where the highest standards can be achieved.



## Whistleblowing

Raising concerns about poor or dangerous practice could be the first stage in keeping a child safe from an adult whose practice may be unsuitable and potentially dangerous.

If you are concerned, or even have a bit of a 'worry', you should normally raise it with your manager. However, if you are not able to, you can raise your concern with someone you trust within Barnardo's or another person named in our Whistleblowing Policy.



**If you feel unsure about raising a concern because you don't know if it is relevant or whether it falls within this policy, you are encouraged to come forward so that the matter can be discussed and advice given.**



## Recording abuse or harm

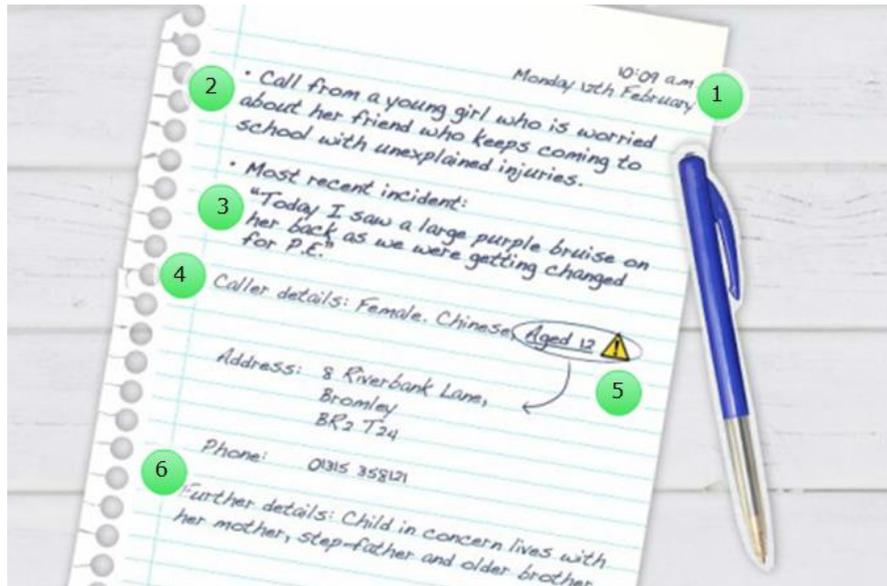
You must **write down** and record anything you have seen, heard or received information about that has caused your concern, as well as anything you have been told.

*It is essential that you know how to deal with any protection matter. It's not your job to investigate further, but it is your role to pass on concerns to the right person.*

## Sharing your worry or concern

### Introduction

You should always write down and record any details about any information you have received that has raised a concern.



1. Record the date – you must record the date and time that your concern was raised.
2. It's about the detail – write down and record what you are concerned about, anything you have seen or heard that has caused your concern, and anything you have been told using the words that the person who told you used.
3. Accurately record – try and quote the person you have spoken to, using his or her own words. This is the best way of helping to describe exactly what was said.
4. Caller details - record as much information as you have about the gender, ethnicity and age of the caller and their relationship to the child or young person that the concern is about.
5. Act quickly – if the child is in **immediate danger** you must **call the police** and pass on the information to the local children's social work duty office. If the child just wants to talk ask if they can hold while we put them through to the right person – this should be your safeguarding lead or another assistant director. If they don't want to hold please ask if we can ring them back and double check their mobile contact number. You may also refer the child or young person to **Childline on 0800 11 11**.
6. Calls from a child – if you receive a call from a child, please take as much detail as possible, including their full name, contact details, email address, mobile number, and if they say they are being abused, a brief outline of what is happening to them.



## Case Studies

Now we will look at some case studies of how 'Respond, Record, Report' might be applied across our organisation.



Receptionist  
(Regional Office)

"I work on reception and receive many calls. Once I received a call from a mum who was really distressed and crying. She said one of her children had told her that they were being sexually abused. Line manager was annual leave, and I wasn't sure at first what to do.

So, I asked if I could take her name, address and contact telephone number and I would get someone to call her back. It was really difficult to hear properly what she was saying because she was so distressed, but by staying calm and repeating the contact information to her I managed to get her name, telephone number and address. Office procedure said I needed to speak to an Assistant Director if available, or ring the nominated safeguarding lead for my area.

Although it was a distressing phone call, I felt I had really helped and made sure she had contact with the right person and given the right support."

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Residential Worker

"I am a residential worker and I take care of children who have a range of disabilities when they come for respite. I have been taking care of David for a while now and have got to know him well. He is 12 years old and has severe physical disabilities and we've learned how to communicate with one another. The day after David arrived one particular time, I was sensing that he wasn't his usual self but I couldn't put my finger on why. When I was helping him to bathe, I noticed he had a pretty bad bruise on the inside of his thigh. He didn't want to look at me when I tried to talk to him about it. I told David I was worried about him and I was going to talk to others about my worries. I wrote everything down that I had seen and done and then I went to speak to my manager.

