



# Safeguarding Policy

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## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS (& STANDARDS FOR SERVICE DELIVERY)**

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## **Part 1: Introduction**

### **Introduction and legislation**

The Breastfeeding Network (BfN) has a statutory duty to ensure that it makes arrangements to safeguard and promote the welfare of children and young people that reflect the needs of the children we may come into contact with; and to protect vulnerable adults from abuse or the risk of abuse.

The UK's 4 nations – England, Northern Ireland, Scotland and Wales – have their own child protection system and laws to help protect children from abuse and neglect. Each nation has a framework of legislation, guidance and practice to identify children who are at risk of harm, and take action to protect those children and prevent further abuse occurring.

Our policy takes account of a number of different legislation, a number of key policies and legislation are listed in appendix 1, for up to date legislation, policy and guidance, for each of the 4 nations go to:

<https://www.nspcc.org.uk/preventing-abuse/child-protection-system/>

### **Scope of the Document**

This safeguarding policy has two functions: it details the roles and responsibilities of BfN volunteers and employees; whilst at the same time provides clear service standards.

The aim of this policy is to ensure that the Breastfeeding Network (BfN) does not put a service user or their child inadvertently at risk; that rigorous systems are in place to proactively safeguard and promote the welfare of children, to protect vulnerable adults from abuse, or the risk of abuse, and to support volunteers and staff in fulfilling their obligations.

This document will be reviewed, every year or in line with changing national and local guidance.

### **Principles**

In developing this policy;

BfN recognises that we all have a responsibility to safeguard children and vulnerable adults and need to ensure effective joint working across the organisation as a whole and at a local level, between BfN (volunteers and staff) and the local agencies and professionals. Our different roles and expertise are required to protect vulnerable groups in society from harm.

In order to achieve effective joint working there must be constructive relationships at all levels. At BfN this is promoted and supported by:

- **The commitment of all volunteers, staff and directors to safeguarding children and vulnerable adults.** -Safeguarding training (safeguarding children online course provided free by BfN) is mandatory for BfN registration required every 3 years. Local projects are encouraged to seek local safeguarding training courses. (Mandatory annual safeguarding supervision sessions provides annual training, see below).
- **Volunteer and staff training and continued professional development, so that all have a clear understanding of their roles and responsibilities, and are able to undertake these in an effective manner. This includes being able to recognise when a child or vulnerable adult requires safeguarding and knowing what to do in response to concerns.**

Safeguarding issues are addressed as part of supervision sessions (a requirement for ongoing registration – BfN deliver a standard safeguarding (children and adults) supervision session that can be used as ongoing CPD between online/local safeguarding course dates)

- Safe working practices including recruitment and vetting procedures.
- **Service developments that take account of the need to safeguard all service users and their children, and is informed, where appropriate, by the views of service users.**

There is a central safeguarding form that can be used across the organisation (including by NBH/Social Media and DIBM Service volunteers) to report concerns that contributes to a central database to inform safeguarding developments– see appendix 4 Reporting a concern form and downloadable here: <https://www.breastfeedingnetwork.org.uk/governance/>

- **References are collected for both staff and volunteers before they can be registered**
- **Effective interagency working, including effective information sharing.**
- Local Children's Safeguarding teams contact details and processes are known locally to project areas. Up to date information is available on the council websites. Clear lines of accountability within the organisation for work on safeguarding.

**See section 4.0 for BfN dedicated safeguarding roles and contact details**

### **Breaches of Policy**

This Safeguarding policy is mandatory. Where it is not possible to comply with the policy or there is a need to depart from it, this must be notified to a BfN Safeguarding role without delay, so that the level of risk can be assessed and an action plan can be formulated (see section 2.1 for contact details).

When working within a commissioned service the host commissioner will notify us of any non-compliance with the standards contained in this policy, including action taken where there has been a significant breach.

## **Part 2. BfN Safeguarding training and supervision**

### **Training**

#### **Children**

The BfN online 'Safeguarding Children in the UK Core Skills Training Framework', available through our online training platform, is suitable for all volunteers and will adequately train you in safeguarding and child protection issues.

Most local Safeguarding Boards provide access to free safeguarding training for those in the charity sector. Please always look to see if free training is available in your area before accessing the BfN's online training course for which you will be registered. If you do need to access the online course your Supervisor or volunteer/project coordinator will request this through the BfN Central Team [centralsupport@breastfeedingnetwork.org.uk](mailto:centralsupport@breastfeedingnetwork.org.uk) who will provide you with log in details.

- All BfN registered volunteers and staff will receive an induction to the BfN safeguarding policy and the online training course / local safeguarding training courses in place.
- All volunteers and staff will take part in Safeguarding Training.
- Relevant training and support will be provided on an ongoing basis via the annual Safeguarding supervision session and will cover information about their role, local referral processes and safeguarding contacts, plus opportunities for practising skills needed for the work.
- Safeguarding training is undertaken at regular intervals (annually via supervision sessions plus training course 3 yearly).
- Safeguarding training will be checked annually at the point of BfN registration renewal.

#### **Adults**

The BfN do not currently request mandatory training for safeguarding vulnerable adults however we do recommend the free online courses for our volunteers to access via the volunteer passport – details in Appendix 3.

### **Supervision**

- All BfN registered volunteers and staff will have a designated Supervisor who will provide regular feedback and support.
- All BfN registered volunteers will have regular opportunities to discuss their performance, skills, motivation and expectations with their Supervisor, line managers, or volunteer coordinator where these are in position.

- Dedicated supervision session will be delivered on an annual basis, covering adult and child safeguarding plus local referral processes and contacts.
- BfN will ensure that all staff and BfN registered volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.
- All BfN registered volunteers and staff who volunteer in a face to face setting (England and Wales) will have appropriate enhanced DBS disclosure repeated at three yearly intervals. All BfN registered volunteers (Scotland) will join the Protecting Vulnerable Groups (PVG) scheme which is designed to be updated following an initial disclosure and therefore is not repeated.

### Part 3. Safeguarding definitions and descriptions

#### Safeguarding children

Safeguarding is a term which is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility. Safeguarding is defined in [Working together to safeguard children](#) as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care and
- taking action to enable all children to have the best outcomes

(The Charity commissioner, England and Wales 2014)

[National guidance for Child Protection in Scotland](#) defines 'Child protection' as:

- Protecting a child from child abuse or neglect. Abuse or neglect need not have taken place; it is sufficient for a risk assessment to have identified a *likelihood* or *risk* of significant harm from abuse or neglect.

