



Safeguarding Children Policy and Procedures

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Introduction

MAP's commitment

MAP is committed to protecting children and young people from harm, promoting their health and wellbeing, and reducing the impact of abuse or neglect. Every young person deserves a safe, stable, and caring environment that offers consistency and affection.

Staff must be sensitive to each young person's individual circumstances, including age, gender, ability, culture, religion, language, sexuality, and socio-economic background.

MAP is fully committed to the procedures of interagency working outlined by the NSCP's and will follow the reporting procedures and guidance Norfolk Continuum of Needs and follow the Norfolk Safeguarding Children Partnership (NSCP) procedures.

Staff should be familiar with the information in the links below:

- [Norfolk Safeguarding Children Partnership](#)
- [Norfolk Guidance to Understanding Continuum of Needs](#)
- [Policies & Procedures | Norfolk Safeguarding Children Partnership](#)

This policy is a practical guide, supporting other MAP safeguarding policies. It's explained during staff induction, covered in refresher training, and shared whenever updated.

MAP is also dedicated to building a skilled, vigilant team to keep young people safe, including through our Online safety and Safe Mobile Phone, Digital Communication and Social Media Policy for online safeguarding.

Safeguarding is Everyone's Responsibility

MAP is committed to ensuring the safety and wellbeing of every child and young person we work with. All staff, volunteers, trustees, and contractors have a legal and moral duty to safeguard children. No matter your role, doing nothing is not an option.

It is always better to take action and raise a concern than to stay silent. Every member of staff has a responsibility to recognise signs of abuse, neglect, or exploitation and to respond appropriately in line with this policy.

Internal Escalation of Safeguarding Concerns

Within MAP, concerns should be escalated in the following order if additional advice, oversight, or action is needed:

1. Line Manager
2. Head of Service
3. Designated Safeguarding Person (DSP)

However, this escalation process does not override the responsibility of every staff member to report a safeguarding concern immediately.

Right to Bypass the Escalation Process

Any staff member, volunteer, trustees, and contractors can make a safeguarding report directly following the procedures set out in this policy, including:

- Contacting the **Designated Safeguarding Person** directly
- Contacting **CADS (Children's Advice and Duty Service)** directly if a child is at risk of immediate harm
- Contacting the **police** if a crime may have been committed or a child is in immediate danger

You do not need permission from a manager to make a safeguarding referral.

MAP supports staff to use their judgement, professional curiosity, and statutory duty to protect children. All concerns must be recorded and acted upon without delay.

Roles and Responsibilities of the Designated Safeguarding Lead (DSP)

MAP has a Designated Safeguarding Person (DSP) who holds overall responsibility for safeguarding and child protection. The DSP is responsible for ensuring that safeguarding remains a priority across MAP and that concerns about children and young people are handled promptly, professionally, and in line with local and national guidance.

The DSP will:

- Lead on the development, implementation, and review of MAP's safeguarding policies and procedures.
- Promote a strong safeguarding culture across the organisation.

- Ensure all staff understand their responsibilities to identify and report concerns.
- Maintain up-to-date knowledge of legislation, Norfolk Safeguarding Partnership guidance, and emerging risks.
- Act as MAP's named safeguarding contact for Norfolk County Council and other statutory services.
- That records are monitored regularly to identify patterns, repeat concerns, or escalating risk.
- The Safeguarding and Risk Subgroup receives regular reports identifying themes and areas for improvement.
- Ensure all staff receive appropriate safeguarding induction training.
- Lead the response to allegations or concerns about staff and volunteers.
- Coordinate ongoing training for staff and volunteers, including:
 - Child Exploitation.
 - Online safety.
 - Prevent.
 - Professional curiosity.
 - Early Help and family support pathways.

Designated Safeguarding Person:

Darren Cox: 07881334755

Dan Mobbs: 07827858157

Heads of Services:

Tonia Mihill (TST): 0786 717 8687

Yolly Southgate (Advice): 07502 160256

Richard Smith (Youth Work): 07570810603

Other Policies Supporting this Policy

To underpin the values and ethos of our organisation and our intent to ensure our children /young people are appropriately safeguarded the following policies are also included under our safeguarding umbrella:

- Safer Recruitment Policy
- Induction
- Operational Confidentiality Policy
- Health and Safety
- Whistle Blowing
- Grievance
- Complaints and Reviews
- Confidential reporting (Whistle Blowing)
- Harassment and Bullying
- Reviews and Complaints
- Online safety policy
- IT policy

Legislation Supporting this Policy

- Children Act 1989
- Children Act 2004
- Education Act 2002 (including Section 175)
- Safeguarding Vulnerable Groups Act 2006
- Counter-Terrorism and Security Act 2015
- Data Protection Act 2018 and UK GDPR
- Equality Act 2010
- Online Safety Act 2023
- Working Together to Safeguard Children 2026
- Keeping Children Safe in Education 2026
- SEND Code of Practice 2015
- What to do if You're Worried a Child is Being Abused
- Female Genital Mutilation Act 2003 (as amended by the Serious Crime Act 2015)
- Domestic Abuse Act 2021

- Mental Capacity Act 2005
- Care Act 2014
- Crime and Policing Act 2022

Types and Signs of Abuse

See Appendix 1 for further details and associated support links

Prevent and Radicalisation

MAP has a statutory duty under the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent children and young people from being drawn into terrorism. This duty applies to all staff and volunteers.

MAP's full Prevent policy including how to recognise indicators of radicalisation, the Notice–Check–Share framework for responding to concerns, and the Norfolk Channel referral pathway is set out in the MAP Prevent Policy. All staff are required to read and follow that policy as part of their safeguarding responsibilities.

