



Henderson Trust Policies

PRIVACY POLICY

Privacy Policy

Henderson Trust is committed to protecting and preserving the privacy of our tenants, customers, staff and volunteers.

This policy sets out how we process any personal data we collect from you or that you provide to us. We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations. Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you.

Types of information we may collect from you

We may collect, store and use the following kinds of personal information about individuals:

Information you supply to us. You may supply us with information about yourself by filling in forms. This includes information you provide to us electronically when you submit a contact/enquiry form. The information you give us may include your name, date of birth, address, e-mail address and phone number or those of your children or other persons in your care.

Our website does not automatically collect data about you.

How we may use the information we collect

We use the information in the following ways:

Information you supply to us. We will use this information:

- to provide you with information and/or services that you request from Henderson Trust
- for the purposes of your employment or volunteering with Henderson Trust

Disclosure of your information

Any information you provide to us will be kept securely in hard copy and/or stored on a secure server.

We do not rent, sell or share personal information about you with other people or organisations.

We will use all reasonable efforts to ensure that your personal data is not disclosed to any third party unless required by law or other regulations.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to us; any transmission is at your own risk.

Third party links

Our website may, from time to time, contain links to and from the third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Your rights – access to your personal data

You have the right to ensure that your personal data is being processed lawfully (“Subject Access Right”). Your subject access right can be exercised in accordance with data protection laws and regulations. Any subject access request must be made in writing to Henderson Trust. We will provide your personal data to you within the statutory time frames. To enable us to trace any of your personal data that we may be holding, we may need to request further information from you. If you have a complaint about how we have used your information, you have the right to complain to the Information Commissioner’s Office (ICO).

Changes to our privacy policy

This policy will be reviewed annually and changed as required.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Henderson Trust, Henderson Business Centre, 51 Ivy Road, Norwich, NR5 8BF

For more information

Information Commissioner's Office website: <https://ico.org.uk/>



CHILD PROTECTION & SAFEGUARDING POLICY

Introduction

Henderson Trust is committed to ensuring the safety and wellbeing of children and adults at risk. This policy is about prevention, protection and support and applies to all children, adults at risk, visitors, volunteers and staff.

A child is someone under the age of 18 years.

We will always work to:

Protect children/vulnerable adults from maltreatment

Prevent impairment of children's health or development

Ensure children are growing up in circumstances consistent with the provision of safe and effective care

Take action to enable all children to have the best outcomes

We want children/adults at risk to feel safe and able to voice any concerns and know they will be listened to. All staff/volunteers/regular visitors will know how to recognise a disclosure and what to do if this happens. We will not say we can keep secrets. We will explain what we will do following a disclosure to the child/adult at risk.

Sometimes we will work with parents/carers and colleagues if it is in the best interest of the child.

The Trust has a Designated Lead Officer. This is: Outreach Manager **Sally Fox**
If she is unavailable then the Deputy Designated Officer, Chief Executive **Nick Craig**
should be contacted.

General Procedures

All new staff/volunteers/regular visitors will be told of the safeguarding arrangement. They will be given a copy of the policy and told who the Designated/ Deputy Officers are. They will be shown the recording form and given information on how to complete it and who to pass it to.

Everyone will have an induction period that will include safeguarding information and training. They will be told of their responsibilities and the remit of the Designated Officer/Deputy.

All staff/volunteers will be asked to read the policy yearly after it has been reviewed (and updated if necessary). They will sign to say they have read and understood the policy.

The reporting and referral flowchart will be on display.

Regular visitors will be told where the policy is kept and given a set of safeguarding procedures. They will be told who the Designated Lead Officer is, the alternate staff members they can report concerns to and what the recording and reporting procedure is.

All parents/carers will be directed to or given a copy of our safeguarding policy. They will be informed of their legal duty to assist our colleagues in other agencies with child protection enquiries and what happens if we make a referral.

Parents/carers will sign a consent form at the start of their child's involvement with Henderson Trust, which includes any vital health or otherwise notable information. It also requests permission for photographs to be taken for promotional purposes only.

Recruitment

To ensure safer recruitment we will

Have at least 1 staff member on the selection and interview panel who have attended Safer Recruitment Training

Ensure the job description and person specification are fit for purpose.

Advertise vacancies widely.