#### Definition of a child in child protection guidance?

England, Wales and Northern Ireland state a child is anyone who is under the age of 18. In Scotland a child legally becomes an adult when they turn 16, but statutory guidance which supports the Children and Young People Act 2014, includes all children and young people up to the age of 18. Where concerns are raised about a 16 or 17 year old, agencies will need to consider which legislation or guidance is appropriate to follow.

<https://learning.nspcc.org.uk/child-protection-system/children-the-law/>

#### Vulnerable Groups

Some especially vulnerable young people are entitled to services beyond the age of 18. Local authorities in England and Wales must keep in touch with care leavers until they are at least 21. They

should also provide assistance with education, employment and training. Local authorities in Northern Ireland also have this same duty.

### **Vulnerable adults** **England and Wales:**

As described within the Department of Health's [No secrets](#): Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse states that a vulnerable adult is a person who is aged 18 years or over;

*'who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'.*

**Scotland:** The Adult Support and Protection (Scotland) Act 2007 defines:

'Adults at risk' might include people over 16 who:

- Find it difficult to keep themselves or their property (their home, the things they own) safe;
- Might be harmed by other people;
- Might be more vulnerable because of a disability, illness or mental disorder (this could mean people with mental health problems, people with dementia, people with learning disabilities).

You can find details of NICE guidance and pathways for different vulnerable groups here:

<https://www.nice.org.uk/guidance/population-groups/vulnerable-groups/products?Status=Published>

### **Safeguarding concerns**

#### **Child Abuse and Neglect**

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

#### **Domestic violence**

**Definition:** Domestic abuse is any incident or 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 and sexuality. It also includes **Forced Marriage, Honour-Based Abuse and Female Genital Mutilation**.

**Impact on Children and Young People:** Prolonged and/or regular exposure to domestic abuse can have a serious impact on a child's development and emotional wellbeing, despite the best efforts of the victim's parent to protect the child.

Domestic Abuse is a child protection issue. In relation to the impact of domestic abuse on children, the amendment made in section 120 of the Adoption and Children Act 2002 to the Children Act 1989

clarifies the meaning of "harm" in the Children Act, to make explicit that "harm" will include, for example, "impairment suffered from seeing or hearing the ill-treatment of another." This is now also specifically included in the definition of **Emotional Abuse**.

### **Children missing education**

If you discover a child within a family you are supporting is not receiving any form of education you should follow normal safeguarding procedures below.

### **Abuse of Vulnerable adults**

Abuse is a violation of an individual's human and civil rights by other person or persons. Abuse may consist of single or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm, or exploitation of, the person subjected to it.

## **Part 4: BfN Safeguarding roles and responsibilities**

**LEAD DIRECTOR – Sarah Turner – [ceo@breastfeedingnetwork.org.uk](mailto:ceo@breastfeedingnetwork.org.uk)**

- Advisory position to give guidance to staff team when required.

**SAFEGUARDING LEADS – PROGRAMME MANAGERS - Anthea Tennant-Eyles, Nina White and Sarah Edwards - [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk)**

- Ensures BfN's contribution to safeguarding and promoting the welfare of children and vulnerable adults is carried out effectively across the organisation.
- Ensures safeguarding children and vulnerable adults is integral to governance and audit arrangements.
- Ensures all BfN policies and procedures for safeguarding children and vulnerable adults are in line with national and local standards and procedures, and are easily accessible for volunteers & staff throughout the organisation.
- Ensures BfN monitors its service standards, providing assurance that safeguarding standards are met.



- Ensures that appropriate policies and procedures are in place to make sure all volunteers and staff in contact with children and vulnerable adults in the course of their normal duties are trained and competent to be alert to the potential indicators of abuse or neglect for children and vulnerable adults, know how to act on those concerns in line with local guidance.
- Ensures the local project lead or Supervisor for safeguarding in an area develops links with and co-operates with the Local Safeguarding teams for children and adults. These include Safeguarding Partners team for children that replace local safeguarding children boards (LSCBs), Local Safeguarding Adult Board (LAB), Multi-Agency Safeguarding Hubs (MASH) and equivalent bodies in Scotland
- Ensure BfN has management and accountability structures that deliver safe and effective services in accordance with statutory, national and local guidance for safeguarding children and vulnerable adults.
- Ensure BfN will include its commitment to safeguarding within all service contracts and will include reference to the standards BfN expect to provide for volunteers and staff regarding safeguarding children and vulnerable adults (see [Appendix 2 for BfN Safeguarding qualification levels](#)).
- Ensure safeguarding responsibilities are reflected in all job descriptions and the skills framework relevant to the job role.

#### **CHIEF EXECUTIVE OFFICER – Shereen Fisher**

[ceo@breastfeedingnetwork.org.uk](mailto:ceo@breastfeedingnetwork.org.uk)

- Advisory position to give support to Safeguarding Leads when required.
- Is made aware of all issues logged by the SG Leads immediately so can escalate and guide where necessary.
- Reports to the Board on safeguarding logs/issues throughout the year via reports from the Safeguarding Leads.
- Ensure BfN will include its commitment to safeguarding within all service contracts when reviewing and signing.
- Ensures BfN monitors its service standards through work with the central management team.  
<https://www.breastfeedingnetwork.org.uk/governance/>
- Ensures Internal Reviews are carried out and recommendations implemented by Safeguarding Leads

**CENTRAL SUPPORT ADMINISTRATOR – Marion McDonald**  
[centralsupport@breastfeedingnetwork.org.uk](mailto:centralsupport@breastfeedingnetwork.org.uk)

- Provides access to staff and volunteers for the online safeguarding course – see Appendix 2 BfN Safeguarding Qualification Requirements.
- Ensures references are verified for all trainees.
- Ensures that no BfN trainee can register as a BfN volunteer until their appropriate DBS/PVG disclosure has been cleared.
- Ensures that all Registered Volunteers and staff have a DBS/CRBS checks repeated at three yearly intervals.

**CENTRAL TEAM**  
[recruitment@breastfeedingnetwork.org.uk](mailto:recruitment@breastfeedingnetwork.org.uk)

- Ensure recruitment of staff and volunteers working with children and or vulnerable adults, includes references that are always verified. For staff a full employment history is always available with satisfactory explanations for any gaps in employment history, that qualifications are checked and that Disclosure and Barring Service (DBS – England and Wales) and Protecting Vulnerable Groups (PVG in Scotland) are undertaken (when available) in line with national and local guidance.
- Provide guidance to ensure all BfN Registered Volunteers and Staff receive induction training, which gives an overview of the organisation and ensure they know its purpose, values, services structure and policies.