A Prevent concern should be treated in the same way as any other safeguarding concern. If you have a concern about a young person being radicalised or drawn into extremism, raise it with the Designated Safeguarding Person without delay. Do not wait for certainty before raising a concern.

For urgent concerns outside working hours, contact Norfolk Police on 101 or the Anti-Terrorist Hotline on 0800 789 321. In an immediate emergency, call 999.

Domestic Abuse Awareness and Response

MAP is committed to ensuring that all staff are equipped to recognise the signs of domestic abuse, respond appropriately, and connect young people and families with the right support. **See Appendix 3** for details on how to recognise, respond to, and record concerns relating to domestic abuse, including guidance on the DASH risk assessment and MARAC referral process.

Professional curiosity

We encourage all staff to actively practice professional curiosity as part of their role in preventing harm and protecting young people. This means remaining open-minded, questioning information presented, and looking beyond the surface to fully understand a child or young person's situation.

Staff must remain respectfully sceptical and be prepared to ask challenging questions when something does not seem right. By doing so, they can help ensure that no signs of risk are overlooked.

- Use open-ended questions to encourage young people to share their experiences.
- Seek clarification rather than accepting initial explanations at face value.
- Consider context and patterns of behaviour, rather than viewing incidents in isolation.
- Pay close attention to non-verbal cues, including body language, tone of voice, and general behaviour.
- Be alert to inconsistencies between a young person's words, their actions, and the accounts of others.
- Document and track changes over time, even if they seem small, as these may help build a clearer picture of risk.

Contextual safeguarding and wider issues

Contextual safeguarding recognises that as young people grow and develop they are influenced by a whole range of environments and people outside of their family. For example in school or college, in the local community, in their peer groups or online. Children and young people may encounter risk in any of these environments.

Sometimes the different contexts are inter-related and can mean that children and young people may encounter multiple risks. Contextual safeguarding looks at how we can best understand these risks, engage with children and young people and help to keep them safe. It's an approach that's often been used to apply to adolescents, though the lessons can equally be applied to younger children, especially in today's changing world.

Young people can also be a victim of being witness of abuse even when not being directly affected. For example It is recognised that there is a correlation between animal abuse and child abuse. It is important to consider that if an animal is being abused, a child or partner in the household may also be being abused. If you identify such circumstances where an animal is being abused please discuss with the safeguarding team as there may be

vulnerable young people at risk from harm.

It is also identified that an individual may suffer more than one type of abuse and there is overlap between different types of abuse.

Transitional Safeguarding

MAP is committed to transitional safeguarding. We work with young people spanning both child and adult safeguarding frameworks, and our approach ensures that young people moving from adolescence into adulthood receive consistent, person-centred safeguarding support. Vulnerability does not end at 18.

Where a young person is approaching or has passed their 18th birthday, the legal framework shifts. For those under 18, the Children Act 1989 and 2004 apply. For those aged 18 and over, adult safeguarding duties under section 42 of the Care Act 2014 come into force where a person is an adult at risk of abuse or neglect and has care and support needs. Staff should be aware that both frameworks may be relevant during a period of transition, and that a young person does not fall outside MAP's safeguarding responsibility simply because they have turned 18.

Where questions arise about a young person's ability to make decisions about their own safety or care — particularly for those aged 16 and over - the Mental Capacity Act 2005 is relevant. The Act establishes that capacity is decision-specific and time-specific, that it must not be assumed lacking on the basis of age or diagnosis alone, and that any action taken on behalf of a person who lacks capacity must be in their best interests. Staff who have concerns about a young person's capacity to make safe decisions should raise this with the Designated Safeguarding Person.

Considerations to support a positive transition:

- Begin transition planning at least 6 months before the young person's 18th birthday
- Identify ongoing risks and support needs through a joint assessment involving Children's Services, Adult Services, and relevant partners
- Hold multi-agency transition meetings with the young person and their family or carers
- Share safeguarding plans, risk assessments, and relevant history securely
- Where possible, maintain key worker involvement during the transition period to avoid abrupt changes in support
- If statutory adult safeguarding thresholds are not met, help to explore alternative services such as community support, voluntary sector provision, or mental health services
- Where there are concerns about capacity, involve the appropriate services and ensure decisions are made in line with the Mental Capacity Act 2005

How to respond if a young person makes a safeguarding disclosure or if what they are saying raises safeguarding concerns:

In line with our existing professional standards and staff competencies, staff should:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe
- Avoid criticising the alleged perpetrator
- At the end of the discussion, ensure there is a clear, explicit, agreement about:
 - Who will take the next action
 - What the next action may be, and
 - The timescales for completing those actions.
- Record what was said on the lamplight risk tab for the young person involved immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed.

Supporting the Young Person After a Disclosure.

Following any disclosure, staff must ensure that the young person receives appropriate emotional support. This includes:

- Acknowledge the young person's feelings, thank them for speaking up, and reassure them that they did the right thing.
- Check how the young person is feeling and consider any immediate emotional or physical needs.
- Let them know what will happen after the report, in age-appropriate language, without making promises that cannot be kept.
- Discuss what support is available and ensure the young person is connected to appropriate services.
- Check in with the young person after the disclosure to monitor wellbeing and offer further support.

Disclosure / Concern which is deemed **not** reportable to CADS or external referral.

Staff will frequently be managing risk for a Young Person without being required to make a Safeguarding Referral.

Definition: A referral is **not considered** when the situation never prompted you to think about making an external safeguarding report.

