



Cambridge & Ely Child Contact Centre

Safeguarding Policy – both children and vulnerable adults

Introduction

Cambridge & Ely Child Contact Centres is a registered charity run for the following purpose: to assist with arrangements for safe contact between children and their parents

The Cambridge & Ely Child Contact Centres are based at: The St Etheldreda Church, 19 Egremont Street, Ely, Cambs CB6 1AE and at The Community Room George Pateman Court, 162 Tenison Road, Cambridge CB1 2DP

Charity Number: 07644402

Cambridge & Ely Child Contact Centres Mission Statement says that the organisation aims to: provide a safe neutral and child focussed environment where children can maintain and strengthen relationships with their family members. We are committed to treating every individual with respect, compassion and fairness, ensuring that contact is conducted in a way that supports the Child's emotional wellbeing, promotes positive family interactions and upholds the highest safeguarding standards.

The Charity has adopted this Safeguarding Children policy and expects every adult working, volunteering, or representing Cambridge & Ely Child Contact Centres to support it and comply with it. Consequently, this policy shall apply to all staff, managers, trustees, directors, volunteers, students, or anyone working on behalf of the Charity.

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children in England, Northern Ireland, Scotland, Wales, and any other area which might bring us into contact with children and young people. A summary of the key legislation and guidance is available from <https://learning.nspcc.org.uk/child-protection-system>.

We believe that:

- children and young people should never experience abuse of any kind
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them.

We recognise that:

- the welfare of children is paramount in all the work we do and in all the decisions we take
- working in partnership with children, young people, their parents, carers, and other agencies is essential in promoting young people's welfare.



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- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs, or other issues extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

Accountability

Two copies of this policy and its accompanying Statement of Commitment will be given to all existing and new employees, trustees, and non-paid staff

They are required to retain the first copy, initial and return the second copy and sign and return the Statement of Commitment.

Purpose of the Policy

This policy is intended to protect children, this may include children that we come in to contact with through our work. Under this policy, the term children shall mean any person who is under eighteen years of age.

We believe that no child or young person should experience abuse or harm and is committed to the protection of children and young people. This policy is intended to provide guidance and overarching principles to those who represent us as volunteers or staff, to guide our approach to child protection and safeguarding.

The Risks to Children

Children can be vulnerable to different forms of abuse and harm. It is important to recognise that abuse and harm of children can cover a wide range of circumstances and behaviours. For example, children can be at risk of any type of abuse, including, but not limited to:

- Physical Abuse.
- Emotional Abuse.
- Neglect.
- Sexual Abuse.

The types of harm that children might be subjected to and should be protected from could also include, but is not limited to:



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- Female Genital Mutilation (FGM)
- Grooming and exploitation
- Trafficking and modern slavery
- Exposure to or infliction of domestic abuse
- Bullying or cyber bullying
- Exposure to other inappropriate content or behaviour, such as violence or criminal behaviour
- Self-harm
- Physical harm when engaging with activities without adequate supervision.

This protection afforded to children by this policy is not influenced by where or when the abuse took place. All who come in to contact with children or information that may suggest children either have been or might be abused have a duty to take the appropriate action needed to protect those children.

Safeguarding Principles

Safeguarding children from harm and abuse is an essential responsibility. We are committed to ensuring that any child who comes into contact with our services is properly safeguarded.

Cambridge & Ely Child Contact Centres believes that children and young people need safe environments in which they can grow and develop in confidence.

Cambridge & Ely Child Contact Centres recognises that organisations working with and supporting children and young people have a duty to keep them safe.

Cambridge & Ely Child Contact Centres places safeguarding children and young people and child protection at the centre of its activities.

Cambridge & Ely Child Contact Centres works in accordance with the guidance set out in “Working together to safeguard children” (DfE - 2023). The Guidance makes clear that all those working to support children and their families should follow the guidance and states:

“It should be read and followed by LSCB Chairs and senior managers within organisations who commission and provide services for children and families, including social workers and professionals from health services, adult services, the police, Academy Trusts, education, and the voluntary and community sector who have contact with children and families. All relevant professionals should read and comply with this guidance unless exceptional circumstances arise” Cambridge & Ely Child Contact Centres believes that children and young people should not be exposed to negligence or avoidable risks.