Have an information pack for applicants.

Ask for a written application form which will be signed.

Define our selection criteria.

Ask for a written declaration of criminal convictions, spent or otherwise.
Ask for I.D.
Ask to see originals of any qualifications.
Conduct interviews with at least 2 people present.
Ask for at least 2 references, including the last employer if applicable.
Gain a standard or enhanced DBS checks as appropriate.
Organise a comprehensive induction period which includes familiarisation with our safeguarding policies and procedures and safeguarding training through the Safer programme.

What is Abuse and Neglect?

Working Together 2015

It is a form of maltreatment. When somebody inflicts harm, or fails to prevent harm to a child (someone under the age of 18 years old).

This also applies to vulnerable adults and others. Someone is abused or neglected when another person, either adult or child, who is in a position of greater power than the victim (by virtue of age, experience and/or emotional maturity, intellect, gender or physical strength) abuses their power or trust.

Reporting Abuse

All staff have a responsibility to report any case where it is suspected that a child or adult at risk is being abused. Social Services has a duty to investigate all cases of suspected child abuse, the Police and NSPCC also have the powers to investigate child abuse. Henderson Trust staff do not have any authority to investigate child abuse unless there is an allegation against a staff member, however staff should co-operate with any investigation undertaken. Clear, factual records must be kept with appropriate dates, times, actions taken and the names and designations of people contacted.

Referrals of possible child abuse to the Designated Officer/ Deputy Officer or their manager. If we have a concern about a child or children we will telephone the Children's Advice and Duty Service (CADS) on **0344 800 8021** immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

We will make careful records of all conversations, in ink, including the dates and times of who we spoke to, the information shared and the action agreed. We do not need to send a written referral.

Full details on this process can be found at www.norfolkscb.org under 'How to Raise a Concern'.

We understand if we are unhappy about a decision made by CADS or MASH we can use the Resolving Professional Disagreements policy on www.norfolkscb.org and contact the Safer Programme for more advice on this process.

Any concern, referral or consultation will take place immediately it is important not to delay.

All staff must be aware of the confidentiality policy and understand that they cannot promise to keep any disclosure of abuse, whether from the victim or another person, a secret and have a responsibility to report any disclosure. Employees must consult with the Designated Lead or Deputy Officer and their line manager if they have a suspicion of abuse and certainly before contacting the police or social services. If an emergency situation arises and contact with the lead officer or line manager cannot be made the employee must notify CADS or the Police, as appropriate, and complete a report detailing the events that led to that action being taken.

If there is a risk of immediate harm then the Police can be contacted on 999.

Safeguards

Where possible staff should not spend time alone with children or adults at risk. If a private conversation is necessary the employee must inform another staff member about where they will be.

Staff must avoid touching children and adults at risk, where this is unavoidable the employee must consider how their behaviour may be construed by others.

Avoid showing favouritism, treat everyone equally and do not give gifts.

Avoid giving children or adults at risk lifts outside of work organised activities and always tell a colleague where you are going, who you are taking and how long you expect to be.

Do not invite children or adults at risk into your home.

Disclosure of Abuse

Should a child or adult at risk disclose abuse to an employee/volunteer, that person must:

Stay calm

Listen and be supportive

Not ask any leading questions, interrogate the child, put ideas in the child's head or jump to any conclusions

Do not stop or interrupt the person who is recalling significant events

Do not criticise the alleged perpetrator

Reassure them that it was right to tell

Explain that you will have to tell the appropriate people so that help can be given to keep them safe and how this will happen (the safeguarding process must be followed)

Record what was said immediately as close to what was said as possible. Record what was happening before the disclosure. Sign and date the record in ink.