For example, it was clearly:

- low-level wellbeing
- routine behaviour
- something that can be managed internally
- you have discussed with you LM, colleagues or DSP and deemed not reportable.
- normal support needs, not safeguarding
- You are recording something simply as internal context or awareness.
- If what you saw/heard was clearly **not** a safeguarding issue and didn't cause you to question risk.
- Your raising a safeguarding concern with the YPs parents/guardians or friends.

Reporting:

These should be recorded on the Risk management tab on Lamplight. **See Appendix 2** for further internal recording details.

If a Disclosure / Concern had made you **actively think about** whether it should be referred to an external agency. Meaning you **HAVE considered** / made for external referral.

Definition: You have identified a safeguarding concern and have *actively thought about* whether it should be referred to an external agency, even if you ultimately decide *not* to make that referral. **See Appendix 5** for further details on what's required when speaking to CADS.

Additional support is available to help guide:

- **NSPCC Helpline:** Call **0808 800 5000** for confidential advice and support.
- **Line Manager:** Discuss concerns directly with your line manager.
- **MAP Safeguarding Person:** Consult with the designated safeguarding Person for further advice.

External referrals

See the below link to the Flowchart for Professionals to support your decision to what is the next best steps: [flowchart-for-professionals-sept-25.pdf](#)

Seeking Early Help.

Some concerns may not meet CADS threshold, However Early Help support & guidance may be required. This can be accessed via [Request for support - Norfolk County Council](#). Early Help is designed to support children, young people, and families experiencing difficulties that may affect their wellbeing, development, or ability to flourish. It aims to:

- Prevent problems from escalating by addressing issues early.
- Support the wider family context, including parents, carers, and siblings.
- Improve outcomes such as school attendance, mental health, and relationships.

- Encourage multi-agency working, bringing together professionals to create a coordinated support plan.
- Empower families by focusing on strengths and helping build resilience.

Norfolk delivers early help on two levels. Universal services and community-based early help provide preventative support for children and families of all ages, including through Best Start Family Hubs, [Contact a Best Start Family Hub - Norfolk County Council](#) which offer a pathway from pregnancy to age 19 (or 25 for young people with SEND). Where universal and community-based early help have not achieved sufficient improvement, or where a child and family present with multiple, complex, or escalating needs, Family Help offers targeted early help led by Children's Services and partners. Family Help is a voluntary, consent-based approach and is initiated only where there is an agreed Family Plan, or a Graded Care Profile (GCP) in cases of neglect, which has been shared with CADS.

Raising a Concern with Children's Advice and Duty Service (CADS)

If the decision is to raise a concern with CADS then the link below takes you directly to the how to report a concern with CADS page, however we expect all staff to be familiar with the procedures as a part of their induction. - [How to Raise a Concern | Norfolk Safeguarding Children Partnership | PWWC](#)

The direct line for professionals is 0344 800 8021. (Members of the public should call 0344 800 8020.)

When you call, you will be asked to choose from the following options:

- Option 1 – the child or young person is currently being supported by a Social Worker or Family Practitioner
- Option 2 – your call relates to Child Exploitation
- Option 3 – your call relates to Domestic Abuse
- Option 0 – for Child Protection and immediate Safeguarding Concerns

Please note that during busy periods, if your call is not answered within 40 minutes, a call-back option will be offered. If there is a risk of immediate serious harm to a child, contact CADS immediately on the number above, or call the Police on 999 in an emergency.

See Appendix 2 for further internal recording details.

If you are considering what to do next and ever unsure then you should call CADS to seek advice.

Allegations and Concerns About Staff and Volunteers

MAP is committed to ensuring that all children and young people are protected from harm. Any allegation, concern, or suspicion that a member of staff or volunteer has harmed a child, may pose a risk of harm, or has behaved inappropriately must be taken seriously and responded to promptly, transparently by following the below procedure. **See Appendix 4** for further details.

Emotional Support for Staff Following a Safeguarding Report

MAP recognises that receiving or reporting a safeguarding concern can be emotionally challenging. All staff who are involved in a disclosure or safeguarding incident will be offered appropriate emotional support. This includes access to a debrief with the Designated Safeguarding Person or a senior manager to discuss the incident, reflect on its impact, and ensure clarity on next steps. Staff will be encouraged to express any emotional or practical concerns arising from the report.

Where needed, additional support can be accessed via Health Assured. All support will be offered confidentially.

Alternative Provision

MAP recognises the importance of timely information sharing in safeguarding children and young people. Where there is an unexplained absence, disengagement, or safeguarding concern, MAP will notify the commissioning school, local authority, and/or relevant professionals without delay.

This includes, but is not limited to:

- Unknown whereabouts of a child or young person
- Repeated or unexplained absence
- Absconding from provision
- Sudden disengagement from face-to-face or online learning
- Any safeguarding concern, including risk of harm, exploitation, or mental health crisis

Initial contact will be made via telephone where there is a safeguarding concern, followed by written confirmation via secure email.

The Designated Safeguarding Person (DSP), or a delegated trained member of staff, is responsible for ensuring that appropriate agencies are informed.

Where no response is received and concerns remain, MAP will escalate the matter to alternative contacts within the commissioning organisation or local authority.

All contact attempts, decisions, and outcomes will be clearly recorded within MAP's safeguarding system.

Any young person under the remit of the [Transitional Education Service \(TES\)](#) or [Virtual school for looked after and previously looked after children - Norfolk County Council](#) concerns will be addressed to the relevant adviser/key contact **TES: cs.educationalprovision@norfolk.gov.uk**.