**Local BfN safeguarding lead – Service Manager, Supervisor or NBH Manager**

- Ensures induction training and compliance with local safeguarding policies
- Aware of local procedures and contacts with Local Safeguarding Children Partnership, and Local Safeguarding Adult Board (LAB), Multi-Agency Safeguarding Hubs (MASH) and equivalent bodies in Scotland

**Individual volunteers and staff**

- Maintain minimum requirement of safeguarding training for registration with BfN

- Report any safeguarding concerns that arise in accordance with this policy – see part 5 below
- Attend regular updates to maintain skills and be familiar with procedures aimed at safeguarding children and vulnerable adults.
- Keep a record of safeguarding training dates
- To be alert to the potential indicators of abuse or neglect for children and vulnerable adults and know how to act on those concerns in line with local guidance.
- Be aware of the increased risk of domestic abuse in pregnancy, and the relation to child protection for children under the age of two.
- Understand the principles of confidentiality and information sharing in line with local and government guidance.
- All contribute, when requested to do so, to their local multi-agency meetings established to safeguard and protect children and vulnerable adults.

## **Part 5. What to do when there is concern about a child or vulnerable adult**

**If you are concerned about the welfare or safety of a child or vulnerable adult always:**

- Seek appropriate advice and support without delay
- Discuss concerns with your Supervisor, line manager, project coordinator, local named safeguarding person, where these are in position, and follow local safeguarding procedures.

**If you are unable to discuss your concerns locally, and you think the concern is urgent and someone is in immediate danger, do not delay – call 999, the NSPCC 0808 800 5000, or your local safeguarding board .**

NSPCC - Helpline (24 hours a day 365 days a year)

Safeguarding children partnership team/Safeguarding adults Boards/MASH - You should find the contact details on your local authority/council website by searching for safeguarding or child protection

- **Complete a BfN reporting a concern form** (See Appendix 4 an editable version can be downloaded direct from our website <https://www.breastfeedingnetwork.org.uk/governance/>)

This form is in place to support you in following the procedures in line with this policy. It is available in Word format on the BfN website under the governance section or you can ask your

local project lead, Supervisor or one of the Programme Managers to help you access this. If you have a safeguarding concern, however small, please complete this form as it is crucial to record discussions every step along the way. In most cases it would be appropriate to speak to your local project lead, Supervisor or Programme Manager before you complete the form, but do not let this delay you completing the form and sharing your concerns. Send the completed form to [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk). The form may be used to share information with other internal and external partners depending on the concern that is being raised. While it is vital that concerns are reported, any written or electronic information relating to the case should be protected as per the BfN IG Policy <https://breastfeedingnetwork.org.uk/wp-content/pdfs/BfN%20Information%20Governance%20Policy.pdf> If you receive more information about the same scenario please update the form, including signing and dating the form again and then email it to [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk). The form is also used internally as a record to help inform improvements in safeguarding training and developments across the charity. The Safeguarding Leads conduct an internal review of issues to ensure standards are maintained, lessons are learned and training remains relevant and report annually to the Board. An internal review may also be carried out if there are any concerns about a specific case.

NB. Please note, for monitoring purposes, BfN are requesting that *all* enquiries relating to mothers breastfeeding after taking illegal drugs are reported to BfN Programme Managers as safeguarding leads by sending us an email to [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk) This may be especially pertinent to the DIBM Service Volunteers – below.

**Never:**

- Do nothing.
- Assume that someone else or another agency or professional will act or is acting.
- Fail to discuss your concerns with appropriate BfN or local safeguarding leads
- Attempt to resolve the matter yourself.

Please raise any safeguarding concerns or worries while they are still just a concern –

- Keep it in perspective – there may be an innocent explanation.
- Stay calm – you’re doing the right thing.
- If for whatever reason you are worried about raising it with your Supervisor, line manager or volunteer coordinator where these are in position, you can also report concerns directly to your Safeguarding Childrens Partnership

team/Safeguarding adults board. This also applies if you feel your concerns have not been dealt with appropriately within BfN or by your health professional contact.

The NSPCC are available to offer advice, support and guidance for any concerns. Please still discuss your concerns to your Supervisor, line manager or volunteer coordinator where these are in position and complete a BfN reporting a concern form and send to [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk) where it will be saved to a central log to inform improvements in safeguarding policy and procedures.

## **Part 6. Enquiries relating to illegal drugs - BfN guidance for volunteers**

We support all families to make informed decisions about use of medication when breastfeeding. This includes breastfeeding mothers who have been exposed to illicit or illegal substances, whether by choice or unintentionally. Cocaine is something we get asked about occasionally.

This guidance aims to help volunteers deal with these kinds of enquiries. It includes information taken from the BfN website around breastfeeding and medication and BfN Safeguarding Policy.

**Firstly, respond as you would with any supporting situation:**

- Listen, be non-judgmental in your response, show acceptance of the situation (not agreeing, disagreeing or condoning) and reflect back the mother's/caller's concerns. Stick to facts and evidence based information.
- if you have received information that a child has been exposed to a harmful substance, the caller should be advised to seek medical attention for the child
- Follow usual practice around having concerns about the health of a baby and strongly urge baby receives immediate medical advice – see box below.
- Explore the situation asking open questions – how is she feeling about the guidance below? has this happened before? Is this a one-off? How will she feed baby? If appropriate, discuss options with the mother about expressing to maintain supply and for her own comfort (see information below).
- Through exploring the mothers story, you may decide this is a safeguarding concern and it is appropriate to share this information in line with BfN safeguarding policy. The BfN reporting a concern form will take you through this process

**Current guidance on the BfN Breastfeeding and Medication FAQs webpage states:  
*Does it matter if I use recreational drugs whilst I am breastfeeding?***

*You should not use any recreational drugs when you are breastfeeding. Cocaine is particularly toxic and it is imperative that you don't breastfeed for 48-72 hours. Prescribed Methadone appears to be safe. It is vital that you do not use any street drugs. If you have taken street drugs or plan to do so, please contact the Drugs in Breastmilk service for further information on how best to continue breastfeeding whilst keeping your baby safe.*

<https://www.breastfeedingnetwork.org.uk/detailed-information/drugs-in-breastmilk/drugs-faqs/>

