


# **Catholic Children's Society**

## **Safeguarding and Child Protection Procedures**

### **School Services**

This document is for any Catholic Children's Society (CCS) staff, volunteers or consultants/contractors working in schools. It sets out detailed guidance on how to report, respond to, record, and monitor actions relating to safeguarding and child protection concerns. It should be read in conjunction with the following documents:

- [CCS Safeguarding and Child Protection Policy](#)
- [CCS Safe Touch Policy](#)
- [Connect-Ed Suicide and Self-Harm Guidance](#)
- The Local Authority safeguarding and child protection policies and guidance

CCS's Senior Designated Safeguarding Lead (SDSL) is the Head of Services. The contact details for the SDSL and of all Designated Safeguarding Leads (DSLs) for our school services are included in the  [Safeguarding Contact Sheet.docx](#)

#### **1. Immediate action when a disclosure is made/concern is apparent**

##### **Best Practice in Responding**

- Treat the concern seriously and take all reasonable steps to protect the child.
- Call an ambulance if urgent medical attention is needed and immediately inform the school's Designated Safeguarding Lead (DSL).
- Remind the child/young person about the contract you have agreed regarding confidentiality and when you will need to tell someone else in school that you are concerned about them.
- Talk to the child according to age, understanding and special needs.
- Explain to the child what it is you have noticed, or what they have told you, that makes you concerned for them.
- Do not ask leading questions and keep an open mind.
- Do not interrupt, make assumptions, offer suggestions or alternative explanations.
- Repeat back to the child what you heard them say, in their words, to ensure that you have understood what they have told you.
- Do not attempt to investigate the concern.
- Tell the child what will happen next and include them in the process as much as is possible and appropriate.
- Reassure the child that they have done the right thing by telling you, and that their safety is important to you and the school.
- Do not give false reassurance; where you are not sure what will happen you must be honest.

## **Actioning the Concern**

- Inform the school's DSL (or their appointed deputy) about your concerns immediately after the session. This should be done following the school's policy and procedure; however, the information should be put in writing in addition to any verbal report. This should be through a secure system, either an internal system or via an encrypted document.
- Inform your CCS Service Manager by telephone. If your manager is not available then you can contact any other Service Manager, or the SDSL. This must be done as soon as possible on the same day as the disclosure is made or the concern is noticed.
- Discuss the information with the school DSL to whom you have reported the concern; in partnership agree what action to take and when and how you will receive an update on actions taken.
- Complete a written record of the concern for the school in the format they have requested, following their policies and procedures. Record only the facts in the child's words. Include the date, time and persons present.
- Record the concern as a 'Safeguarding Case' on the CCS Salesforce CRM. Record only the facts in the child's words and ensure that the concern is recorded concisely.
- If the allegation or concern relates to an adult working, volunteering or visiting the school then your CCS Service Manager or SDSL must be informed immediately. They will then work with the headteacher to agree the correct course of action. Where a referral to the LADO is necessary, we will agree with the school who will inform the LADO of the concern (see Section 8 of the CCS Safeguarding and Child Protection Policy for more details).

***All the above actions must be completed by the end of the working day. If any of the actions have not been completed they MUST be handed over to either your line manager or another manager.***

## **2. Monitoring the safeguarding concern**

- Follow up with the school DSL until you, your CCS Service Manager and the school are satisfied that the initial and subsequent actions to safeguard the child have been completed, either by the school or external agencies.
- Record all monitoring action on the CCS Salesforce CRM.
- Once you are satisfied that all appropriate actions have been taken you can submit an 'Approval Request' to your line manager via the CCS Salesforce CRM to request the Safeguarding Case is closed.
- Think with the school about the possible support the child and family may need after a Safeguarding Case has been closed.
- Discuss the impact of the actions taken on the clinical work in clinical supervision.
- All safeguarding concerns and subsequent actions will be monitored weekly by CCS managers via the CRM. Where managers are concerned that the actions

are not being completed then they will work with the school to escalate the case with external services.

### **3. Confidentiality and information sharing**

- The boundaries of, and limits to, confidentiality should be clearly set out in the initial contracts with the child/parent. It must be made clear that the counsellor/therapist will need to inform the school DSL if there are concerns about the child's safety and wellbeing.
- Where schools may not have digital systems such as CPOMS or My Concern, the electronic transmission of documents must be secure. This will require documents to be password protected. Personal email addresses must never be used to share information.
- Once you have raised a safeguarding concern with the school, the school must provide you with updates on any actions taken.

### **4. Concerns raised during training**

Any safeguarding concerns arising during the delivery of training in schools should be raised immediately with the manager with responsibility for the school or the CCS SDSL (or appointed deputy). They must also be reported immediately to the school DSL. All trainers should ensure they are aware of who the duty DSL is in the school on the day that they are delivering training. Trainers should also be clear with the group they are training about the limits of confidentiality.

### **5. Recording safeguarding information and allocating thresholds**

Please see the Connect-Ed Salesforce CRM User Manual for detailed guidance on how to capture safeguarding information on the CRM, including monitoring actions: [Connect-Ed - Salesforce CRM User Manual.pdf](#)

### **6. Self-harm and suicide ideation**

When a child/young person discloses self-harm or suicide ideation or intention, it must be reported through the above processes. A risk assessment to help determine the current risk to the child/young person should then be completed and a safety plan created. Detailed guidance on risk assessment and safety planning can be found in the Connect-Ed Team Manual: [Connect-Ed Team Manual.pdf](#)

## **7. Disputes and challenges**

There may be times where the school and CCS disagree on how to manage a concern about safeguarding or the protection of a particular child. This could relate to how a concern has been managed by the school, external services or by Connect-Ed staff. If this is the case the CCS manager and CCS SDSL must be informed immediately.

CCS will work in the interests of the child, and within the terms of our safeguarding policy – and that of the school - to resolve any disagreements which may occur. However, CCS do reserve the right to take advice from, and/or make referrals to, statutory agencies such as local authorities or the NSPCC. This must not take place without consulting the school in advance and must only be actioned by a manager.

## 8. Flow chart: Safeguarding procedures in schools