She contacted David's social worker with the information. It made me realise how important it is to pass information like this on the same day.

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Retail Volunteer

"Once, there was a young volunteer working alongside me in the shop. At first, I thought he wasn't very confident working alone as he always seemed to stay with me. I felt like he wanted to say something to me but would stop himself. I asked if he was okay and he just looked at the floor and said "my mum and dad keep battering me". I was shocked, but went and spoke to my line manager who knew what to do so I didn't have to worry and I knew I had followed the procedures and other people would make



Volunteer Mentor

sure he would be safe. I made a record of what he had said to me and gave it to my manager.”

“I am a volunteer mentor and one day I had taken a child out to the park and when we returned back at the agreed time of 4.30pm no one was at home. I checked in my paperwork that I definitely had the right time and decided to wait a little while just in case they had needed to nip out.

After about 15 minutes I became worried, so called the on call manager. He knew what to do and followed the procedures, ringing the local safeguarding service, and they made arrangements to ensure the child was safe.

On Monday when I returned to the office, I met with my manager and he recorded the information on to the child’s file. I also sent a report to the local authority explaining what had happened for their records. We also talked about what would happen next and how he would explain why we had done this to the family.”

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Family Care Worker

“I am a Family Care Worker and have just started to provide support to Precious and her foster family. Precious is 9 years old and English isn’t her first language. I don’t know a lot about her except that her family came to England from Zimbabwe to seek asylum. She seems a very sad little girl but I was struck by how easily she accepted me. In fact she wanted to sit on my knee and kiss me.

I thought about her behaviour towards me because I didn’t feel quite right. I didn’t know how to handle things if she behaved like that in our next session so I wrote down what had happened and my thoughts about it and I discussed the issues with my supervisor. She said she would get more information about Precious’ background and let her social worker know. She also helped me put a plan together for my next session.

We don’t know exactly what’s wrong but this made me understand how important it is to share information with someone who knows what to do about any worries or concerns you may have.”



Nursery worker  
(Children's Centre)

"I was looking after Kelly in the nursery and waiting for her Mum to collect her but she was really late. When her Mum arrived she was really worse for wear; she had been drinking and I was not sure what to do. It did not feel safe to let Kelly go home with her. I checked with my manager and she helped me talk to Kelly's Mum and find another responsible adult to come and help.

It was really helpful to know that I was right to not let Kelly go and that my manager supported me in helping find a person that could take care of Kelly. We also made a report to the local children's social work duty team so that they were duly informed."

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Retail Manager

"I have lots of experience as a shop manager but recently came across a situation that was new even for me. I had taken on a new volunteer, who got on really well with me and told me over coffee one day that she had been abused as a child by someone she knew. She then told me a bit about what had happened and then that she was worried about the younger children in the family who still lived with the man and whether he might try to do the same to them.

To be honest I really wasn't sure what would happen next but I knew she was worried and that my job was to pass the concern on to someone in Barnardo's who could advise me and would know what to do next. My manager was off but I rang regional office and asked to speak to a manager there who advised me to explain to the volunteer that she could talk to the police about it if she wanted to. I also told her that Barnardo's had responsibility to pass the information on so things could be checked out by someone who could make sure the children were safe.

It made me realise you don't always have the answers yourself but there is always someone there to advise you."



## Summary

The next few pages will summarise some of the key points from this module on Safeguarding and protecting children.

### What are my responsibilities?

#### Understand the Safeguarding Code of Conduct

**Remember: this forms part of your contract of working for us.**

You should seek advice and guidance from your line manager. However, if you can't get hold of them, or if you have a serious concern and do not feel able to talk to your line manager, you can always contact the manager of your line manager or your safeguarding lead or you could contact our Corporate Audit and Inspection unit at Head Office.



#### Act Professionally

You must **maintain clear boundaries between your personal and professional life**. This includes acting responsibly on the internet and not sharing your personal information. It also includes thinking through any actions that might be misinterpreted, so you can prevent from happening.

#### Put children and young people first

As a Barnardo's employee or volunteer you must always **place a child or young person's safety and wellbeing first**.



#### Act as a role model

We require all of our staff to act as a role model and **lead by example**.

#### Respond, Report, Record

Whenever you have a concern about a child, young person or vulnerable adult you must follow the three steps **Respond, Report, Record!**





I hope this elearning programme has helped you understand the important role you play in Barnardo's mission to keep children and young people safe.

## Thank you!

You have now reached the end of this induction on safeguarding and child protection. You have also fulfilled the completion criteria for this course.



Don't forget to tell your line manager that you've completed the course.