Information Sharing, Confidentiality and GDPR

We are committed to handling all safeguarding information in line with the UK GDPR and the Data Protection Act 2018. Safeguarding concerns will be recorded, stored, and shared securely and only with those who need to know in order to protect a child or young person.

Information may be shared **without consent** where there is reasonable cause to believe that seeking consent would place a child at risk of harm, or where it is necessary to prevent or detect a crime. In such cases, we will follow statutory guidance (including *Working Together to Safeguard Children*) and share information lawfully with relevant agencies such as Children's Social Care, the Police, or other safeguarding partners.

All safeguarding records, including referrals, decisions, and rationale for information sharing, are kept confidential, stored securely, and retained in accordance with our data retention schedule and legal requirements. Access to safeguarding information is restricted to the Designated Safeguarding Person and other authorised personnel only.

Single Central Record

MAP maintains a Single Central Record (SCR) of all safeguarding employment checks for staff, volunteers, and contractors working with children and young people. The SCR is maintained by the Director of Operations and is available for inspection by commissioning schools, the local authority, and Ofsted on request.

Shared Responsibility for Safeguarding Concerns in AP Settings

Where a safeguarding concern arises involving a young person placed with MAP through a commissioning school or local authority, MAP will contact the commissioning school's Designated Safeguarding Lead without delay and agree in writing which party is taking the concern forward. The commissioner will be kept routinely updated throughout.

Children, young people, parents, and carers should be aware that they have the right to raise a safeguarding concern directly with the commissioning school or with children's social care at any time, regardless of whether MAP has already taken action. This right exists independently of any action MAP has taken and will be communicated to young people and families as part of MAP's induction process for AP provision.

This master document is controlled electronically. Printed copies or copies saved by individuals are not controlled. Document users are responsible for ensuring copies are valid prior to use. This policy will be monitored through: SLT / practitioner oversight.

Author – name and title	Darren Cox, Director of Operations
Date issued	1 st June 2026
Review date	1 st June 2027

Appendix 1 - Types and Signs of Abuse.

If you're worried about a young person, it can be hard to know what to do. The below information and links have up to date information and advice on different types of child abuse, how to spot the signs and what you can do to help keep children safe.

- [Types of Child Abuse & How to Prevent Them | NSPCC](#)
- [Domestic Abuse - NIDAS](#) - See Appendix 2 for more details
- [Get help for radicalisation concerns - GOV.UK](#) – Prevent.
- [So-Called Honour-Based Abuse and Forced Marriage: Guidance on Identifying and Flagging cases | The Crown Prosecution Service](#)
- [Controlling or Coercive Behaviour in an Intimate or Family Relationship | The Crown Prosecution Service](#)

Female Genital Mutilation (FGM) [Female genital mutilation: resource pack - GOV.UK](#)

FGM is a form of child abuse and a criminal offence. Under section 5B of the Female Genital Mutilation Act 2003 (inserted by the Serious Crime Act 2015), certain staff hold a personal mandatory duty to report to the police where a girl under 18 discloses that FGM has been carried out on her, or where it is visually identified. This duty applies specifically to regulated health and social care professionals and teachers. It is a personal duty and cannot be discharged by a manager or colleague on your behalf. The report must be made without delay. Staff must treat any concern about FGM as a safeguarding matter and follow MAP's standard safeguarding procedures. A mandatory police report does not replace a CADS referral, both must be made where the threshold is met.

If you are unsure whether your role carries the mandatory duty, speak to the Designated Safeguarding Person.

Child Exploitation, County Lines, Modern Slavery, and Serious Violence

[Child Criminal Exploitation | Safeguarding Network](#)

Child exploitation takes two main forms.

Child Sexual Exploitation (CSE) involves a child being manipulated or coerced into sexual activity, often in exchange for something they need or want - such as affection, gifts, money, or somewhere to stay.

Child Criminal Exploitation (CCE) involves a child being manipulated or coerced into criminal activity, most commonly drug supply, theft, or carrying weapons. In both cases the child may not recognise that they are being exploited or may appear to consent.

Exploitation is always abuse, regardless of the child's perceived willingness.

County lines is a specific and serious form of CCE in which criminal networks use children and young people to transport and sell drugs across county or city boundaries. Children involved are often controlled through debt, threats, and violence. Indicators include a child who is frequently absent or missing, has unexplained money or gifts, is in contact with unknown adults, or appears fearful or withdrawn. Given MAP's missing persons partnership work, staff should be particularly alert to the overlap between unexplained absence and exploitation risk.

Modern slavery and trafficking involves the recruitment, movement, or harbouring of children through force, deception, or coercion for the purpose of exploitation. This includes but is not limited to sexual exploitation, forced labour, domestic servitude, and criminal exploitation. A child does not need to have crossed a border for trafficking to have occurred — internal trafficking within the UK is common. The National Referral Mechanism (NRM) is the formal process for identifying and referring potential victims; referrals can be made via the Modern Slavery Helpline on 08000 121 700.

Under the Crime and Policing Act 2022, specified organisations - including those working with children and young people - have a duty to collaborate with local partners to prevent and reduce serious violence. MAP fulfils this through its participation in local safeguarding partnerships and multi-agency working. Staff who become aware of serious violence, or of a young person at risk of being drawn into violence, should follow MAP's standard safeguarding procedures and raise their concern with the Designated Safeguarding Person without delay. Indicators across all forms of exploitation

Staff should be alert to the following, which may indicate a child is being exploited in any of the above ways:

- Unexplained absences, going missing, or returning home late
- Unexplained money, gifts, phones, or new clothing
- associating with unknown adults or older peers
- Signs of physical harm, including injuries that are unexplained or minimised
- Withdrawal, changes in behaviour, or appearing fearful
- References to travelling to unfamiliar places
- Evidence of drug or alcohol use
- Involvement in or exposure to violence

No single indicator confirms exploitation. Staff should apply professional curiosity, consider patterns over time, and raise concerns early with the Designated Safeguarding Person rather than waiting for certainty. Any concern should be referred to CADS using Option 2 on the CADS line, and recorded on Lamplight in line with MAP's standard safeguarding procedures.