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Cambridge & Ely Child Contact Centres recognises that safeguarding and promoting the welfare of children are emotive issues that need managing both sensitively and carefully.

Cambridge & Ely Child Contact Centres is committed to creating and implementing policies and procedures that will ensure where risks need to be taken regarding children and young people, they are both fully assessed and carefully managed.

Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Cambridge & Ely Child Contact Centres also subscribes strongly to the view that safeguarding is everyone's responsibility. Everyone who works with children has a responsibility for keeping them safe. No single professional can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who meets them has a role to play in identifying concerns, sharing information, and taking prompt action.

Anyone working with children should see and speak to the child; listen to what they say, take their views seriously; and work with them collaboratively when deciding how to support their needs. A child-centred approach is supervised by:

- a. the Children Act 1989 (as amended by section 53 of the Children Act 2004). This Act requires local authorities to give due regard to a child's wishes when determining what services to provide under section 17 of the Children Act 1989, and before making decisions about action to be taken to protect individual children under section 47 of the Children Act 1989. These duties complement requirements relating to the wishes and feelings of children who are, or may be, looked after (section 22(4) Children Act 1989), including those who are provided with accommodation under section 20 of the Children Act 1989 and children taken into police protection (section 46(3)(d) of that Act).
- b. the Equality Act 2010 which puts a responsibility on public authorities to have due regard to the need to eliminate discrimination and promote equality of opportunity. This applies to the process of identification of need and risk faced by the individual child and the process of assessment. No child or group of children must be treated any less favourably than others in being able to access effective services which meet their needs; and,
- c. The United Nations Convention on the Rights of the Child (UNCRC). This is an international agreement that protects the rights of children and provides a child-centred framework for the development of services to children. The UK Government ratified the UNCRC in 1991 and, by doing so, recognises children's rights to expression and receiving information."

Cambridge & Ely Child Contact Centres is committed to ensuring that all its staff, volunteers, and trustees are aware of, kept up to date with and operate in accordance with good practice in



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relation with Safeguarding and Child Protection. This will mean that they will have the ability to recognise, respond to, report, record and refer issues of Safeguarding and Child Protection.

Every person under this policy must ensure that they play an active role in ensuring that children are properly safeguarded.

Every person under this policy holds responsibility for:

- Remaining alert and aware of possible safeguarding risks to children.
- Guarding children against harmful environments with appropriate actions (for example, adequate supervision or ensuring safe environments).
- Taking positive steps to maintain the safety and wellbeing of children engaging with us.
- Reporting concerns expeditiously and appropriately, in line with child protection procedures.
- Understanding the duty to report specific concerns.
- Challenging any inappropriate or harmful behaviour of any other adult and reporting this accordingly.
- Acting appropriately in the presence of children.
- Not taking any inappropriate risks.
- Not smoking, drinking, or taking any form of illicit substances (prior to or) during our work with children.

Safeguarding Officer

The primary task, role and responsibility of the Safeguarding Officer is to ensure high quality safeguarding children and adult practice throughout the service. The safeguarding agenda will be underpinned in by legislation and Government strategy along with national, regional, and local guidance.

Name: Lynn Calvert

Email: calvertconsult@aol.com

Phone: 07850 527888

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them.
- Appointing a nominated child protection lead for children and young people, a deputy, and a lead trustee for safeguarding.



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- Adopting child protection and safeguarding best practice through our policies, procedures, and code of conduct for staff and volunteers.
- Developing and implementing an effective online safety policy and related procedures.
- Providing effective management for staff and volunteers through supervision, support, training, and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures, and behaviour codes confidently and competently.
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made.
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance, more information about this is available from the Information Commissioner's Office: ico.org.uk.
- Sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions.
- Making sure that children, young people, and their families know where to go for help if they have a concern.
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families, and carers appropriately.
- Using our procedures to manage any allegations against staff and volunteers appropriately.
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Ensuring that we provide a safe physical environment for our children, young people, staff, and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where staff and volunteers, children, young people, and their families, treat each other with respect and are comfortable about sharing concerns.

