

Short Summary Safeguarding Statement

Approved by: Nicole Schnackenberg, Director, Labyrinth House

Date of approval: 07/10/22

Review (date): 07/10/23

Internal contact details

Designated Safeguarding Lead (DSL1):

Nicole Schnackenberg, Director. 07931968611.
nicoleschnackenberg@labyrinthhouse.org.uk

Level Two Safeguarding Lead (DSL2):

Sophie Cooper, Operations Manager.
good.day@sunshinebabybank.org.uk

External contact details:

Southend City Council MASH Team (Monday-Thursday: 9am to 5pm. Friday 9am-4.30pm).

01702 215007

Emergency Duty Team (out of hours, 365 days a year).

0345 606 1212

1.0 Policy Statement

Labyrinth House is a family wellbeing, education and therapeutic hub; embedded in the awareness of developmental and complex trauma, with a focus on early years and whole-family mental health. The Sunshine Baby Bank, a local charity registered in 2020 comes under the umbrella of Labyrinth House and operates also from its premises.

1.2 Aim and Scope

Labyrinth House aims to be 'one door' for families seeking support with their emotional wellbeing, including infants, children and young people from conception through to age twenty-five. A focus on families supporting children with special

Short Summary Safeguarding Statement

educational needs and disabilities; on children and young people who have experienced developmental trauma; and on children and young people on the edge of care, in case and/or care experienced is paramount.

The purpose of this policy statement is to:

- Protect children, young people and family members who receive Labyrinth Houses' services from harm. This includes the children of adults who use our services.
- Provide staff and volunteers, as well as children and young people and their families with the overarching principles that guide our approach to child protection. Our policy applies to anyone working in or on behalf of Labyrinth House.

1.3 Legal Framework

This policy has been drawn up based on legislation, the policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from nspcc.org.uk/childprotection

1.4 Supporting documents

This policy statement should be read alongside our organisational policies, procedures, guidance and other related documents:

- Safeguarding Policy
- Role description for the designated safeguarding officer
- Code of conduct for staff and volunteers
- Photography and sharing images guidance
- Safer recruitment
- E-safety
- Equality, inclusion and diversity: and anti-bullying
- Whistleblowing
- Risk assessment and health and safety

We believe that:

- Children, young people and adults should never experience abuse of any kind.
- We have a responsibility to promote the welfare of all children, young people and adults, to keep them safe and to practice in a way that protects them.

We recognise that:

Short Summary Safeguarding Statement

- The welfare of our service users, staff, volunteers and tenants is paramount in all the work we do and in all decisions we take.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.
- All children and adults, regardless of age, disability, gender reassignment, race, religion, or belief, sex or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some children and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Extra safeguards may be needed to keep children and adults who are additionally vulnerable safe from abuse.

We will seek to keep children, young people and adults safe by:

- Valuing, listening and respecting them.
- Appointing a nominated child protection lead for children and young people, a deputy and a lead professional for safeguarding.
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers.
- Developing and implementing an effective online safety policy and related procedures.
- Providing effective management staff, tenants and volunteers through supervision, support, training and quality assurance measures so that all staff, tenants and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently.
- Recruiting and selecting staff, tenants and volunteers safely, ensuring all necessary checks including enhanced DBS checks for all staff, volunteers and tenants are made.
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance.
- Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions.
- Making sure that children, young people and their families know where to go for help if they have a concern.
- Using our safeguarding and child protection to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
- Using our procedures to manage any allegations against staff, tenants and volunteers appropriately.
- Creating and maintaining an anti-bullying and anti-racism environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying and/or racism that does arise.
- Ensuring we have effective complaints and whistleblowing measures in place.

Short Summary Safeguarding Statement

- Ensuring we provide a safe physical environment for our children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Considering third party contractors

Third party contractors for Labyrinth House who access our building during working hours include:

- Cleaners
- Building maintenance staff
- Building contractors
- Health and safety contractors.

Third party contractors who can access our secure client data system are:

- Our IT provider
- Our web designer.

Third party contractors do not have unsupervised contact with children or adult at risk who attend Labyrinth House.

All third-party contractors are asked to sign and adhere to a contractual agreement which outlines expectations relating to Labyrinth House's safeguarding arrangements.

If a contractor reports a safeguarding concern regarding a child or adult at risk, the relevant procedures will be followed.

All staff, volunteers and tenants must:

- Be familiar with Labyrinth Houses' safeguarding policy and procedures.
- Identify, respond, report to a Designated Safeguarding Lead (DSL) and record all safeguarding concerns within the same working day.
- If staff are not confident that a child or adult is at risk of immediate and severe harm and no DSL can be contacted, the staff member should contact emergency services without delay and without DSL consultation.

All staff, volunteers and tenants must not:

- Photograph or film children where no prior consent has been sought
- Administer First Aid involving the removal of children's clothing unless in the presence of their parents/carers or others.
- Let any allegations of abuse or poor practice go unchallenged or unreported.

Short Summary Safeguarding Statement

- Maintain confidentiality about sensitive information to safeguard a child or adult at risk.
- Work under the influence of alcohol or drugs
- Smoke, vape or drink alcohol in front of children and other service users.
- Contact a child or any other service user through any forms of social media.
- Investigate any allegation of abuse themselves.

Safeguarding code of conduct within Labyrinth House

All service users and visitors are asked to sign in and out of the building.

Children must be supervised at all times, by either a parent/carer, member of staff or a responsible adult.

If a child or adult at risk needs physical comfort, this is done in a way that is both age appropriate and respectful of their personal space, with their permission and preferably in the presence of someone else.