Peer-on-Peer and Child-on-Child Abuse

Children and young people can and do abuse other children and young people. This includes but is not limited to physical abuse, sexual harassment, sexual assault, emotional abuse, coercive control within relationships, and the sharing of nude or semi-nude images. MAP takes a clear position: this can happen here, and all concerns will be taken seriously regardless of the ages or perceived relationship between those involved.

Peer-on-peer abuse is never acceptable and will never be dismissed as "banter," "just how young people are," or a normal part of growing up. The fact that the person causing harm is also a child does not reduce the seriousness of the concern or the need to act.

Forms of peer-on-peer abuse staff should be aware of include:

- Bullying, including cyberbullying and online harassment
- Physical assault or violence between peers
- Sexual harassment, including unwanted comments, gestures, or online behaviour
- Sexual assault or coercion
- Sharing or threatening to share nude or semi-nude images (sometimes referred to as "revenge porn" or image-based abuse)
- Coercive or controlling behaviour within peer or intimate relationships
- Hazing or initiation-type behaviours

If a concern arises involving peer-on-peer abuse, staff should:

- Take the concern seriously and not minimise or normalise the behaviour
- Follow MAP's standard safeguarding procedures, including informing the Designated Safeguarding Person without delay
- Recognise that both the child who has been harmed and the child causing harm may have safeguarding needs — both may require support
- Not attempt to mediate between the young people involved or encourage them to resolve it between themselves
- Record the concern on Lamplight in line with MAP's standard safeguarding recording procedures
- Refer to CADS where the threshold is met

Where a concern involves the sharing of nude or semi-nude images of a child under 18, this must be reported to the Designated Safeguarding Person immediately. Staff should not view, share, or ask a young person to share the image. The Internet Watch Foundation and the NSPCC's Childline can provide additional support to young people affected.

Appendix 2: Logging safeguarding concerns and referrals

Managing Risk where no safeguarding referral is necessary

Staff will frequently be managing risk for a Young Person without being required to make a Safeguarding Referral. In these instances, the Risk Screen tab should be completed to confirm the risk and how it has been managed. This is important to ensure clear information sharing between different workers and services.

Recording when a Safeguarding referral is made or considered.

The Safeguarding Module should be used to record any external safeguarding referrals which are made or considered. It is important that when we consider making a referral but decide not to make one this is still logged on the Safeguarding Module. This is because it is important for us to be able to evidence our rationale for our decision to/to not make a safeguarding referral.

This also allows the DSP's to monitor our organisational approach and identify any trends or learning. In the instance of a case being considered but not actioned or prompt safeguarding action taken with no duty from MAP a safeguarding module can be opened and closed promptly.

The Safeguarding module can also be used for historic safeguarding incidents to document why an external referral is not necessary and keep a record of what happened in a confidential space.

If a safeguarding module entry is created for a young person then this **MUST** be noted on the RISK MANAGEMENT TAB for the young person in the Risk Assessment section – This risk assessment entry does not need to disclose details but does need to highlight there is a safeguarding concern for the young person. If a concern is closed then this also needs to be recorded on the risk assessment.

The safeguarding module should not be used to record raising safeguarding concerns with YPs parents/guardians or friends.

Lead contact

The member of staff who raises the safeguarding concern to be logged on module holds responsibility for monitoring and closing the concern and is named 'lead contact'. Updates can be made by any member of staff who have new information and share this information with lead contact to be added to the module as below, and if appropriate, the case can be closed by lead contact or senior if needed as outlined below. Lead contact will be supported in line management to review and close cases when safeguarding duty is complete.

Safeguarding Logging Procedure

Before opening a Safeguarding concern ensure that a Lamplight Record is created for the person you are concerned about and any other parties or contacts you wish to include in the record.

In Lamplight Click Work- Safeguarding- Raise Concern. Fill in the required fields that are presented.

Short summary of the safeguarding case- this should be a few words that give key information about the concern
In 'Safeguarding Case Details' ensure you include:

- Brief background information about the YP including living situation and any support they have in place
- Any names, dates & facts about the specific concerns you have.
- Action you intend to/have taken
- Details of any Safeguarding referrals made (dates/times/person spoken to)

If all of these details are contained in a work record, then the worker can state this instead of double recording.

'Work Area' - should be the work stream the YP was accessing when the safeguarding issue came to light.

'Person you are concerned about'- If this is a Young Person who has a LL profile, you can type their name, and the search function should bring up their name and postcode.

'Any others involved'- other staff members or professionals can be added. Please make a LL profile for anyone you want to include so you can add them. You can also free type the details of any professionals who are involved.

'referrals'- a place to log any external referrals that might have already been made

'Who to notify of any concern'- Please enter your Head of Service in this box.

After the Safeguarding case is logged

A manager is notified and can assign any other lead contacts to the case. The worker who raised the concern is automatically made a lead contact, but sometimes another worker who works more closely with the YP may need to be added too. There can be multiple lead contacts so those with a need to access the details of the safeguarding referrals have access. Lead contacts can be removed by safeguarding managers as required

In the advice service all advice seniors are added as lead contact as standard to support drop in working.

It may be that on reviewing the safeguarding case the safeguarding lead judges that no further action is required.