<https://breastfeeding-and-medication.co.uk/wp-content/uploads/2021/05/cocaine-and-breastfeeding-2.pdf>

**DIBM recently posted this information on their page:**

*We support all families to make informed decisions about use of medication when breastfeeding. This includes breastfeeding mothers who have been exposed to illicit or illegal substances, whether by choice or unintentionally. Cocaine is something we get asked about occasionally.*

*We recommend not breastfeeding for 72 hours after cocaine use; pumping and dumping will help to maintain milk supply during that time. Cocaine metabolites can appear in the urine of a breastfed baby for several days after maternal cocaine use, which may be harmful as well as having potential legal implications. There is also the possibility of other harmful contaminants in street drugs.*

*Parents are often understandably very cautious when they contact us for information. While we cannot condone the use of illegal substances, please be reassured that our priority is to help you to keep your baby safe. We are here to provide information on a non-judgmental basis, and all enquiries are confidential. However, safeguarding is an essential component of our work, and if we are informed that a baby has been exposed to a harmful substance, we are duty bound to pass on our concerns to the appropriate authority.*

*If you need further support or information, please contact The Breastfeeding Network Drugs in Breastmilk information service .*

You can read more information here:

Wendy Jones has written two evidence based fact sheets on illegal drugs:

Cocaine: <https://breastfeeding-and-medication.co.uk/thoughts/breastfeeding-and-cocaine>

Cannabis: <https://breastfeeding-and-medication.co.uk/thoughts/breastfeeding-and-cannabis>

DIBM service reports that there is very little or no evidence about ecstasy or other illegal drugs and suggests that any questions around these are signposted directly to the DIBM Facebook page

<https://www.facebook.com/BfNDrugsinBreastmilkinformation>

#### **Next steps:**

- Once the contact has ended, please seek supervision for yourself.
- Remember if you have received information that a child has been exposed to a harmful substance, the caller should be advised to seek medical attention for the child

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- For monitoring purposes, BfN ask that all enquiries relating to mothers breastfeeding after taking illegal drugs are reported to BfN Programme Managers as safeguarding leads and can be collectively contacted [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk) or via your BfN supervisor with a brief description of the enquiry.

## Life-threatening calls on the Breastfeeding Helplines

There is a specific document addressing Life-threatening calls on the National Breastfeeding Helpline, see Appendix 5. This document outlines the process for a volunteer on NBH, BFN or ABM helplines who receives a call that indicates a 'life threatening' event - where the caller's phone number needs to be flagged urgently

### Life threatening events may include:

- Situations where a caller says they are at risk of suicide.
- Situations where a caller says they are in immediate serious danger from a partner or someone else.
- Situations where there is an immediate danger that the caller may seriously harm their baby or someone else.

### Life threatening events are not:

- If a caller is being abusive or threatening (there is a separate procedure detailed at the bottom of this document for identifying these callers)
- If you have concerns about the health of a baby referred to in a call - e.g. the baby needs to go to hospital – follow normal procedures (e.g. urge parents to seek medical help and seek supervision for yourself).

Remember these situations are extremely rare – so please don't panic about this – these instructions are here just in case. (see Appendix 6 for full guidance)  
 If anything distressing ever happens on a helpline call, or if you want to talk through anything at all, please contact your Helpline Volunteer Co-ordinator /Supervisor/ABM BFCC.  
**No helpline volunteer should ever feel that they have to cope with anything on their own.**

## Part 7 - What happens when you report a concern with the LSCB/LAB?

Child Protection Committees (Scotland) and Local Safeguarding Children Boards (England and Wales) exist across local regional areas and have responsibility for ensuring there are effective inter-agency procedures in place for dealing with allegations against people who work with or on behalf of children and for monitoring and evaluating the effectiveness of those procedures. In some communities BfN will be a member organisation of the local Safeguarding Board.

You can find up-to-date information and procedures to the referral process for each UK country on the NSPCC website here:

## **England**

<https://learning.nspcc.org.uk/child-protection-system/england#heading-top>

Click the 'referrals and investigations' tab to find what happens once a report has been made

## **Scotland**

<https://learning.nspcc.org.uk/child-protection-system/scotland/>

Click the 'referrals and investigations' tabs to find what happens once a report has been made

## **Wales**

<https://learning.nspcc.org.uk/child-protection-system/wales>

Click the 'referrals and investigations' tab to find what happens once a report has been made

## **Northern Ireland**

<https://learning.nspcc.org.uk/child-protection-system/northern-ireland/>

Click the 'referrals and investigations' tab to find what happens once a report has been made

## **Whistleblowing**

The NSPCC Whistleblowing Advice Line is for anyone with child protection concerns in the workplace. The helpline provides support and advice to those who feel unable to get a child protection issue addressed by their employer. It can be contacted anonymously on 0800 028 0285.

## **Part 8. Allegations against BfN Registered Volunteers and staff**

All allegations of abuse made against a BfN registered volunteer or employee and any serious untoward incident against a child or vulnerable adult are to be notified to the Local BfN safeguarding lead (project coordinator) and BfN safeguarding leads on [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk). BfN Directors will also be notified accordingly.

### **Support for an Individual**

BfN has a duty of care to volunteers and staff and should act to manage and minimise the stress inherent in the allegations and disciplinary process. Support to the individual is key to fulfilling this duty.



Individuals should be informed of concerns or allegations as soon as possible and given an explanation of the likely course of action unless there is an objection by Children's Social Care or the Police. They should be advised to contact their trade union representative, if they have one, and given information on how to access welfare counselling or medical advice where this is provided by the employer.

Particular care needs to be taken when employees are suspended to ensure that they are kept informed of both the progress of their case and in developments occurring in the workplace. Social contact with colleagues and friends should not be precluded except where it is likely to be prejudicial to the gathering and presentation of evidence.

When an employee returns to work following a suspension, or at the conclusion of a case, planned arrangements should be made to facilitate their reintegration. This may involve informal supervision, guidance, support, reassurance and help to rebuild confidence in working with children and young people.

### Learning the Lessons

At the conclusion of a case in which an allegation is substantiated BfN will review the circumstances of the case to determine whether there are any improvements to be made to the organisation's procedures or practice to help prevent similar events in the future. This should include issues arising from any decision to suspend a volunteer or member of staff, the duration of the suspension and whether or not suspension was justified.

