



cameo

THE PROTECTION OF CHILDREN AND YOUNG AND VULNERABLE PERSONS POLICY

POLICY FOR THE PROTECTION OF CHILDREN AND YOUNG AND VULNERABLE PERSONS

Cameo recognizes that as an employer it has a legal responsibility under the Children Act to be aware of all health and safety requirements, including child protection. There is also a moral responsibility to check to ensure Cameo employers or volunteers are suitable to work with children or young or vulnerable persons. There are minimum standards to which Cameo staff and volunteers are expected to adhere during their working practices.

The Director of Operations at Cameo has overall responsibility for safeguarding, Cameo policies and Cameo procedures. This is enforced by the nominated Child Protection Officer.

Employers' Responsibilities

Recruitment

It is important when recruiting paid staff and volunteers to adhere to the organization's recruitment policy. This will ensure potential staff and volunteers are screened for their suitability to work with children and vulnerable people.

- Prior to advertising a position, the risk to children and vulnerable persons will be assessed in accordance with the Independent Safeguarding Authority's regulations, to identify whether a Disclosure & Barring Service check is required.
- Where a position requires a Disclosure & Barring Service check, applicants will be advised in writing at an early stage of the applications process that the successful applicant will require a Disclosure & Barring Service Check; they will also be made aware that the recruitment offer is conditional upon their criminal history and assessed suitability to work with children, young or vulnerable persons.
- Prior to undertaking any work with children, all staff/volunteers who apply for a position where it has been identified that a Disclosure & Barring Service check is required, will have their details checked through an Enhanced Disclosure from the Disclosure & Barring Service.



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- The employer may choose to delay the recruitment decision until the Disclosure Record is received or make a provisional offer with restrictions.
- Where the applicant receives a provisional offer, access to children or young or vulnerable persons will be restricted. The employee will be advised that their contract may be withdrawn upon receipt of their Disclosure Record, if they are assessed as posing a risk to children or vulnerable adults.
- The Policy for Employing Persons with Criminal Convictions (PL016) will be accessible to all applicants and employees, which describes the risk assessment process undertaken to assess the risk of the recruited individual.
- This will be the responsibility of the Director of Operations to arrange and record all identity and DBS checks undertaken.
- Outcomes of all Disclosure & Barring Service checks will be recorded in a Centralized Record in accordance with best practice guidance and in accordance with the Disclosure & Barring Service Code of Practice.
- Where a successful applicant is willing to provide an original Disclosure & Barring Service Disclosure that is less than 12 months old, Cameo is willing to accept this document for assessment of risk. Photocopies, or Disclosures where it is not possible to verify that the document is free from tampering, will not be accepted.
- All staff and volunteers will be required to read the Child Protection Policy. This will be reviewed to ensure up to date knowledge.
- All staff and volunteers to complete an application form, including details of previous employment, details of any conviction for criminal offences (including spent convictions under the Rehabilitation of Offenders Act 1974), agreement for an enhanced DBS check, permission to contact two referees, including their current or most recent employer (which should be taken up).
- The potential staff member or volunteer will be interviewed for their suitability for the post by trusted members of staff.
- Staff and volunteers will have a period of induction where they will complete any induction training.





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- Increased safeguards were introduced through the creation of two new barred lists (regulated and controlled) to replace the existing POCA, POVA and List 99. These lists are maintained by the Independent Safeguarding Authority (ISA). A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups. An organisation which knowingly employs someone who is barred to work with those groups will also be breaking the law. If your organisation works with children or vulnerable adults and you dismiss a member of staff or a volunteer because they have harmed a child or vulnerable adult, or you would have done so if they had not left, you must tell the Independent Safeguarding Authority. Information on how to do this can be found at: <http://www.isa.gov.org.uk/>

Recruiting a Person with a Criminal Record

Cameo is committed to implementing fair and effective policy and practice for recruiting and retaining people with criminal convictions based on a full assessment of the risks involved, see Policy for Employing Persons With Criminal Convictions (PL016). All employees, applicants to posts, casual workers and volunteers are entitled to access to this policy which is available from the Human Resources Department.