We suggest that they document your reasons for the decision, and then update the status of the safeguarding case to closed.

Change Status of Safeguarding case

List of Statuses:

New Concern, Liaising with External Agency, Monitoring, Add Final Report, Closed

The Lead Contact is responsible to updating the status of the Safeguarding concern.

New Concern - For when a staff member is logging a new safeguarding case only

Liaising with External Agency- For when you are gathering information from another agency

Monitoring- There is no resolution yet but the case needs to be monitored

Final report- allows you to write a final report before closing

Closed- Issue has been taken on by an external agency and/or safeguarding issue is no longer of concern.

Notes

Notes are detailed records of your work on the safeguarding case. They can be added by the lead contact or by a Safeguarding Manager. To add a case note click the button in the main action panel.

This will take you to a screen similar to adding work or other work records. As with them, select the work area, location if relevant, and, if others were involved, their names in the involving tab. Full text notes can then be added in the details tab.

You can also attach a file when you add a note.

Comments

Comments can be made throughout the processing of a safeguarding case. They are simple text notes that add snippets of information to the investigation. Comments can be made on particular notes within the investigation, on or the concern overall.

To add a comment to the concern, type your text in the main action panel and click save. You will see the comment in the main timeline.

To add a comment to an existing Note, type your text in the box that immediately follows the note details.

Shared text

It may be necessary to provide some information to the rest of your organisation about the safeguarding case that has been raised, without providing full details. To do this, you can add text in the 'Add Shared Details for the team' box. When you do this, the date of the incident and text you have entered will be shown in the profile header area when viewing that profile.

You should choose to make the text visible in all projects that the profile is visible in. To change the shared text for a safeguarding case, simply type the new text into the text box and save it. This will update the text. A record of the changes is shown in the safeguarding case timeline.

Recording when a Safeguarding Referral has been made

Go into the Safeguarding Case and click 'Edit Custom Fields' to record any external Safeguarding referrals that you make

Add Final Report

When a safeguarding case has reached 'Signed off' status, you may wish to add a Final Report. This is a review of the safeguarding case, any lessons learned, or actions required for the organisation to improve your practice in the future. To add a Final Report click the 'Add Final Report' button and complete the details as needed.

These records can be viewed alongside others from other safeguarding cases. They should not include detailed information about the safeguarding case itself, but be focused on the process and any wider issues that the safeguarding case raised.

Adding 'Safeguarding Cases' tab to profiles in Lamplight

To be able to see this tab go to:

- admin

- system admin
- customise Lamplight
- change my personal settings
- scroll down to 'profile tab order'
- check 'safeguarding case'
- scroll down and click 'save.'

To view safeguarding cases you are lead contact on:

Click 'work'- 'safeguarding'- 'view concerns.'

You can use the filters to change the dates and change the statuses of the cases you can see. If you expect to see a case and it doesn't appear, try changing the filters.

Closing safeguarding cases:

The lead contact is responsible for collecting initial information to record the risk and management within the safeguarding module, this includes data such as information from the police or updates from CADS, as well as closing when safeguarding is complete. This will then be reviewed and supported in Line Management unless it can be closed before this time. Staff are expected to use their line management form for Safeguarding reflections to bring any open cases for which they are lead contact and be supported by their line manager to review and potentially close cases as appropriate.

To view your active open cases in Lamplight click 'work' > 'safeguarding case listing' > 'Filter your records' > scroll down to 'My safeguarding cases'. This will allow you to see all your cases as lead contact. Each case has its own ID, and these can be taken to line management for support in review and closure.

To close any case, ensure the case has been safeguarded in line with MAP Safeguarding policies, all relevant data has been recorded as per the change of status process in the relevant areas – then change case status to 'closed' and update. Both live and closed cases can be viewed on the YP profile tabs under 'Safeguarding case'.

Appendix 3: Domestic Abuse Awareness and Response

Additional guidance can be found at: [Domestic Abuse - NIDAS](#)

Purpose.

This appendix outlines how MAP recognises, responds to, and supports individuals affected by domestic abuse. It complements our Safeguarding Policy and reflects our commitment to promoting safety, wellbeing, and awareness among young people, families, and staff.

Definition of Domestic Abuse.

Domestic abuse can include but is not limited to, physical, emotional, psychological, sexual, financial, coercion, and control. It can occur in any relationship, including between family members, intimate partners (past or present), or carers.

Domestic Abuse Act 2021 - A child who sees, hears or experiences the effects of domestic abuse is legally recognised as a victim in their own right.

Recognising Signs of Domestic Abuse.

All staff and volunteers should remain alert to signs that may indicate domestic abuse. These may include (but are not limited to):

- Unexplained injuries or frequent “accidents”
- Withdrawal, anxiety, or fearfulness
- Changes in behaviour, attendance, or performance
- Reluctance to go home or sudden homelessness
- Control over communication, money, or movement
- Frequent phone calls/texts from a partner or family member
- Evidence of controlling, coercive, or threatening behaviour

Many young people treat high levels of abuse as normal relationship behavior. It has become the norm in young people to have phone locations switched on, tracking devices, keeping in frequent contact with one another. They rarely identify abusive behavior and/or tell anyone about what they are experiencing. Young people are more likely to see the abuse as their fault, and they caused it.

Professional Curiosity

Staff and volunteers should exercise professional curiosity and a willingness to seek clarity, ask gentle but direct questions, and explore concerns rather than accepting information at face value.