The following link has informed this policies detail on supporting the individual and learning the lessons:

[http://panlancashirescb.proceduresonline.com/chapters/p\\_allegations.html#sup\\_indiv](http://panlancashirescb.proceduresonline.com/chapters/p_allegations.html#sup_indiv)

## Part 9. Information Sharing

This guidance is about sharing information for the purposes of safeguarding and promoting the welfare of children. Sharing of information amongst professionals working with children and their families is essential. In many cases it is only when information from a range of sources is put together that a child can be seen to be in need or at risk of **significant harm**.

It is important that you:

- Understand what information is and is not confidential, and the need in some circumstances to make a judgment about whether confidential information can be shared, in the public interest, without consent.
- Understand what to do when you have reasonable cause to believe that a child or adult may be suffering, or may be at risk of suffering, significant harm. Be clear of the circumstances in which information can be shared where you judge that a child is at risk of significant harm and know

you will be supported in working through these issues.

- Are aware that problems faced by those with responsibilities as parents are often likely to affect children and other family members. However, this information is not always shared and opportunities to put preventative support in place for the children and the family are missed. Where an adult receiving services is a parent or carer, sharing information with colleagues in Children's Social Care could ensure that any additional support required for their children can be provided early.
- Are aware that where a professional has concerns that a child may be at risk of Significant Harm, it may be possible to justify sharing information without consent.

**This is a complex area and you should seek advice if you are unsure from your line manager and/or BfN safeguarding leads. Central support will be available from BfN's Information Governance Lead and HR to support you through sharing of confidential information to other agencies.**

Confidential information is:

- Personal information of a private or sensitive nature; and
- Information that is not already lawfully in the public domain or readily available from another public source; and
- Information that has been shared in circumstances where the person giving information could reasonably expect that it would not be shared with others.
- Personal data only includes information relating to natural persons who:
  - can be identified or who are identifiable, directly from the information in question; or
  - who can be indirectly identified from that information in combination with other information.
- Personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive and you may only process them in more limited circumstances.

You should work within BfN's arrangements for recording and protecting information and within any local information sharing protocols in place.

### **Caldicott Guardian**

Each organisation has a Caldicott Guardian. Sarah Turner is the BfN Caldicott Guardian. This role is not there to prevent information sharing between health and social care organisations, but is there to make sure that this is done in a way which safeguards people's rights to privacy and confidentiality, and in accordance with data protection principles.

For further details see BfN's Information Governance Policy.

<https://breastfeedingnetwork.org.uk/wp-content/pdfs/BfN%20Information%20Governance%20Policy.pdf>

## **APPENDICES**

**Appendix 1: Legislation, policy and guidance**

**Appendix 2: BfN Safeguarding Qualification Requirement**

**Appendix 3: BfN further training and resources**

**Appendix 4: Reporting a concern form BfN (available in word format on BfN website, Governance section)**

**Appendix 5: Reporting a concern form BfN (available in word format on BfN website, Governance section)**

**Appendix 6: Life threatening calls on the NBH guidance**

**Appendix 7: Record of compliance**

### **Appendix 1: Legislation, policy and guidance**

Each UK nation is responsible for its own policies and laws around education, health and social welfare. This covers most aspects of safeguarding and child protection.

Laws are passed to prevent behaviour that can harm children or require action to protect children. Guidance sets out what organisations should do to play their part to keep children safe.

Although the child protection systems are different in each nation, they are all based on similar principles. Below are listed important legislation for England, Wales and Scotland. This is not an

exhaustive list and you can find all legislation, policy and guidance and relevant links to each act on the NSPCC website here:

<https://www.nspcc.org.uk/preventing-abuse/child-protection-system/>

## England - Legislation

Children Act 2004 - Strengthens the 1989 Act. Encourages partnerships between agencies and creates more accountability. Part three of the Children Act 2004 applies solely to Wales.

Both of these acts are amended by the [Children and Social Work Act 2017](#)

Safeguarding vulnerable groups act 2006. Established a single body to make decisions about individuals who should be barred from working with children and to maintain a list of these individuals.

Protection of Freedoms Act 2012 – formation of a single body called the DBS

Female Genital Mutilation Act 2003 – includes the legal duty for regulated social care and health professionals and teachers to make a report to the police if a girl under 18 tells them she has undergone an act of FGM, or if they observe physical signs that a girl under 18 has undergone FGM.

Apprenticeships, skills, Children and learning Act 2009 - Legislated for there to be two lay members from the local community sitting on each Local Safeguarding Children Board.

## England policy and guidance

*Working Together to Safeguard Children* 2018 (Department for Education) - A guide to inter-agency working to safeguard and promote the welfare of children

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

## Wales - Legislation (includes that listed for England plus additional Acts below):

[Social Services and Well-being \(Wales\) Act 2014](#) will require professionals to inform the local authority if they have reasonable cause to suspect a child within the local authority's area is at risk of experiencing abuse, neglect or other types of harm.

Well-being of future Generations (Wales) Act 2015

The Rights of Children and Young Persons (Wales) Measure 2011 made Wales the first country in the UK to incorporate the United Nations Convention on the Rights of the Child (UNCRC) into its domestic law. This means that all Welsh policy and legislation has to take into account children's rights.

## Wales - Policies and Guidance

Wales Safeguarding procedures 2019 provides a common set of child and adult protection procedures for every safeguarding board in Wales.

## **Scotland – Legislation**

Children Scotland Act 1995

Protection of Vulnerable Groups (Scotland) Act 2007 - This act sets out measures to prevent unsuitable adults from working with children.

Children and Young People (Scotland) Act 2014 - Building on the aims of the Early Years Framework (see below), this act aims to put children and young people at the heart of planning and services to make sure their rights are respected across the public sector.

## **Scotland – Policies and Guidance**

National guidance for child protection in Scotland 2014 – Provides the current guidance and a national framework for anyone who could face child protection issues at work.

Getting it right for every child (GIRFEC) - The Scottish government's approach to making a positive difference for all children and young people in Scotland.

<https://www.gov.scot/policies/girfec/>

The Early Years Framework - Aims to give all children a better start in life by focusing on prevention and early intervention from pre-birth to age 8.

## **Other policies and guidance**

Department of Health, Home Office (2000) No Secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (issued under Section 7 of the Local Authority Social Services Act 1970)

*Mental Capacity Act 2005: Code of Practice* (Department for Constitutional Affairs 2007)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/497253/Mental-capacity-act-code-of-practice.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/497253/Mental-capacity-act-code-of-practice.pdf)

The policies and procedures of the Local Safeguarding Children Partnership and the Local Safeguarding Adults Board.