Staff code of conduct relating to E-Safety

Staff, volunteers and tenants must not:

- Have private, non-work related, electronic communication with children and adults at risk, either during their work with the individual or after the work has ended.
- Give their mobile number to a child or adult at work, unless the mobile is specifically used for work purposes by the staff member.
- Give their personal email address to a child or adult at risk.
- Share their personal social networking or instant messaging account with a child or adult at risk.
- Communicate with children or adults at risk via any social media platforms, including Facebook, Twitter, Instagram and Snapchat.
- Respond to a child or adult at risk who has sought them out on social media.
- Access inappropriate or illegal images on any personal electronic device at one time.
- Show children or adults at risk any inappropriate or illegal material on any electronic device at any time.

Staff must:

- Ensure the content of their personal social networking accounts are appropriate and safe, given the possibility of children and adults at risk seeking out their personal accounts.
- Ensure they have adequate privacy settings on their social networking accounts to prevent their service users accessing their personal information.

Short Summary Safeguarding Statement

- Identify and report any concerns related to risks posed to children and adults at risk via electronic communication.

Recording concerns

It is the responsibility of the member of staff/volunteer/tenant to record all concerns and actions they have taken without consultation with the DSL; and it is the responsibility of the DSL to record all discussions and actions taken that they have participated in.

All safeguarding data is stored and retained in line with our GDPR Privacy Standard, specifically:

- Data is stored in a secure location; with access restricted on a need-to-know basis.
- For children, the records will be stored until they are twenty-six years old.
- For adults, the records will be stored for seven years after the closure of their case with Labyrinth House.

Data will not be deleted within the above timeframes if:

- Due to safeguarding or reasons pertaining to alleged or actual criminal offences, it is imperative that the personal information is retained.
- For reasons of public interest or national defence
- For the establishment, exercise, or defence of legal claims
- The prevention, investigation, detection and prosecution of breaches of ethics for regulated professions.

All concerns and actions must be recorded on the child or adult at risk's record, under the category of 'Safeguarding'.

Barriers to seeking help

Children and adults may not keep help because they:

- Fear not being believed.
- Feel too embarrassed to talk about a private or personal problem.
- Worry that their concern will not be taken seriously.
- Worry about confidentiality and lack trust in both the people around them (including parents/carers) and in the services provided to them.
- Fear the consequences of asking for help.
- Fear the situation could become worse.

Our ethos is to treat all children and adults at risk with respect, compassion and dignity, and in doing so we always strive to validate their emotions and views. We actively encourage the sharing of experiences of safety and risk.

Short Summary Safeguarding Statement

At Labyrinth House we are highly committed to ensuring all staff and volunteers are well trained and up to date in their knowledge about signs and indicators of abuse and how well to raise concerns. Staff and volunteers (and tenants) are required to adhere to the following minimum training standards. If there is a change in legislation, updating training will be required sooner than the timescales stated below:

Designated Safeguarding Leads

- Specialist DSL training once every three years in both child safeguarding and adult safeguarding with a refresher at least yearly.
- Specialist safer recruitment training once every three years.

Labyrinth House is committed to commissioning annual training from local safeguarding experts who can update us on the local context and procedures around safeguarding.

The DSLs at Labyrinth House are committed to attending additional local safeguarding forums where possible.

The DSLs are registered with the NSPCC CASPAR monthly safeguarding email update, which enables them to keep abreast of changes and developments in the protection of children.

All staff working directly with children and adults at risk

- Level two safeguarding training, with a refresher once every three years.

All administrative staff who do not directly with children or adults at risk

- Level one safeguarding training, with a refresher once every three years.

Responding in a safeguarding emergency

1. Ring 999 and ask for the appropriate emergency service.
2. Inform the on-duty DSL and immediately agree next steps together.
3. If an injury or near-miss has occurred, report this in the Accident Book and alert the Health and Safety Coordinator.
4. On the same day, record the incident and all actions taken on the clinical record under the heading 'Safeguarding'.

Responding in a non-emergency safeguarding situation

- Consult immediately with the on-duty DSL, and always by the end of the same working day.
- The duty DSL will decide what action is needed; and is responsible for recording all decisions and actions on the service user's log under the

Short Summary Safeguarding Statement

heading 'Safeguarding'. The duty DSL must consider if parents/carers should be notified before they share their concern with statutory agencies. If the client is an adult, the DSL needs to consider obtaining consent from the adult at risk. The DSL may consult with DSL2, one of the statutory services of the NSPCC Helpline if they are unsure how to proceed with the concern or any aspects of information sharing.

- Any referrals to statutory services will be made by the DSL, unless they do not have the quality of information necessary to do so, in which case, the employee, volunteer, tenant who has the safeguarding concern will make the referral to statutory services on the same working day, instead of the DSL.
- Any referrals to statutory services must be followed up in writing by the Duty DSL within 48 hours using that specific Local Authority's referral form process, unless the original referral was made online. Feedback must be received/sought by the Duty DSL within 3 working days of having made the referral to check what action is being taken. It is the responsibility of the DSL to follow up the referral, and record this on the service users' clinical record, and in addition on the central safeguarding log.
- Escalation if, after reporting a concern, it is evident that the local authority has not taken appropriate next steps in relation to the safeguarding concern, then the Duty DSL must discuss this with the DSL2/3 and determine if the matter needs escalating with the local authority. A record of any decisions and outcomes must be recorded on the service user's record and summarised on the central safeguarding log.

Safeguarding is the responsibility of all staff, volunteers and tenants of Labyrinth House. Each person who walks into Labyrinth House's doors should feel safe, respected and valued.

With acknowledgment and thanks to the NSPCC and Beacon House for support in the creation of this policy.