Renewal of Disclosure Records

Cameo recognizes the need for currency of information. As a result, it will reapply for a Disclosure every three years for individuals still in its employ. A Disclosure will be made prior to this time where there are concerns regarding an employee's criminality status.

Subcontractors

All subcontractors who apply to work on behalf of Cameo and who are likely to have access to children or vulnerable adults must also have a robust child protection policy in place and confirm in writing that their staff who work with children, young or vulnerable persons have been checked by the Disclosure & Barring Service and considered suitable to work with them.



Provision of Information to Third Parties: Schools, Education Providers and Authorities

Upon request, the Director of Operations will confirm in writing that staff, volunteers and subcontractors who work or have access to children, young or vulnerable persons have been checked under an Enhanced Disclosure prior to recruitment.

Where required, a list of disclosure numbers for relevant personnel with whom the third party has contact, will be provided for each named person.

Cameo recognizes that it is illegal to supply third parties with Disclosure records or information contained within them.

Information Retention and Data Protection

Disclosure information will be stored securely and disposed of in a secure manner.

Disclosure information, its content or any representation of the same in any format will be retained for no longer than is necessary and for a maximum of six months following the recruitment decision, unless a dispute is raised.

Cameo will ensure that no reproductions of the Disclosure or its content are made, including photocopies or scanned images, unless with the prior agreement of the DBS or as a result of a stipulated requirement relating to the e-channel service.

Disclosure information will only be shared with relevant persons in the course of the Director of Operations' specific duties relevant to recruitment and vetting processes.

Supervision

Any personnel assisting at events organized by Cameo but not working on a one-to-one basis with children will not necessarily require a DBS check. However they **MUST NOT** work with unsupervised children.

Risk Assessment

Where Cameo undertakes to organize an event where children or vulnerable adults may be in attendance, the Cameo competent person will be required to undertake a risk assessment to highlight relevant actions required in respect of Child Protection issues.



Training

Cameo is responsible for organizing training, internal or external as appropriate, to ensure that staff recognize and understand learner safety, signs of abuse and safe working practices.

All staff will undergo training which will ensure they received the most up to date information regarding safeguarding issues, types of abuse, how to put policies into practice and what to do if there are any concerns. This will be in conjunction with Equality and Diversity and Health and Safety Policies.

Employee/Volunteer responsibilities

Cameo employees/volunteers must report all child protection issues to the Director of Operations.

Cameo employees/volunteers should disclose any past criminal conviction in respect of child protection. They must be cleared by the DBS check prior to undertaking any work with children or vulnerable adults.

All Cameo staff and volunteers should be aware of child protection requirements at events and activities organized by Cameo. Employees/volunteers who have not been cleared by Disclosure & Barring Service should not work with children in an unsupervised manner or have unsupervised access to children.

All Cameo staff/volunteers should be aware of and alert to signs that all is not well with a young child or vulnerable person. Information to this effect should be passed directly to the relevant and appropriate supervisor where either abuse or child protection issues have been disclosed. Employees/volunteers of Cameo have a duty to take relevant precautions where appropriate and to not put themselves in a position where they may be at potential risk to personal safety and false allegations.

Work placement Providers

The Company takes responsibility for under 18s who are on long-term placement and Apprentices who are employed.

Where long-term placement or employment (of more than a month), commitment will be sought from work placement or employment providers with regard to safeguarding the child's or young person's welfare by endorsing the Company's Policy for the Protection of Children and Young and Vulnerable Persons.



Staff of the work placement provider or employer in sole charge of children or young persons, as part of their normal job role, will be DBS checked.

Transporting children

Under no circumstances should a young person (under 18 years of age) be carried as a passenger in the course of an employee's/volunteer's work. In emergency situations only, with permission sought from the competent person, a young person may be transported. However, in this circumstance they must be accompanied by a suitable chaperone.

Use of photographs

Any Cameo member of staff/volunteer intending to take photographs at an event must first seek permission from those likely to appear in the photographs. Where photographs will be taken at an event, participants will be advised that photographs will be taken and should receive written notification.

