

the
Breastfeeding
network

Safeguarding Policy

Date of Issue:	March 2010	Next Review Date:	November 2019
Version:	3	Last Review Date:	January 2017
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Approval Route: Board			
Approved By: Board		Date Approved: November 2015	
Links or overlaps with other strategies/policies:			
Information Governance			

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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 two years 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.

- **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.**

Local projects are encouraged to seek local safeguarding training courses. There is a central safeguarding form that can be used across the organisation to report concerns – see appendix 4 Reporting a concern form

- **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) **to be developed and delivered by August 2017**

- Safe working practices including recruitment and vetting procedures.

References are collected for both staff and volunteers before they can be registered

- Effective interagency working, including effective information sharing.

Local Children’s Safeguarding Boards contact details are known locally to project areas and captured centrally

- 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 ‘Awareness of child abuse and neglect’ UK wide (CORE) online level 2 course, available through Virtual College, 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. You should 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 [safeguarding administrator emma.brown@breastfeedingnetwork.org.uk](mailto:emma.brown@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 level 2 online training course / local safeguarding training courses in place.
- All volunteers and staff will take part in Safeguarding Training. Appendix 2 gives details of the level of training to be completed for different volunteering / paid roles.
- Relevant training and support will be provided on an ongoing basis and will cover information about their role, and opportunities for practising skills needed for the work.
- Safeguarding training is undertaken at regular intervals (at a minimum 3 yearly).
- Safeguarding training will be checked annually at the point of BfN registration renewal.

Adults

The BfN do not currently have mandatory training for safeguarding vulnerable adults however we do recommend the following free online course for our volunteers to access:

Introduction to safeguarding adults – Level 1

<http://www.e-lfh.org.uk/programmes/safeguarding-adults/open-access-sessions/>

There are a number of free online access courses available by Virtual College and are listed in Appendix 3

Supervision

- All BfN registered volunteers 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. **BfN will develop a standard safeguarding supervision session to be implemented across the organisation by August 2017.**
- 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 (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, Northern Ireland and Scotland each have their own guidance for organisations to keep children safe. They all agree that a child is anyone who is under the age of 18.

<https://www.nspcc.org.uk/preventing-abuse/child-protection-system/legal-definition-child-rights-law/legal-definitions/>

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 adult

England and Wales:

As described within the Departments 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>

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 - Phyll Buchanan – 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

- 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 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 Authority in the operation of the Local Safeguarding Children Board (LSCB) and 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.

SAFEGUARDING ADMINISTRATOR - Emma.brown@breastfeedingnetwork.org.uk

- Provides access to staff and volunteers for the online safeguarding course – see Appendix 2 BfN Safeguarding Qualification Requirements.

CENTRAL TEAM - 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.
- Ensures references are verified for all trainees.
- 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.
- 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.

Local BfN safeguarding lead – local project lead or local supervisor

- Ensures induction training and compliance with local safeguarding policies.
- Aware of local procedures and contacts with Local Safeguarding Children Board (LSCB) 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
- 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.
- Report any safeguarding concerns that arise in accordance with this policy
- 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 (LCSB/LAB).

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

LCSB/LAB/MASH - The best place to look is on your local authority/council website by searching for safeguarding or child protection

- **Complete a BfN reporting a concern form** (See Appendix 4)

This form should be used to support you in following the procedures you are advised to undertake if you have a safeguarding concern and crucially to record discussions every step along the way. Send the form to projects@breastfeedingnetwork.org.uk

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 – we won't ask you to prove it:

- 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 anonymously to NSPCC (number above) or directly to your LCSB/LAB. 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.**

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 about to commit 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).

Remember these situations are extremely rare – we aren't aware of any of these situations ever happening on our helpline, so please don't panic about this – these instructions are here just in case. (see Appendix 5 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 Linkworker/Supervisor/Regional Co-ordinator.

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

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://www.nspcc.org.uk/preventing-abuse/child-protection-system/england/reporting-your-concerns/>

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

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

Scotland

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

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

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

Wales

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

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

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

Northern Ireland

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

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

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 6. 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. 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 access to 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.

http://panlancashirescb.proceduresonline.com/chapters/p_allegations.html#sup_indiv

Part 7. 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 and are clear of the circumstances in which information can be shared where they judge that a child is at risk of Significant Harm.

- Are 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, BfN safeguarding leads, Information Governance Lead and HR will be on-hand 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.

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

In any cases where information governance policy conflicts with safeguarding policy it is the information governance policy that takes precedence.

Caldecott Guardian

Each organisation has a Caldecott Guardian. Wendy Barber is the BfN Caldecott Guardian. This 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://www.breastfeedingnetwork.org.uk/wp-content/pdfs/governance/BfN-Information-Governance-Policy.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

Appendix 5: Life threatening calls on the NBH guidance

Appendix 6: 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.

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 2015 - A guide to inter-agency working to safeguard and promote the welfare of children

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/471896/safeguarding_strategy.pdf

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

Wales - Policies and Guidance

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.

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.

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

The policies and procedures of the Local Safeguarding Children Board (LSCB) and the Local Safeguarding Adults Board (LSAB).