## **Appendix 2: BfN Safeguarding Qualification Requirement**

This Appendix gives direction on the level of training that should be completed. In some cases a Service Level Agreement for a local project may require different standards. It is likely that the local

service level agreement will require higher levels of training and where this is the case this should take priority.

Regardless of the level of training you have completed, training must be repeated at a minimum of every three years, additional to the annual safeguarding supervision session.

Contact your Supervisor and email the central support administrator for registration to the online course:

[centralsupport@breastfeedingnetwork.org.uk](mailto:centralsupport@breastfeedingnetwork.org.uk)

If you work or volunteer with children and young people then you should undertake training to ensure you have the knowledge and skills you need to help keep children safe. BfN have online courses that are appropriate for your work with us in supporting families.

All Tutors/Supervisors and Project Managers have a responsibility to ensure that all under their management or guidance have read and are fully aware of the contents of this document. This table can be used as a means of recording this information.

Volunteers			
BfN Level	Training Level if accessing locally	BfN Online course (covers all local levels)	Comments
Helper	L1	Safeguarding Children – Level 2	If you are running a group alone or do home visits then you should complete L2.
Supporter	L2	Safeguarding Children – Level 2	
NBH and Social Media	L2	Safeguarding Children – Level 2	
DIBM Pharmacist Volunteer	L2/L3	Safeguarding Children – Level 2	Level 3 recommended if it is available locally. BfN Safeguarding Adults course if completing BfN training.
Tutor/ Supervisor	L2/L3	Safeguarding Children – Level 2	Level 3 recommended if it is available locally. BfN Safeguarding Adults course if completing BfN training.

Staff			
BfN Level	Training Level if accessing locally	Online course	Comments
Helper	L1	Safeguarding Children – Level 2	If you are running a group alone or do home visits then you should complete L2.
Supporter	L2	Safeguarding Children – Level 2	
Tutor/ Supervisor	L2/L3	Safeguarding Children – Level 2	Level 3 recommended if it is available locally. BfN Safeguarding Adults course if completing BfN training.

Project Manager, coordinator or lead.	L3	Safeguarding Children – Level 2	BfN Safeguarding Adults course if completing BfN training.
Non frontline staff		Safeguarding Children – Level 2	Guidance can be sought from Programme Manager.
BfN Safeguarding Lead	L3/L4	Safeguarding Children – Level 2	BfN Safeguarding Adults course if completing BfN training.



### Appendix 3: BfN further training and resources.

Safeguarding is a fluid environment with changes and developments happening regularly. It is the individuals as well as the line manager's responsibility to ensure that they are as knowledgeable as they can be in order to best protect our service users. There is often free online or face to face training available locally.

Online training courses which you can access free of charge:

<https://www.virtual-college.co.uk/resources/free-courses/awareness-of-forced-marriage>

[www.fgmelearning.co.uk](http://www.fgmelearning.co.uk)

Further awareness training in the following areas is considered to be relevant to the work BfN carries out.

- Domestic abuse
- Female genital mutilation
- Child sexual exploitation
- Substance abuse
- Alcohol abuse
- Fabricated or induced illness by carers
- Health of vulnerable young people
- Impact of mental health on parenting capacity
- Physical injuries in children
- Working with fathers
- Working with vulnerable people
- Forced marriage, spirit possession and honour based violence
- Hidden harm
- Safer recruitment
- Safe sleeping
- Health of vulnerable young people
- Safeguarding and working with adolescents
- Assertiveness training – being able to say no

## Appendix 4: Reporting a concern form BfN



### **Reporting Concerns About a Child/Vulnerable Adult**

You must raise and discuss your concerns, without delay, with a BfN Supervisor or Project Co-ordinator or Line Manager

**If you are unable to discuss your concerns locally, and you think the concern is urgent and someone is in immediate danger, do not delay – call 999, or your local safeguarding teams (Safeguarding Children Partnership/Adult Safeguarding Board).**

**DO NOT INVESTIGATE** the situation yourself, but you **DO** have a duty to report the facts and seek advice.

If you still have a concern after consulting with the above, please follow and complete this form below with as much information as you have, use this form to record every conversation relating to the concern - do not delay in sending this form if you don't have all the information.

**Email the final completed form to BfN safeguarding leads (who are also Programme Managers) - [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk)**

Refer to BfN's full safeguarding policy when completing this form.

<b>Details of child and parents/carers</b>		
Please keep personal details in accordance with IG policy and local practice, ready to be shared appropriately if/when necessary.		
<b>Your name:</b>	<b>Peer support activity:</b>	<b>Date and time of concern raised:</b>
<b>Your BfN Supervisor /coordinator/line manager// NBH Helpline Volunteer Co-ordinators name:</b>	<b>Date and time of concern raised with BfN</b>	

<p>If you are responding to concerns raised by someone else, please describe who eg. supervisee/fellow volunteer/staff member and place of concern eg phone/group/home visit</p>	
<p>Please provide details (without names) of the incident or concerns you have, including times, dates, description of any injuries, whether information is first hand or the accounts of others, was anyone else present that witnessed the incident or shared concerns, including any other relevant details – keep notes factual,:</p>	
<p>Remember concerns should be discussed with the family <b>unless</b>:</p> <ul style="list-style-type: none"> <li>• the view is that a family member might be responsible for abusing the child</li> <li>• someone may be put in danger by the parents being informed</li> <li>• Informing the family might interfere with a criminal investigation.</li> </ul> <p><u>Record/Summary of Discussion with family (date and time)</u></p>	
<p>Record/Summary of discussion with Supervisor or Project co-ordinator/line manager or NBH Helpline Volunteer Co-ordinator (record date and time of each discussion):</p>	
<p>Record/Summary of discussion with local safeguarding lead where relevant (record date and time of each discussion):</p>	
<p>Record/Summary of discussion with BfN safeguarding lead (projects@breastfeedingnetwork.org.uk) (record date and time of each discussion):</p>	
<p>If you are unable to discuss your concerns with responsible safeguarding persons locally or within BfN, and you think the concern is urgent and someone is in immediate danger, do not delay – call <b>999</b>, the NSPCC <b>0808 800 5000</b>, or your local safeguarding board .</p>	