Where the intention is to reproduce photographs i.e. for use in websites, publications and in the cases of children under 16 years of age, permission must be sought from the relevant parent/guardian in writing. Copies of the written permissions must be held by the Cameo manager.

Abuse

Abuse will be taken very seriously. Where there is an allegation of abuse against a member of staff, volunteer or subcontractor, the Director of Operations or Partner will investigate the matter fully.

Staff, volunteers or subcontractors will be immediately suspended following an allegation of abuse, in accordance with their employment or subcontractor contract.

The Director of Operations, or a senior member of staff he appoints, will contact Social Services or the appropriate official body where there staff or third parties are subject to allegations of abuse.

The Director of Operations, or a senior member of staff he appoints, will report the matter under the Vetting and Barring Scheme.

Cameo staff/volunteers are not responsible for identifying abuse. However, they have the responsibility to be aware and be alert to signs that all is not well with a child, young person or vulnerable adults. Should a member of staff have concerns, the information should be passed on to the Child Protection Officer or the Director of Operations so that a joint decision can be made as to whether the situation should be taken further, in accordance with the best practice guidance.

Any allegation of abuse made against a U-Phorm or Cameo member of staff or volunteer will be taken very seriously and should be referred immediately to the Child Protection Officer or the Director of Operations.

Signs of abuse, potentially occurring through third-persons (e.g. parent or guardian) for an individual should be referred immediately to the Child Protection Officer or the Director of Operations.

What is Abuse and Neglect? Abuse and neglect are forms of maltreatment of a child. Child refers to anyone under the age of 18. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child (HM Government 2010: page 38, paragraph 1.33).

Emotional Abuse

Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another.

It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone (HM Government 2010: page 38, paragraph 1.34).

Sexual Abuse

Sexual abuse involves forcing or enticing a child or vulnerable person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children (HM Government 2010: page 38, paragraph 1.35).

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate caregivers);
- or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs (HM Government 2010: page 39, paragraph 1.36) This is not an exhaustive list and it must be recognised that it is not the role of staff / volunteers to make an assessment of whether children or vulnerable people have suffered harm.



Staff / volunteers / child protection co-ordinator do have a duty to report any concerns about harm in accordance with the Local Safeguarding Children Board, Guidelines and Procedures (see HSCB: 2010).

Code of Practice

Staff/Volunteers should always;

- Take all allegations, suspicions or concerns about abuse that a vulnerable person makes seriously (including those made against staff) and report them through the procedures.
- Provide an opportunity and environment for children to talk to others about concerns they may have.
- Provide an opportunity and environment for parents to discuss any stresses they may be experiencing and to seek help where necessary.
- Provide an environment that encourages children and adults to feel comfortable and confident in challenging attitudes and behaviours that may discriminate others.
- Risks assess situations and activities to ensure all potential dangers have been identified.
- Treat everyone with dignity and respect.

Staff/volunteers/children should not:

- Permit or accept abusive or discriminatory behaviour.
- Engage in inappropriate behaviour or contact.
- Use inappropriate or insulting language.
- Show favouritism to anyone.
- Undermine or criticise others.
- Give personal money.
- Use social networks for personal communication with children and vulnerable people for whom they are responsible.

Recognition of Harm

The harm or possible harm of a child may come to your attention in a number of possible ways:

1. Information given by the child, his/her friends, a family member or close associate, for example a tutor
2. The child's behaviour may become different from the usual, be significantly different from the behaviour of their peers, be bizarre or unusual or may involve 'acting out' a harmful situation in play.



3. An injury which arouses suspicion because: o It does not make sense when compared with the explanation given

- The explanations differ depending on who is giving them (e.g., differing explanations from the parent / carer and child).
- The child appears anxious and evasive when asked about the injury.
- Multiple injuries, together or over time.
- Untreated injuries.

4. Suspicion being raised when a number of factors occur over time, for example, the child fails to progress and thrive in contrast to his/her peers.