Confidentiality and Data Protection

Confidentiality and Data Protection do not provide barriers to the sharing of information that keeps children and young people safe. Information should be shared with relevant agencies, on a need-to-know basis without delay.

All records relating to safeguarding must be:



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- Truthful.
- Accurate.
- Concise (in terms of words), yet detailed (in terms of sharing known information).
- Signed.
- Dated.

All personal information we may process relating to children, shall be processed, and stored in accordance with our data protection privacy policy which can be located within the staff handbook.

Responding to a Safeguarding Concern

Where a child is at immediate risk of serious harm, any adult present should call 999. Thereafter, the Safeguarding Officer should be contacted as soon as is reasonably practicable.

Where there is a safeguarding concern but no immediate risk of serious harm, the adult who has heard (about) or witnessed this concern should consult with the Safeguarding Officer as soon as practicable and by no later than the end of that same day. If the Safeguarding Officer is not onsite, this person can always be contacted by phone. Alternatively, advice can be sought from Lynn Calvert.

Where there is a need to make a safeguarding referral, you will be supported to do this, by the safeguarding officer, or another senior person. However, it will be usual for the person who became aware of the concern to make the safeguarding referral, where this is needed.

Where any child makes a disclosure relating to harm or abuse to an adult, it is important to:

- Listen calmly and carefully, showing that their views are taken seriously.
- Provide an appropriate and honest level of reassurance.
- Avoid interrogating children and asking probing, intrusive and/or leading questions.
- Avoid making false promises regarding secrets and confidentiality with the child (because any concern of abuse/harm must be shared with the Safeguarding Officer and any subsequent safeguarding referral).
- Make a confidential written record of the discussion either during the discussion or immediately afterwards. The record should include the key details of the disclosure together with any relevant times, dates, places, and people concerned. Audio and video recordings of children making disclosures should be avoided.
- Refer all relevant information to the Safeguarding Officer as soon as practicable afterwards, and by no later than the end of the day.



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Upon receipt of any safeguarding concern, the Safeguarding Officer shall consult with (or support you to consult with) any other relevant persons and will support you to make any appropriate referrals to the relevant authorities, such as the applicable Local Authority Children's Services department. This will usually be the department local to where the child lives.

Safeguarding Procedure for a Pattern of Low-Risk Incidents

Recognise and record

- Log each incident in a chronology or incident report form.
- Include dates, times, individuals involved, context, and actions taken.
- Use a "low-risk" tag but monitor for frequency or escalation.

Identify patterns

Regularly review logs (e.g., weekly or monthly) to identify:

- Repeated behaviours by the same individual.
- Similar incidents across with other families.
- Escalation in severity or frequency.

Assess cumulative risk

Even if individual incidents are low-risk, a pattern may indicate:

- Emerging needs.
- Underlying issues (e.g., neglect, peer conflict, unmet emotional needs).
- Use a risk assessment tool or consult with the Designated Safeguarding Lead (DSL).

Early intervention

- Informal support: Conversations with the child/young person, parents/carers, or staff.
- Pastoral support: Does the parent or child have unmet needs where signposting to other services might assist.
- Consider Referral to the Local Authority, or Early Help services if concerns persist or escalate.

Designated Safeguarding Lead (DSL) oversight

The DSL should:

- Review patterns and actions taken.



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- Decide if escalation to social care or external agencies is needed.
- Ensure all staff are aware of the importance of reporting even low-level concerns.

Communication and training

Ensure staff understand:

- What constitutes a low-risk incident.
- The importance of reporting all concerns, no matter how minor.
- How to use the safeguarding system effectively.

Review and reflect

Hold regular safeguarding team meetings to:

- Review patterns.
- Reflect on practice.
- Update procedures if needed.

Reporting concerns about other adults within the Charity

Where any person has a concern regarding the conduct of an adult connected to the organisation, which poses or may pose a safeguarding risk to children such as:

- Harming a child either physically or emotionally.
- Exposing a child to behaviour which may cause physical or emotional harm.
- Engaging in criminal activity concerning a child.