<p>NSPCC - Helpline (24 hours a day 365 days a year)</p> <p>Safeguarding children partnership team/Safeguarding adults Boards/MASH - You should find the contact details on your local authority/council website by searching for safeguarding or child protection</p>	
<p>Summary of discussion with NSPCC (if relevant) (record date and time of each discussion):</p>	
<p>Summary of discussion with Local Safeguarding Children Partnership/Local safeguarding adult boardAB/MASH (if relevant) (record date and time of each discussion):</p>	
<p>Summary of 999 call (record date and time of each discussion):</p>	
<p>After discussions with the above is there still child/adult safeguarding concerns? Yes/No (delete as appropriate)</p>	
<p>Remember safeguarding concerns are rare, it is important to share your concerns with the right people (as listed above) – do not delay in talking to someone NB. At this point, whether there are still concerns or not, please email this form to BfN safeguarding leads if not already done so to: <a href="mailto:projects@breastfeedingnetwork.org.uk">projects@breastfeedingnetwork.org.uk</a>. This information will help us to review the policy and develop our safeguarding training.</p>	
<p><b>GREYED OUT SECTIONS BELOW ARE TO BE COMPLETED TOGETHER WITH YOUR SUPERVISOR / COORDINATOR/ HELPLINE VOLUNTEER COORDINATOR/BFN SAFEGUARDING LEAD</b></p>	
<p>Are you aware of any previous incidents or concerns relating to this child/adult and of any current risk management plan/support plan? If so, please provide details:</p>	
<p>Have you informed the statutory child protection authorities (highlight your answer)?</p> <p>Police: Yes/No Date and time:</p> <p>Name and phone number of person spoken to:</p> <p>Local authority safeguarding children/adult safeguarding contact: Yes/No Date and time:</p> <p>Name and phone number of person spoken to:</p>	

Action agreed with authorities:

What has happened since referring to statutory agency(ies)? Include the date and nature of feedback from referral, outcome and relevant dates:

If the concerns are not about child protection, details of any further steps taken to provide support to child and family, and any other agencies involved:





## Reporting Concerns About a Child/Vulnerable Adult

You must raise and discuss your concerns, without delay, with a BfN Supervisor, ABM BFCC or Project Co-ordinator or Line Manager.

**If you are unable to discuss your concerns locally, and you think the concern is urgent and someone is in immediate danger, do not delay – call 999, or your local safeguarding teams (Safeguarding Children Partnership/Adult Safeguarding Board).**

**DO NOT INVESTIGATE** the situation yourself, but you **DO** have a duty to report the facts and seek advice.

If you still have a concern after consulting with the above, please follow and complete this form below with as much information as you have, use this form to record every conversation relating to the concern - do not delay in sending this form if you don't have all the information.

Email the final completed form to BfN safeguarding leads (who are also Programme Managers) - [projects@breastfeedingnetwork.org.uk](mailto:projects@breastfeedingnetwork.org.uk) and cc in [felicity.lambert@breastfeedingnetwork.org.uk](mailto:felicity.lambert@breastfeedingnetwork.org.uk).  
If you are an ABM volunteer also copy in [Caroline.bolton@breastfeedingnetwork.org.uk](mailto:Caroline.bolton@breastfeedingnetwork.org.uk)

Refer to BfN and ABM's full safeguarding policies when completing this form.

<b>Details of child and parents/carers</b>  Please keep personal details in accordance with IG policy and local practice, ready to be shared appropriately if/when necessary.		
<b>Your name:</b>	<b>Peer support activity:</b>	<b>Date and time of concern raised:</b>
<b>Your BfN Supervisor/coordinator/line manager/NBH Helpline Volunteer Co-ordinator/ABM BFCC name:</b>	<b>Date and time of concern raised</b>	
If you are responding to concerns raised by someone else, please describe who e.g. supervisee/fellow volunteer/staff member and place of concern e.g. phone/group/home visit		
<b>Please provide details (without names) of the incident or concerns you have, including times, dates,</b>		

<p>description of any injuries, whether information is first hand or the accounts of others, was anyone else present that witnessed the incident or shared concerns, including any other relevant details – keep notes factual:</p>
<p>Remember concerns should be discussed with the family <b>unless</b>:</p> <ul style="list-style-type: none"> <li>• the view is that a family member might be responsible for abusing the child</li> <li>• someone may be put in danger by the parents being informed</li> <li>• informing the family might interfere with a criminal investigation.</li> </ul> <p><b><u>Record/Summary of Discussion with family (date and time)</u></b></p>
<p><b>Record/Summary of discussion with Supervisor or Project co-ordinator/line manager or NBH Helpline Volunteer Co-ordinator/ABM BFCC (record date and time of each discussion):</b></p>
<p><b>Record/Summary of discussion with local safeguarding lead where relevant (record date and time of each discussion):</b></p>
<p><b>Record/Summary of discussion with BfN/ABM safeguarding lead (projects@breastfeedingnetwork.org.uk/caroline.bolton@breastfeedingnetwork.org.uk) (record date and time of each discussion):</b></p>
<p><b>If you are unable to discuss your concerns with responsible safeguarding persons locally or within BfN, and you think the concern is urgent and someone is in immediate danger, do not delay – call <b>999</b>, the NSPCC <b>0808 800 5000</b>, or your local safeguarding board .</b></p> <p>NSPCC - Helpline (24 hours a day 365 days a year)</p> <p>Safeguarding children partnership team/Safeguarding adults Boards/MASH - You should find the contact details on your local authority/council website by searching for safeguarding or child protection</p>
<p><b>Summary of discussion with NSPCC (if relevant) (record date and time of each discussion):</b></p>
<p><b>Summary of discussion with Local Safeguarding Children Partnership/Local safeguarding adult board/MASH (if relevant) (record date and time of each discussion):</b></p>
<p><b>Summary of 999 call (record date and time of each discussion):</b></p>





## Appendix 6: Life threatening situations on the NBH/web chat/social media messages



This document outlines the process for a volunteer on NBH, BFN or ABM helplines who receives a call that indicates a 'life threatening' event - where the caller's phone number needs to be flagged urgently.