5. Contact with individuals who pose a 'risk to children' ('Guidance on Offences Against Children', Home Office Circular 16/2005). This replaces the term 'Schedule One Offender' and relates to an individual that that has been identified as presenting a risk or potential risk of harm to children. This can be someone who has been convicted of an offence listed in Schedule One of the Children and Vulnerable Person's Act 1933 (Sexual Offences Act 2003), or someone who has been identified as continuing to present a risk to children.

The parent's behaviour before the birth of a child may indicate the likelihood of significant harm to an unborn child, for example substance misuse, or, previous children removed from their carers.

Substance misuse – the potential for a child to be harmed as a result of the excessive use of alcohol, illegal and controlled drugs, solvents or related substances may occur during a vulnerable person's life. The use of drugs or other substances by parents or carers does not itself indicate child neglect or abuse, and there is no assumption that a child living in such circumstances will automatically be considered under the child protection procedures. It is important to assess how parental substance use impacts upon the children or vulnerable people in the family.

Mental Health – Mental illness in a parent or carer does not necessarily have an adverse affect on the child or vulnerable person but it is important to assess its implications for any children involved in the family. The adverse affects of parental mental illness on the child are less likely when parental problems are mild, last for a short period of time, are not associated with family disharmony, and where there is another parent or family member who can respond to the child's needs and offer protection.



Where mental illness is accompanied by problem alcohol use, domestic violence or associated with poverty and social isolation, children are particularly vulnerable. The potential impact of a parental mental illness and the child's ability to cope with it is related to age, gender and individual personality (HM Government 2010: pages 265-269).

Domestic Violence – The Home Office (2009) defines domestic violence as 'Any incident of 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 or sexuality' (HM Government 2010: page 262, paragraph 9.17). Domestic violence affects both adults and children in the family. Children and vulnerable people can suffer directly and indirectly if they live in a household where there is domestic violence. It is likely to have a damaging effect on the health and development of children. The amendment made in section 120 of the Adoption and Children Act 2002 to the Children Act 1989 clarifies the meaning of harm to include, for example, impairment suffered from seeing or hearing the ill-treatment of another. This can include children witnessing violence in the home. Domestic violence has an impact in a number of ways:

- It can pose a threat to the physical well being of an unborn child, if a mother is kicked or punched.
- Children may suffer injuries as a result of being caught up in violent episodes.
- Children become distressed by witnessing the physical and emotional suffering of a parent.
- The physical and psychological abuse suffered by the adult victim can have a negative impact upon their ability to look after their children.
- The impact of domestic violence is exacerbated when the violence is combined with problematic alcohol or drug use.
- People working with children should also be alert to the frequent inter-relationship between domestic violence and the abuse and neglect of children (HM Government 2010: pages 262-265).

Bullying – This can be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g., hitting, kicking, theft), verbal (e.g., racist or homophobic remarks, threats, name calling) and emotional (e.g., isolating an individual from activities and social acceptance of their peer group).



The damage inflicted by bullying (including bullying via the internet) can frequently be underestimated. Bullying can be through the use of electronic communication, e.g., text or social network sites, and is commonly known as cyber bullying. Bullying can cause considerable distress, to the extent that it can affect health and development and at the extreme significant harm. All settings in which children are provided with services or are living away from home should have in place rigorously enforced anti-bullying strategies (HM Government 2010: pages 305-307).

Gang Activity – Children and vulnerable people who become involved in gangs are at risk of violent crime and as a result of this involvement are deemed vulnerable. Agencies and professionals have a responsibility to safeguard these children and vulnerable people and to prevent further harm both to the vulnerable person and other potential victims. Risks associated with gang activity include access to weapons (including firearms), retaliatory violence and territorial violence with other gangs. Other risks include increased likelihood of involvement in knife crime, sexual violence and substance misuse (HM Government 2010: page 192, paragraph 6.5).

The guidance Safeguarding children and vulnerable people who may be affected by gang activity 2010(b) advises that agencies should follow the referral process in Working Together to Safeguard Children 2010 when they have concerns about a child's safety and welfare. In relation to those children and vulnerable people who may be affected by gang activity concerns may be raised that a child or vulnerable person is: o not involved in gangs but vulnerable to, or at risk of, becoming involved in a gang o non-gang-involved and at risk of harm from gang members o gang-involved and at risk of harm through their own gang-related activities (HM Government 2010(b): page 22, paragraph 68).