This must be raised in the first instance with the Safeguarding Officer (or where this is not appropriate, a different senior member of the organisation) so that the next appropriate steps may be agreed and actioned. We recognise that there could be circumstances where a person may need to report a matter that has taken place in a setting outside of the person's engagement with the organisation.

Usually, any appropriate steps following a safeguarding referral in respect of an individual connected to the organisation will include either:

- Further initial enquiries.
- Escalation to the applicable Local Authority Children's Services department for assessment and/or the police for investigation.
- Instigation of any appropriate disciplinary, formal investigation processes and suspension of any person concerned within the Charity.



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- A referral to the Disclosure and Barring Service, Disclosure Scotland or Access Northern Ireland, or any other relevant regulatory bodies.

Any person within the organisation who has allegations made against them shall be informed properly in a formal meeting of the particulars of the allegations and the relevant next steps which shall be taken. Such a meeting should ordinarily be held by the Safeguarding Officer. On certain occasions, such a meeting may not be convened until this has been approved by any authorities involved (such as the police or the relevant Local Authority).

Any person from within the organisation who has allegations made against them shall be treated fairly. All enquires, investigations and decisions taken shall be just and fair, with the safety of any child concerned at the heart of the process.

Any person from within the organisation who makes an allegation against another person from within Cambridge & Ely Child Contact Centres shall be listened to, taken seriously, and shall be treated fairly and justly throughout the process of enquiries, investigations and decision making.

Managing Behaviour of Children Generally

Whenever any adult engaged by us is faced with challenging or inappropriate behaviour from a child or with conflict between children, they must:

- Support the parents to respond to this (where appropriate).
- Treat each child fairly and equally.
- Approach the situation in a calm and neutral manner.
- Only ever use physical restraint/intervention to protect the immediate safety of a person, for example to prevent an injury or harm either to the child or others.
- Wherever it is justified to physically restrain a child or to physically intervene, the amount of force used should be kept to the absolute minimum considering the risk posed.
- Make a written record of the incident and ensure this is reported appropriately to the Safeguarding Officer.

Managing Risks Posed by Other Children

It is important for all adults engaged by us to recognise that children can face harm from their peers. This can commonly take the form of bullying. Bullying can be defined as any behaviour which is:

- repeated; and
- has the intention of hurting somebody either physically or emotionally.



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Bullying can sometimes be motivated by prejudices based on certain groups, for example gender, race religion or sexual orientation. Bullying can often include:

- physical harm perpetrated against another child
- name calling and threats
- cyberbullying (threats and abusive comments made via technology)

Any instance of bullying or concern relating to bullying between children at any event or activities arranged by us will usually be dealt with by us in the first instance as follows:

Speak to the relevant parent and support them to deal with the situation.

Where any behaviour amounting to bullying continues following this, the following steps will be taken:

Children will be separated and monitored until collected by the relevant parent. Consideration will be given as to whether it is appropriate for the family to continue using the Centre.

All steps in relation to the prevention or management of bullying should be taken in consultation with the Safeguarding Officer.

Photography

On some occasions, we may take photographs featuring children. We recognise that photography of children carries risks, such as:

- The potential for images to be re-used, shared, or adapted in a damaging or inappropriate manner.
- The general risk of sharing images and the impact this could have on child's public image as they grow older.

In view of these risks, we will:

- Always ask for written permission from a child and / or their parent/guardian before taking and sharing any image of them.
- Always ensure that a child and their parent/guardian are properly informed how an image will be used and shared.
- Always ensure that a child's identity is protected as far as is possible within any published material.
- Ask that parents, guardians, children, and any other person connected to them who may wish to share any of our published images which features other children to refrain



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from doing so unless they have the permission of the other children and their parent/guardian.

- Always store photos in accordance with our data protection policy.

We ask that any members of the public attending our premises, events or activities do not take photographs of anybody other than their own children, without the consent of the centre.