**Remember these situations are extremely rare, so please don't panic about this – these instructions are here just in case.**

**If anything distressing ever happens on a helpline call, or if you want to talk through anything at all, please contact your Helpline Volunteer Co-ordinator /Supervisor/ABM BFCC.**

**No helpline volunteer should ever feel that they have to cope with anything on their own.**

### Life threatening events may include:

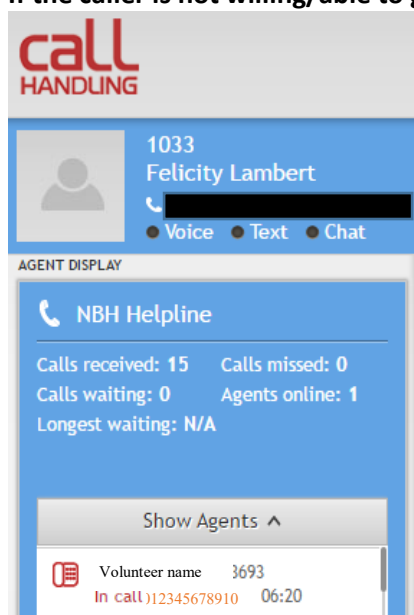
- Situations where a caller says they are about to attempt suicide.
- Situations where a caller says she is in immediate serious danger from a partner or someone else.
- Situations where there is an immediate danger that the caller may seriously harm her baby or someone else.

### Life threatening events are not:

- If a caller is being abusive or threatening (there is a separate procedure detailed at the bottom of this document for identifying these callers)
- If you have concerns about the health of a baby referred to in a call - e.g. the baby needs to go to hospital – follow normal procedures (e.g. urge parents to seek medical help and seek supervision for yourself).

### In a life threatening situation...

- ❖ **If the caller is willing and able to give you their contact details, phone number, address etc – make a careful note of these.**
  - Encourage the caller to dial 999 and access help for themselves immediately.
  - When the call ends, call 999, explain the situation (e.g. 'I'm a volunteer on the National Breastfeeding Helpline and a caller has just told me the following... Her contact details are... /she can be found at....')
  - **Let a Helpline Volunteer Co-ordinator or ABM BFCC know what has happened, and seek supervision and support.**
- ❖ **If the caller is not willing/able to give you any contact details:**



If the callers number is displayed on the virtual call centre (usually in red underneath your name on the 'show agents' drop down list), make a note of this number.

- Encourage the caller to dial 999 and access help for themselves immediately.

- When the call ends, if you have the caller's number, call 999, explain the situation (e.g. 'I'm a volunteer on the National Breastfeeding Helpline and I need to speak to someone on your SPOC team (**Single Point of Contact team**) - a caller is at risk, she has just told me the following... Her phone number is...')
  - The Police SPOC team should be able to trace the number and see if this is linked to an address so they can send someone there to check on the caller.
- **Let a Helpline Volunteer Co-ordinator or ABM BFCC know what has happened, and seek supervision and support.**
- **If the call ends *before* you have a chance to note the caller's number down**, a Helpline Volunteer Co-ordinator, ABM BFCC or Helpline Manager *may* be able to find the caller's number for you. You should still call 999 first and explain the situation before trying to contact a helpline staff member to identify the caller's number.
  - Email [HVC@breastfeedingnetwork.org.uk](mailto:HVC@breastfeedingnetwork.org.uk) and [abmbfcc@breastfeedingnetwork.org.uk](mailto:abmbfcc@breastfeedingnetwork.org.uk) and if possible post on the NBH Facebook group too, or text your own HVC/BFCC if you have their number. Whichever staff member sees your email or message first will do their best to help you find the number.

### ❖ Withheld Numbers

If a caller has withheld their number it will appear on the Virtual Call Centre as 'in call' only, with no number next to it. Helpline Volunteer Co-ordinator and BFCCs have no way to access this number either. With police involvement, there are ways the telephone network can trace withheld numbers, but this is usually provided only in very extreme circumstances, where life is at threat.

#### **In this situation you should:**

- Encourage the caller to dial 999 and access help for themselves immediately.
- Encourage the caller to share their contact telephone number with you if possible – if they do then just follow procedure 1 listed above.
- If they won't/don't give you their details, then when the call ends, dial 999, explain the situation (e.g. 'I'm a volunteer on the National Breastfeeding Helpline and I need to speak to someone on your SPOC team (Single Point of Contact team) - a caller is at risk, she has just told me the following...')
- The police will have to obtain the number from our telephone network, **KCOM Communications**, as Call Handling are not allowed to pass on the caller's telephone number under any circumstances.
- You will need to give the police this email address: [spoc@kcom.com](mailto:spoc@kcom.com) for them to be able to get the phone number from KCOM.
- You will need to provide these details:
  - **Account name – Call Handling Services**
  - **Time of call** – (e.g.) 12:41
  - **Dialled number** – (e.g.) 0300 100 0212
  - **Duration of call** – (e.g.) 15:38
  - **Any other information** that may help with tracing the call – e.g. background noise, name, accent of the caller.
  - **Your name and the name of the organisation** you are calling from.
- **Let a Helpline Volunteer Co-ordinator or BFCC know what has happened, and seek supervision and support.**

KCOM will have **Call Handling Services** listed as the owner of the number (not National Breastfeeding Helpline). Our helpline number is supplied by KCOM *via* Call Handling Services.

#### **CONTACT DETAILS:**

You can contact all the BFN Helpline Volunteer Co-ordinators (including the NBH Manager) on [HVC@breastfeedingnetwork.org.uk](mailto:HVC@breastfeedingnetwork.org.uk)

You can contact the ABM BFCCs on: [abmbfcc@breastfeedingnetwork.org.uk](mailto:abmbfcc@breastfeedingnetwork.org.uk)

In an emergency situation, please cc both addresses to ensure someone picks it up sooner.

### **Nuisance or abusive callers**

Callers who are abusive or calling repeatedly can be blocked by Call Handling.

If you have the phone number of the caller from the virtual call centre screen, please email [felicity.lambert@breastfeedingnetwork.org.uk](mailto:felicity.lambert@breastfeedingnetwork.org.uk) and she will pass this on to Call Handling and ask for them to block the

caller. Usually this can only happen inside office hours.

If the caller has withheld their number, please also email [felicity.lambert@breastfeedingnetwork.org.uk](mailto:felicity.lambert@breastfeedingnetwork.org.uk) with these details:

- approximate timing of the call – start and end
- dialled number (which Helpline number – NBH/ABM/BFN etc..)
- any other information that may help with tracing the call – e.g. background noise, name, accent of the caller.

There is a similar process to the emergency procedure above to follow, but the Helpline Manager will complete the process for you.

## Appendix 7: Record of compliance

All Tutors/Supervisors and Project Managers have a responsibility to ensure that all under their management or guidance have read and are fully aware of the contents of this document. This document can be used as a means of recording this information.

I have read this policy. I agree to conform to the advice and guidance given, as shown by my signature.

Name	Project or Tutor	Signature	Date