Managing Disclosures of Abuse

If a child discloses abuse it is important that, as far as possible, the following basic principles are adhered to:

- Listen to what the child has to say with an open mind.
- Do not ask probing or leading questions designed to get the child to reveal more.
- Never stop a child who is freely recalling significant events.
- Make note of the discussion, taking care to record the timing, setting and people present, as well as what was said.



- Where necessary, specialised methods of communication may be used, for example Makaton signs and symbols.
- Never promise the child that what they have told you can be kept secret. Explain that you have responsibility to report what the child has said to someone else.
- **THE CHILD PROTECTION OFFICER MUST BE INFORMED IMMEDIATELY** – Caroline Reed.
- The Child Protection Officer is responsible for informing the Director of Operations of any reported disclosures of abuse.

Seeking Consent for a Referral

Working Together to Safeguard Children (HM Government 2010) states that professional's should seek in general to discuss any concerns with the family (including the child where appropriate) and where possible seek their agreement to making referrals to the Local Authority Central Duty Team. This should only be done where such discussion and agreement seeking will not place the child at an increased risk of significant harm.

So in general where concerns about a child relate to Section 17 children 'in need' (Children Act 1989) consent should be sought from the parents, carer or children where appropriate prior to a referral being made to the Local Authority Child Care Team.

It should be noted that parents, carers or child may not agree to information being shared, but this should not prevent referrals where child protection concerns persist. The reasons for dispensing with consent from the parents, carer or child should be clearly recorded.

In cases where an allegation has been made against a family member living in the same household as the child and it is your view that discussing the matter with the parent would place the child at risk of harm, or where discussing it may place a member of staff/volunteer at risk, consent does not have to be sought prior to the referral being made.

If you are unsure about whether to seek parental consent prior to a referral being made then seek advice from the duty social worker at the relevant Local Authority Family Resource Team.



Reporting Concerns or Allegations of Abuse

A member of staff or volunteer must report any concerns or allegation of harm immediately to the designated Child Protection Officer. In the absence of the Child Protection Officer the matter should be reported to the person identified as their deputy. In the event of neither of these individuals being available the matter should be reported through the line management. In the unlikely event of management not being available the matter should be reported directly to the appropriate Local Authority Child Care Team or Police Public/Family Protection Unit.

The Child Protection Officer is responsible for reporting any concerns or allegations to the Director of Operations.

Making a Referral

Referrals of all children in need, including those where there are child protection concerns will be made to:

- The Central Duty Team or Police Public Protection Unit (Children's Social Care)
- The Police (in emergencies).
- All referrals made by telephone need to be followed up in writing within 48 hours.
- The Child Protection Officer should make the referral as appropriate. The referrer should be prepared, where possible, to give the following information:
 - The nature of your concerns/allegation.
 - Whether the child will need immediate action to ensure their safety.
 - Are the parents aware of the concerns? Has consent for the referral been sought? If not, the reasons for this?
 - Factual information about the child and family, including other siblings.
 - The nature of your involvement with the family.
 - Other professionals involved with the family.
 - The source of your referral, is it based on your own assessment of the needs of the child, a reported allegation or disclosure, or has the concern been reported to you by another person, if so who?
 - Child's current whereabouts and when they were last seen
 - If you consider the child suffering or at risk of suffering significant harm, who is the source of that harm and their current whereabouts?



Allegations against staff members

If any member of staff or volunteer has concerns about the behaviour or conduct of another individual working within the group or organization including:

- Behaving in a way that has harmed, or may have harmed a child;
- Possibly committed a criminal offence against, or related to, a child or
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The nature of the allegation or concern should be reported to the Designated Officer (Caroline Reed) or the Director of Operations for dealing with allegations against staff/volunteers/carers, etc., immediately. The member of staff who has a concern or to whom an allegation or concern is reported should not question the child or investigate the matter further.

