

## CHILD PROTECTION OFFICE PROCEDURES AND PROTOCOL

This document is designed to set out clearly for employees of Intense Educational Ltd the procedures you should follow should a child under our guardianship disclose a worry or concern to you or if you have cause to be concerned about anything you have seen or heard in relation to that student or other staff member. Cause for concern or disclosure could be any of the following, all of which should be taken seriously:

They tell you:

- that someone has touched them inappropriately, sexually and/or in a way to make them feel uncomfortable
- that someone has physically abused them, ie hit them.
- that someone has verbally abused them, shouted, been constantly critical of them
- that they are being bullied
- that they are not being fed properly either at school in their host family
- that they are not able to wash sufficiently at the host family
- that they saw or heard something that troubled them at the host family, on a computer, on TV or around the house

Children may disclose something to you about the incident that has happened to them at any place. Whatever the matter, the situation should be discussed straight away. Joanna Fox and Olga Bernstein could be contacted on **01202 530255**, mobile **07770925045**, email **education@intense.co.uk**.

It is important that any concern or follow up of a disclosure is dealt with locally initially but that decisions and communications are made with the director. It is equally important that as you are the person the child has chosen to trust and disclose the problem to that you remain in touch with them on any feedback or follow up that is needed. Any problem, however, minor, will be discussed between Joanna Fox and Olga Bernstein.

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[www.intense.co.uk](http://www.intense.co.uk) [education@intense.co.uk](mailto:education@intense.co.uk)

When a student discloses something to a staff member:

- Reassure the child and listen carefully – it is important that they know you believe them
- Do not say you will not say anything to anyone – in fact you have a duty to disclose this to another person so do not promise confidentiality
- Make sure you take detailed notes, write everything down
- Ask open questions if appropriate, do not lead the conversation and find out
  - Describe me slowly everything that has been happening
  - What did you see?
  - Explain what you mean
  - When did it happen?
  - Who else was there?

The child is safe and away from the person they are disclosing about:

- You must report immediately or as soon as possible what you have found both in writing and by phone to each other.
- In the unlikely event that the student is in danger, ie they are in a host family and they are saying the family has abused them, then it is important that we take the student away from the family straight away. However, the reasons for their departure must remain confidential to all parties and this must be done in liaison with Joanna Fox and Olga Bernstein. It is now the job of Olga and Joanna to discuss the situation and if deemed necessary to inform Child Services who will manage the situation from this point.
- You may also be told by the host family that they are concerned. Again, take notes down carefully.

A written and verbal report of a concern or of a child's disclosure

- The staff will hold an emergency meeting to discuss follow up situation
- If the matter is minor and not one that necessitates reporting to Child Services, they will inform the appropriate parties, ie the school or the parents
- If unsure the staff will call Child Services in the area that the student is at school or of the host family and ask advice or report the incident and seek advice on who to contact
- If advised not to contact anyone we will leave it to Child Services to take the matter from there or we will inform the relevant parties if this is the advice we are given
- Consider information sharing
- It is very important that you do not discuss or disclose what you have been told to anyone other than staff of Intense Educational as disclosing to anyone else could interfere with investigations and possibly contaminate evidence.

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