- Most victims want someone to ask them.
- Not asking can reinforce the abuse, and that it is something they should be ashamed of or won't be believed.
- It gives the victim permission to talk about their experiences and that you are ready to listen and respond.
- It makes people feel valued and supported and listened to.
- Be respectful and sensitive.
- Avoid making assumptions.
- Ask open questions if you're worried about someone's safety.
- Share concerns promptly following safeguarding procedures.

Language and Triggers: Indicators for Professional Curiosity

Staff and volunteers should remain alert to patterns of language or behaviour that may hint at underlying domestic abuse, control, or fear. Phrases or behaviours that should prompt gentle, curious questioning include:

1. Indirect or Minimising Language

- “It's not that bad, really.”
- “We just argue sometimes.”
- “It was my fault - I made them angry.”
- “They only get like that when they've had a drink.”
- “It's just how things are at home.”

(These phrases may indicate fear, normalisation of abuse, or self-blame.)

2. Controlling or Isolating Situations

- “I'm not allowed to go out.”
- “They check my phone all the time.”

- “I have to ask before I spend any money.”
- “They don’t like me talking to friends or family.”

(These can signal coercive control or restricted independence.)

3. Emotional or Behavioural Clues

- “I can’t do anything right.”
- “I get in trouble a lot at home.”
- “They said they’ll leave me if I tell anyone.”
- “They said it’s a secret.”

(These may indicate manipulation, threats, or emotional abuse.)

4. Physical or Practical Triggers

- Frequently “losing” items like phones, keys, or money.
- Saying “I’m always tired,” “I didn’t sleep,” or “I get woken up a lot.”
- Avoiding home-related questions (“I don’t want to talk about it”).
- Mentioning arguments that sound extreme or repetitive.

5. Relational Red Flags (especially for young people)

- “They don’t want me to talk to anyone else.”
- “They get jealous really easily.”
- “They say I have to prove I love them.”
- “They read my messages to make sure I’m not lying.”

(These could point to unhealthy or abusive relationships among peers or partners.)

Asking direct questions:

If your professional curiosity or the language used leads you to believe domestic abuse may be present then direct questions should be asked, these may be but not limited to:

- Do you live with or are you in a relationship with someone who hurts, threatens or abuses you?
- Has anyone close to you made you feel frightened?
- Does anyone close to you bully you, control you or force you to do things you don’t want to?
- Has anyone close to you hurt you physically?
- Do you feel isolated from your friends or family?
- Is there power and control in the relationship?
- Do you have to obey by rules?

One chance rule

Staff are encouraged to consider the one chance rule within interactions. One chance to speak to a victim, One change to make a difference, one chance to save a life.

It takes a victim on average 7 times to leave and abusive relationship.

Once risk is established, it is important to safety plan. In some cases, the victim may not be ready or want to leave and as a professional this can be hard to manage. Remember the most dangerous time for the victim is when they leave the relationship. Leaving the relationship does not mean the abuse stops.

Do not advise the victim to block the perpetrator or come off social media. Because this can escalate the preparators behavior due to the fact they have lost control, this may prompt them to turn up to the victim's house/work/other locations.

Responding to Concerns

If a staff member or volunteer suspects domestic abuse:

- Listen carefully, remain calm, and avoid judgement.
- Reassure the person that they are not to blame.
- Record what is said in detail on LL following the standard procedures.
- Do not promise confidentiality. Explain that you may need to share information to keep them safe.
- Be realistic in what can be done.
- Assess safety. - Safety plan documents saved in the domestic abuse folder in the advice team folder (location shown below). NIDAS can also provide safety planning over the phone if the helpline is called

- Assess risk.
- Complete a DASH form and assess the level of risk. The form saved in the domestic abuse folder, advice team topics: Shared_Data - Documents\Advice Team\1. Advice Topics\Domestic Abuse\DASH AND MARAC FORMS
- **Scoring guidance:**
 - For scores 13 and under follow standard safeguarding processes.
 - For scores 14 and higher complete a MARAC form and submit to MARAC:
 - [The Multi Agency Risk Assessment Co-ordination \(MARAC\) - Norfolk County Council](#)
 - Note: The score simply informs risk assessment, but professional judgement and contextual safeguarding determine the action you take. For example honour based abuse or risk to life.
 - FGM is a mandatory referral to police.
- If anyone is in immediate danger, contact emergency services (999).
- Act on what they say.
- Respect their choices.
- Provide clear options and next steps.

Clare's Law

Is a police-run scheme that lets any member of the public formally request or receive usually confidential information about a romantic partner's criminal history.

This might be a current partner who they are worried might have been abusive in the past. It can also be an ex-partner they are no longer involved with but believe may be a threat to safety.

Someone can make an application. if they believe they are personally at risk of abuse, or are concerned on behalf of a close friend or relative by going into a police station or by asking online

Training and Awareness

All staff and volunteers will receive training on recognising and responding to domestic abuse.

Partnership and Referrals

We work closely with local safeguarding partners, domestic abuse services, and community organisations to ensure timely and appropriate support for anyone affected by domestic abuse.

Appendix 4: Allegations and Concerns About Staff and Volunteers

MAP is committed to ensuring that all children and young people are protected from harm. Any allegation, concern, or suspicion that a member of staff or volunteer has harmed a child, may pose a risk of harm, or has behaved inappropriately must be taken seriously and responded to promptly, transparently by following the below procedure.

Procedure

1. Immediate Action

- Allegation, concerns, or suspicions must report it immediately to the Designated Safeguarding Person or Head of Service.
- The individual concerned must not be informed at this stage.