The Designated Officer for your organisation will report the matter to the Director of Operations and Local Authority Designated Officer (LADO).

Underlying principles:

- The welfare of the child is paramount
- Adults about whom there are concerns should be treated fairly and honestly and should be provided with support
- It is the responsibility of all adults to safeguard and promote the welfare of children and vulnerable people. This responsibility extends to a duty of care for those adults employed, commissioned or contracted to work with children and vulnerable people.

In the case that the concern or allegation relates to the Designated Officer, their management should be contacted (Director of Operations – Steve Wiggins). If the immediate manager/or other members of the management structure is implicated in the concerns or allegations or the Designated Officer is not available then the matter should be reported directly to the Local Authority Designated Officer. If suspension of the alleged abuser is required the designated officer should discuss this with the LADO to consider the timing.

In cases where there is an immediate risk to any child or vulnerable person, the information must be passed to Local Authority Children's Social Care or the Police, as soon as possible.

Staff & Volunteers' Self Protection

Adherence to guidelines on self protection for staff and volunteers working with children and vulnerable people can avoid vulnerable situations where false allegations can be made.

Staff and volunteers at Cameo Training Services are advised:

- To avoid situations where a staff member or volunteer is on their own with a child.
- In the event of an injury to a child, accidental or not, ensure that it is recorded and witnessed by another adult.
- Keep written records of any allegations a child makes against staff and volunteers and report in line with this policy.
- If a child or vulnerable person touches a staff member or volunteer inappropriately record what happened immediately and inform the Child Protection Officer.

Contacts

Child Protection Officer for Cameo Training Services

Caroline Reed -

Cameo Network Services
5 Coachman's Court
The Old Cattle Market
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IP4 1DX

01473 254452

c.reed@cameo.co.uk

Local Safeguarding Children's Board The Children Act 2004 requires each Local Authority to establish a Local Safeguarding Children Board (LSCB).

LSCBs are the key statutory mechanism for agreeing how the relevant organisations in each local area will co-operate to safeguard and promote the welfare of children, and for ensuring the effectiveness of what they do. They replace Area Child Protection Committees, and in Suffolk inherit an important programme of initiatives and a well-established child protection system.



LSCBs are, however, very different in many significant respects. In particular they are statutory bodies with a much wider remit and significant new responsibilities, and they are required to act with independence and authority in respect of the work of all organisations whose staff come into contact with children and vulnerable people, their parents and carers. Comprehensive information about Suffolk Safeguarding Children Board is available at www.suffolkscb.org.uk. This includes details about how to make contact and all of the SCB's guidance and procedures.

Independent Safeguarding Authority - 0300 123 1111

Suffolk County Council – Department of Children and Families -
Professional Adviser, Children and Vulnerable People - Jonathan Eckersley

For queries and comments about policies and procedures for supporting children and vulnerable people in Suffolk, please email:
goodpracticeguide@suffolk.gov.uk

Please do not use this email address for referrals or queries about individuals as this will result in a delay. To refer a child or vulnerable person for a service please contact:

Customer First
Telephone: 0808 800 4005
(Free phone from landlines and some mobiles)
Address:
PO Box 771,
Needham Market,
Ipswich,
IP6 8WB
Email: Customer.First@suffolk.gov.uk
Minicom: 01449 727120

For urgent referrals which cannot wait until the next working day please contact the Emergency Duty Service: Telephone: 0808 800 4005. The Emergency Duty Service operates between 5.20pm- 8.45am on weekdays and from 4.25pm on Friday through to 8.45am Monday at weekends and on Bank Holidays For queries about a child or vulnerable person already receiving a service; please contact the worker or the team concerned.



Suffolk Constabulary

In an emergency always dial 999

Non emergency calls - **101**

Minicom users - **01473 611160**

(The minicom number is only for those with hearing difficulties)

NSPCC

Call - **0808 800 5000**,

Text - **88858**

Policy Review

This Policy will be reviewed every 12 months in line with safeguarding developments.

Caroline Reed
Quality Manager



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