Recruitment

When recruiting employees, trustees and non-paid staff who have unsupervised access to children, Cambridge & Ely Child Contact Centres will adhere to a thorough and standardised procedure that will include making appropriate checks with the Disclosure and Barring Service (DBS) which helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. (It replaced the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA):

When first joining the organisation and every three years thereafter – as stated above, this applies to staff, trustees and unsupervised non-paid staff.

Completing and signing a standard application form and a full CV including a written statement of their suitability for the post applied for.

Signing a personal declaration of eligibility stating any criminal convictions including those considered to be spent.

Being asked to provide a minimum of two-character references (excluding family members and those that have known the applicant personally for less than two years)

Reading, understanding, accepting, and complying with Cambridge & Ely Child Contact Centres Policy for Safeguarding and promoting the welfare of children as part of the terms and conditions of their appointment as an employee, volunteer or trustee.

This procedure must be followed before any appointments are confirmed.

Cambridge & Ely Child Contact Centres commitment to safeguarding and promoting the welfare of children will also extend to the following:

- NACCC's accreditation and re-accreditation processes for its member centres requiring them to ensure that all their staff and non-paid staff are DBS checked to an enhanced level either when they first become involved with the centre or every three years.



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- Cambridge & Ely Child Contact Centres ensuring that its staff, volunteers and trustees are all aware of and kept up to date with good practice and procedural changes in relation to DBS checks.

Education and Training

The Cambridge & Ely Child Contact Centres induction process will include “Safeguarding and promoting the welfare of children” training for all non-paid staff, staff, and trustees. This is mandatory. Records of all training will be kept at NACCC Head Office.

Support and Supervision

All volunteers and employees with direct access to information about or relating to children will be given on-going supervision. All employees will have regular and formal evaluations with their line manager – this will include one annual appraisal.

Safeguarding and promoting the welfare of children: Training for NACCC’s member centres

NACCC will design and regularly update training modules which will be made available via the website. Cambridge & Ely Child Contact Centres will dispense training for non-paid staff and coordinators regularly and at least every three years.

Safeguarding Training will be completed by all staff and volunteers on an annual basis.

NACCC will encourage its member centres to operate in accordance with their Local Safeguarding Children Board, or their replacement’s policies and procedures.

NACCC will help its member centres to be aware of legislation, guidelines and directives updates as and when they are issued.

NACCC will have a nominated advice line (Monday-Friday 9.30am-4.30pm operating from the NACCC office) and a dedicated Saturday safeguarding helpline run by trained members of staff to provide its member centres with guidance and support when they are working with Safeguarding or Child Protection concerns.

Sharing Information

Cambridge & Ely Child Contact Centres staff, trustees and non-paid staff will follow a procedure that ensures that every safeguarding issue brought to the attention of relevant safeguarding authorities and NACCC. Furthermore, steps will be taken to ensure that this is logged correctly and followed up on to ensure that information is shared correctly with the relevant agencies.



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Providing Advice and Support

Cambridge & Ely Child Contact Centres will ensure that Safeguarding is a rolling agenda item in all staff supervision.

Failing to follow or non-compliance with recognised procedures and good practice in relation to Safeguarding and promoting the welfare of children by Cambridge & Ely Child Contact Centres volunteers, staff and trustees will generate support, information, and training.

In more serious cases involving Cambridge & Ely Child Contact Centres volunteers or staff, the organisations disciplinary proceedings will be activated by the Trustees or their delegated/nominated appointee.

In more serious cases involving *trustees or non-paid staff* the people involved could be removed from the board of trustees or their role as a volunteer, by the Chair of the Board.

Distribution of Cambridge & Ely Child Contact Centres Policy for Safeguarding and Child Protection

A copy of this policy will be:

- Included in the Cambridge & Ely Child Contact Centres Staff Handbook and Guidance Notes for trustees.

Review of Cambridge & Ely Child Contact Centres Policy for Safeguarding and Child Protection

This will take place annually. Additional changes to take account of new legislation and practice directions will also be made as and when required.

Copies of the revised policy will be made available to volunteers, staff, its trustees, and partners.

Implementation

Reviewed by		
Name Bridget Giltinane	Signature: B.Giltinane	Date: 11.03.2026
This Policy will be reviewed no less than annually.		