2. Referral to the Local Authority Designated Officer (LADO)

- The DSP/Head of Service must seek advice within one working day, even if the allegation appears low-level or unclear. No member of staff will undertake any further investigation before receiving that advice.
- Where the concern relates to a child placed with MAP through a school or the local authority (our alternative provision work): the first point of contact is the Local Authority Education Duty Desk on 01603 307797. A Duty Advisor (not a LADO) will give advice and guidance on next steps. If the advice is to refer, the LADO referral form is then completed and emailed to LADO@norfolk.gov.uk.
- For all other concerns about an adult who works or volunteers with children: the DSP/Head of Service contacts the Norfolk LADO, with referrals made on the LADO referral form to LADO@norfolk.gov.uk.
- Any member of staff who does not feel confident to raise their concerns through MAP should contact the LADO directly via email to LADO@norfolk.gov.uk, or use the NSPCC whistleblowing helpline on **0800 028 0285** (8am–8pm, Monday to Friday) or help@nspcc.org.uk.
- [norfolk-lado-consultation-referral-form-blank-april-2025.doc](#)
- MAP will follow all guidance and actions advised by the LADO, including strategy meetings or risk assessments.

3. Internal Actions

- The staff member or volunteer may be suspended, redeployed, or placed on restricted duties pending investigation, if advised or deemed necessary to safeguard young people.
- Records will be factual, confidential, and stored securely by emailing HR@mapyoungpeople.org.uk

4. Additional statutory duties

- Depending on the nature and seriousness of the allegation, MAP may have additional statutory duties to report concerns to
 - Ofsted – for registered or regulated provision
 - Charity Commission – where a serious incident has occurred involving harm, risk, misconduct, or safeguarding failure.
 - Funding or commissioning bodies – where required under contract
 - The DSP or Head of Service will make required notifications at the earliest opportunity and within any prescribed timeframes.

5. Disclosure and Barring Service (DBS)

- MAP has a legal duty to make a referral to the Disclosure and Barring Service (DBS) when:
 - A staff member or volunteer is dismissed or removed from regulated activity due to safeguarding concerns, or
 - They leave before dismissal can occur
 - There is evidence they have harmed or pose a risk of harm to children
 - The DSP will ensure the referral is completed promptly, with all relevant supporting

information.

Low-Level Concerns About Staff or Volunteers

MAP promotes a culture where all concerns no matter how small are noticed, shared, and addressed.

A low-level concern is any behaviour by a staff member or volunteer that:

- Is inconsistent with MAP's values and working practice.
- Does not meet the threshold for LADO referral
- May indicate that someone is acting in a way that is inappropriate, unprofessional, or concerning

Examples of low-level concerns

- Overly familiar behaviour with young people
- Unnecessary physical contact
- Inappropriate use of social media
- Boundary-blurring or favouritism

Procedure for Low-Level Concerns

1. Report your line manager and head of service as soon as possible.
2. The head of service will assess whether the concern remains low-level or potentially meets the LADO threshold.
3. In Norfolk, the low-level concern process is to consult the Local Authority Education Duty Desk on 01603 307797. Where a child, parent/carers or staff member makes an allegation of harm, it must not be treated as a low-level concern without first consulting the Education Duty Desk or the LADO service directly.
4. Low-level concerns will be:
 - Recorded on line management forms
 - Monitored
 - Addressed through supervision, training or management action
 - Patterns of repeated low-level concerns will trigger a reassessment and may be escalated to the LADO

Appendix 5 - What information do you need to give when I call CADS?

You can use the CADS Practice Process Flowchart [cads practice-process-flowchart-2025](#) to prepare for your call. This includes details on what information the Consultant Social Worker handling your call will need.

[cads-practice-process-flowchart-2025.pdf](#)

Parents or carers consent before you make a call?

While it is good practice to seek consent, there are some exceptions when it comes to protecting children. For example, if having a conversation with the family would place the child, or another child, or someone else, or you the referrer, at increased risk of suffering harm you do not need consent. You also don't need consent if it might undermine the investigation of a serious crime. CADS will confirm this information with you when you call.

Opening hours of the Children's Advice and Duty Service?

9am to 5pm Monday to Friday.

What to do if you call is outside of these hours?

Contact the Emergency Duty Team on 0344 800 8020. In an emergency call Police on 999.

What happens if I disagree with what the social worker recommends?

The aim of the service is to work together to come up with the right support or service for a child or family. We hope that professional disagreements will be rare but if you wish to escalate you can follow the NSCP's resolving professional disagreement policy.

[Resolving Professional Disagreements Policy | NSCP](#)

What to Expect from CADS After Making a Safeguarding Referral

Immediate Acknowledgement of Your Referral

- CADS should log your call and record the information you have provided.
- You should be given a reference number or clear record of the referral for your own safeguarding records.
- They may ask you further questions to clarify the details, ensuring they have a full picture of the young person's circumstances.

Clear Communication and Next Steps

You should expect CADS to:

- Confirm the outcome of your call, including whether a referral has been accepted for further social work involvement.
- Provide clear instructions about any actions you should take, such as monitoring the young person, recording concerns, or engaging with other services.
- Let you know who will be responsible for the case going forward, including contact details if a social worker is assigned.

Important: If you are not given clear feedback, you are entitled to ask for clarity, especially to ensure you understand your ongoing safeguarding responsibilities.

Ongoing Involvement

Even though CADS has taken the case forward, your role doesn't stop. You will likely need to:

- Continue monitoring the young person, documenting any new concerns or changes in behaviour.
- Share relevant information with CADS or the allocated social worker, particularly if there are developments at school or home.
- Attend safeguarding meetings, such as a child protection conference or core group, if required.
- Maintain open, professional communication with the young person, supporting their welfare while being mindful of confidentiality.