Contact the Designated Officer/Deputy immediately

Seek support

Signs of Abuse

Emotional Abuse

Is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child the opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Signs of this abuse can include

Disruptive, withdrawn or abusive behaviour

Telling lies

Difficulty bonding

Nervousness, attention seeking or running away

Sudden or significant changes in patterns of behaviour or in looks

Very low self esteem
Statements made, particularly in certain contexts
Strange values or morals
Recurrent physical symptoms for which there is no clear explanation

Neglect

This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance misuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers) or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child's basic emotional needs. Signs of this abuse can include

Being hungry, malnourished, small in size
Inappropriately dressed
Left alone at home
Parents/guardians never present
Dirty, smelly, unkempt
Tired or hyperactive
Truancy from school
Lack of possessions
Lack of interest in special occasions i.e. birthdays
Recurrent or lingering illnesses which are not attended to

Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a person. It can also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child. Signs of this abuse can include
Presence of cuts, burns or bruises, particularly if consistent or poorly explained
Fear of being touched or touching others
Unusual, withdrawn, disruptive or abusive behaviour
Scared of going home
Reports of possible abuse from other people

Sexual Abuse

This involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether the child is aware of what is happening. The activities may involve physical contact, including assault by penetration

(for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of the clothing. They may also include non-contact activities, such as involving children in or looking at, or the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Signs of this abuse can include

Re-enactment of abusive behaviour

Self-mutilation

Withdrawal or aggression

Pregnancy

Paying particular attention to adults

Early sexual relationships

Sore genitals

Fear of being touched

Actively seeking touch

Allegations of Abuse By Staff/volunteers

Should allegations of abuse by staff or volunteers be made an immediate investigation will be carried out with the employee suspended, on full pay, during the investigation. This action does not assume that the employee is guilty but is for the protection of the employee.

An investigating officer will be nominated who will have access to all relevant information. All adults who come into contact with children and adults at risk will be made aware of the steps that will be taken if an allegation is made. We will seek appropriate advice from the LADO within 24 hours of the concern on 01603 223473.

These concerns will then be followed up in writing within a further 24 hours.

Staff will not investigate these matters. We will seek and work with the advice that is provided. Should an allegation be made against the Designated Officer or Deputy, this will be reported by the staff member or volunteer raising the concern directly to the LADO.

If the investigation upholds the allegation or shows that the employee has behaved inappropriately the disciplinary procedure will be followed.

Training

Staff and volunteers will attend appropriate Safer safeguarding training at least every 3 years.

Records, Confidentiality and Record Sharing

The welfare of the child/vulnerable adult is a priority and if there are concerns then you must not promise confidentiality. Any concerns on the welfare or safety of a child or vulnerable adult will be recorded immediately on the report form, signed, dated and passed on to the Designated Officer/ Deputy.

It will be kept in a separate named file, in a secure cabinet, which is in a locked room and not with the child's/adults file. These files will be the responsibility of the Designated Officer and information will only be shared within the organisation on a need to know basis for the protection of the child/vulnerable adult. Copies of referrals will be kept in the file.

Personal information is confidential but if there is a safeguarding/child protection concern information can be shared with the Police or Children's Services. This also includes information about when a crime has, or may be, committed.

Roles and Responsibilities

The Designated Officer will work with Children's Services/ MASH/Police and other agencies as necessary and make referrals.

Any concern will be recorded and given to the Designated Officer who will ensure staff/volunteers are aware of the policy and procedure they need to follow.

The Designated Officer will ensure all staff/volunteers/ regular and repeat visitors have received appropriate child protection information during the induction and have been trained by the Safer programme.

The Designated Officer will review the relevant policies annually. Our policies have been written in consultation with the Safer programme.

The Designated officer will ensure safer recruitment practices are followed. Henderson Trust will undertake to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to our attention.

Relevant Guidance and Legislation

Working Together 2015

What to do If You're Worried a Child Is Being Abused 2015

Children Act 2004

Children Act 1989
Framework For Assessment of Children In Need and their Families

Other Relevant Policies

Vulnerable Adults
Safer Recruitment
Anti- Bullying
Safer Working Practice
Code of Conduct
Health and Safety
Whistle Blowing
Complaints
First Aid

Useful Contacts

Children’s Advice and Duty Service (CADS)	0344 800 8021
Norfolk Police	101
In An Emergency	999
LADO	01603 223473
Norfolk Safeguarding Children’s Board	www.norfolkscb.org
Safer Programme	01603 228966

Named Designated Child Protection Officer

Designated Officer	Sally Fox	07932 589068
	sally.fox@henderson-norwich.org	
Deputy	Nick Craig	01603 251691
	nick.craig@henderson-norwich.org	

Policy Review

We will make any changes immediately to our procedures in line with Norfolk Safeguarding Children Board's guidance on www.norfolkscb.org