Care Act 2014: <https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets>

Appendix 2: BfN Safeguarding Qualification Requirement

Volunteers			
BfN Level	Training Level if accessing locally	Online course	Comments
Helper	L1	CORE	If you are running a group alone or do home visits then you should complete L2.
Supporter	L2	CORE	
NBH	L2	CORE	
Tutor/ Supervisor	L2/L3	CORE	Level 3 recommended if it is available locally.

Staff			
BfN Level	Training Level if accessing locally	Online course	Comments
Helper	L1	CORE	If you are running a group alone or do home visits then you should complete L2.
Supporter	L2	CORE	
Tutor/ Supervisor	L2/L3	CORE	Level 3 recommended if it is available locally.
Project Manager, coordinator or lead.	L3	CORE	
Non frontline staff		CORE	Guidance can be sought from Programme Manager.
BfN Safeguarding Lead	L3/L4	CORE	

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.

Contact your supervisor and email the safeguarding administrator for registration to the online course:

Emma.brown@breastfeedingnetwork.org.uk

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:

www.forcedmarriagelearning.co.uk

www.fgmelearning.co.uk

www.keepthemsafe.safeguardingchildren.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



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, the NSPCC 0808 800 5000, or your local safeguarding board (LCSB/LAB).

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 projects@breastfeedingnetwork.org.uk

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

Details of child and parents/carers		
Please keep personal details in accordance with IG policy and local practice, ready to be shared appropriately if/when necessary.		
Your name:	Position / peer support activity:	Date and time of concern raised:
Your supervisors/coordinators /line manager name:	Position:	Date and time of concern raised with supervisor/line manager:
Are you reporting your own concerns about a child / vulnerable adult / volunteer / staff member or responding to concerns raised by someone else? (highlight as appropriate)		

Reporting own concerns / Responding to concerns raised by someone else

If you are responding to concerns raised by someone else, please provide their name and position within the organisation:

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, including any other relevant details – keep notes factual, :

Record/Summary of discussion with Supervisor or Project co-ordinator/line manager (record date and time of each discussion):

Record/Summary of discussion with local health professional / local safeguarding lead (record date and time of each discussion):

Summary of discussion with NSPCC (if relevant) (record date and time of each discussion):

Summary of discussion with LSCB/LSAB/MASH (if relevant) (record date and time of each discussion):

After discussions the above do you still have child protection concerns?
Yes/No (delete as appropriate)

Provide details of anyone who has witnessed the incident or who shares the concerns:

Concerns should be discussed with the family unless:

- the view is that a family member might be responsible for abusing the child
- someone may be put in danger by the parents being informed
- Informing the family might interfere with a criminal investigation.

If any of the above circumstances apply, or if you are unsure of what to do, call NSPCC to discuss the situation 0800 800 5000 or consult with the local authority children's services or LSCB - to decide whether or not discussions with the family should take place.

Record/Summary of Discussion with family (date and time)

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:

Has the situation been discussed with a BfN safeguarding lead? Yes/No (delete as appropriate) If so, please summarise the discussion:

Have you informed the statutory child protection authorities (highlight your answer)?

Police: Yes/No Date and time:

Name and phone number of person spoken to:

Local authority children's services: Yes/No Date and time:

Name and phone number of person spoken to:

Action agreed with child protection 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:

Appendix 5: Life threatening situations on the Helpline



This documents 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 – we aren't aware of any of these situations ever happening on our helpline, 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 Linkworker/Supervisor/Regional Co-ordinator.

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 commit 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.

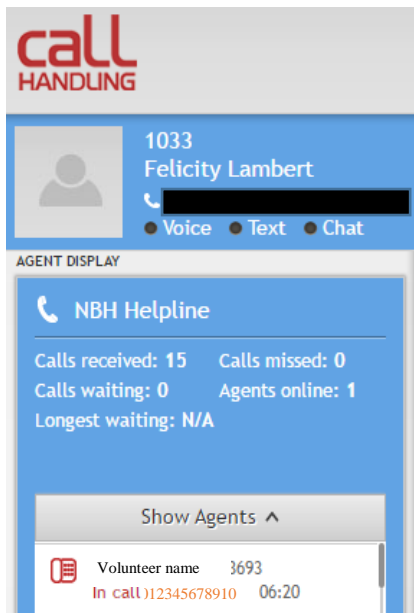
Life threatening events are not:

- 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 **Link Worker or Regional Co-ordinator** 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 Link Worker or Regional Co-ordinator 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 Link Worker, Regional Co-ordinator 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 linkworkers@breastfeedingnetwork.org.uk and helpline@abm.me.uk and if possible post on the NBH facebook group too, or text your own LW/RC 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. Link Workers and RCs 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 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
 - Dialed number – (e.g.) 0300 100 0212
 - Duration of call – (e.g.) 15:38

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.

- 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 Link Worker or Regional Co-ordinator know what has happened, and seek supervision and

CONTACT DETAILS:

You can contact all the BFN Linkworkers (including the NBH Manager) on linkworkers@breastfeedingnetwork.org.uk

You can contact the ABM Regional Co-ordinators on: helpline@abm.me.uk

support.

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 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 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.

All tutors 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.

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

Appendix 6: Record of compliance

Name	Project or Tutor	Signature	Date