

## Safeguarding Children and Young People Policy

### Introduction

Crowhurst Christian Healing Centre (CCHC) is committed to Safeguarding Children and Young People in line with national legislation, the Church of England Safeguarding Policy and relevant national and local guidelines.

Only a very small proportion of CCHC's activities and ministry is specifically for children and young people, although it is not uncommon for children and young people to accompany parents and families to CCHC to attend Howard's Well, worship services and occasionally there is a specific request to pray with a child. CCHC recognises its responsibilities to safeguard children and young people by ensuring that our activities are delivered in a way which promotes their welfare and keeps all children and young people safe.

CCHC is committed to creating a culture of zero-tolerance of harm to children and young people which necessitates:

- the recognition of children and young people who may be at risk and the circumstances which may increase risk;
- knowing how child abuse, exploitation or neglect is manifested;
- willingness to report safeguarding concerns;
- willingness to be involved in external investigation processes if required.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the child's own home and in any care setting.

CCHC is committed to best safeguarding practice and to uphold the rights of all children and young people to live a life free from harm, from abuse, exploitation and neglect.

Throughout this policy document, for ease of reading, the use of the term child or children will also include young people.

This policy document is closely allied to the Adult Safeguarding Policy of CCHC, sharing many similar principles. This Child Safeguarding document seeks to identify only those areas where information is specifically different from the Adult Policy, and does not replicate in detail the areas of overlap that are common to both, (for example Safe Recruitment, DBS disclosures). There is a separate form for reporting concerns relating to children and young people.

### Policy Statement

- At CCHC we are committed to the nurturing, protection and safety of all, especially the young and vulnerable.
- We are committed to supporting parents and families of the children and young people who attend activities at CCHC.
- We recognise that child protection is everybody's responsibility.

- It is the duty of each staff member and volunteer at CCHC to prevent the physical, sexual and emotional abuse of children, and to respond to concerns about the well-being of children.
- It is the duty of each staff member and volunteer to report any child abuse disclosed, discovered or suspected.
- CCHC is committed to ensuring that those who undertake to lead children's activities are appropriately trained, qualified and supported to do so, whether that training is provided by CCHC or other appropriate organisations.
- CCHC will exercise proper care in the selection and appointment of those working with children, whether paid or volunteer.
- The appointed Adult Safeguarding Lead and Deputy are also the Lead and Deputy for Child Safeguarding.

## **Guidelines for the care of children and young people**

### **Led retreats that are specifically for children**

Any retreat where children are specifically invited will follow the following principles:

- Children will be accompanied by parents, grandparents, foster parents, God-parents, guardian or other relative/person where consent/approval has been given by the parents/person with day-to-day responsibility for the child. For ease of reading, from here on in this document the term parent will be used, but will encompass the variety of other legal guardians/parentally approved other.
- Children will not attend alone
- The sleeping arrangements will be children accompanied by their parent(s) in the same bedroom. Young people aged 14 (UK legal definition 14 years old but not yet 18), may be permitted to sleep unaccompanied by request of the parent and agreed by CCHC.
- Children will not be permitted to go off site unaccompanied (and if they have to leave the site, (eg a medical emergency), will be accompanied by a parent). If this means that other children of that family will be unattended, a decision will be made, in conjunction with CCHC about whether the parent goes off site with the child, or a member of staff accompanies the child.
- The activities will be led by CCHC staff, or volunteers invited by CCHC to do so. The volunteers who lead the activities will be well known to CCHC, and all appropriate recruitment processes will have been completed.
- All activities will be managed within the expected ratios of adults/children, and will be age-appropriate for those attending.
- Regular 'headcounts' will be undertaken to ensure all children are accounted for.
- If activities include an event off site, for example to the local woods, it will be made very clear to the parents that they remain responsible for their children at all times, and no children will be permitted to go without attendance of a parent.
- Every effort will be made to acquire the necessary information about the children prior to arrival of the child (food allergies, other allergies, necessary details of medical history, unusual behaviour)
- The activities will be supported by at least two chaplains from the chaplaincy team, and other volunteers from the ministry team if required.

- No other guests will be permitted to stay at the same time, for individual retreats, and no day visitors will be permitted on site. Any unexpected visitor who arrives and asks to use a quiet room or prayer room will not be allowed to stay on site.
- Any inappropriate behaviour observed from a child, between children, or between adults and children will be discretely dealt with immediately by the activity leaders or CCHC Chaplains.

### **Request for prayer for a child**

#### Prayer requested within a worship service:

Occasionally parents will bring a child to a worship service at CCHC and ask for prayer, when available, at the rail. When this occurs:

- The prayer request is ascertained by the prayer minister who attends the situation
- If the prayer request is such that the prayer minister is uncertain how to respond they can call another prayer minister/chaplain leading the service to accompany them, or to take over the situation.
- The prayer will be offered at the rail, as usual, and only in very extreme circumstances would the prayer be offered in a different environment
  - If this became necessary, due to noisy distress of the child, the little chapel would be the place of choice
  - Little chapel door remains open
  - There must be at least two prayer ministers present in the little chapel, with the parent present.
  - If necessary, the prayer must wait until the chaplain has concluded the service and is free to attend this situation – in which case the parent would be asked to remain in the large chapel if it is possible to do so, or to wait in the little chapel until the prayer ministers/chaplain can join them there.
- If it is appropriate that laying on of hands is used, or anointing, this must only be after explicit consent from the parent is given, and the agreement of the child if they are old enough to do so.
- Child friendly language will be used throughout the prayer time.

#### Individual request for prayer ministry for a child:

On rare occasions CCHC receives a request for individual prayer ministry for a child or young person. Each request is carefully considered by the chaplains before agreement is made for the visit. In principle, the prayer would be offered as follows:

- The prayer would be offered by one, (or maybe two) of CCHC's chaplains, or if necessary one of the visiting chaplains may be specifically asked to be present.
- The appointment will only be made when other chaplains/ministry team members are available on site.
- A suitable room will be used, such as one of the chapels or a prayer room. The chaplain must ensure that they have a mobile phone with them, and that other members of the chaplaincy team/ministry team are aware of the appointment and are contactable to attend immediately if called.
- Prayer for a child aged 13 and under will only be offered with a parent present, the consent of the parent, and with the child's agreement. Prayer for a young person (aged 14-17) may be

offered without the parent present subject to the agreement of the parent, child and CCHC chaplains, but there must be two chaplains present during the ministry.

- At all times the chaplain will seek to explain to the child what they are going to do/say.
- If the child is able to do so, the chaplain will ask the child what the problem is, even if the parent has already explained.
- If laying on hands is requested, or anointing requested, this will be done if appropriate, and only with consent of the parent and child.
- If the child wants to talk, and is interrupted or diverted by the parent, the chaplain may need to ask the parent to stop speaking in order to give the child a voice. If it becomes clear that the child wants to speak, but is uncomfortable doing so in front of the parent, or is being hindered by the parent, it may be necessary for the chaplain to halt the meeting, and to call for the assistance of other members of the chaplaincy team, one to remain with the chaplain and the child and another to accompany the adult out of the room. If the adult refuses to leave, a simple prayer may be offered by the chaplain and urgent consideration for referring the matter to the local authority child safeguarding team must be made without delay.
- On no account must a chaplain be left unaccompanied with the child.
- If the matter escalates, and the parent becomes threatening or violent, the meeting will be ended, the family asked to leave and the police called if required.

### **Definitions of child abuse**

#### Physical injury:

Actual or likely physical injury to a child, or failure to prevent physical injury or suffering to a child, including deliberate poisoning and suffocation.

#### Sexual Abuse:

Involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This includes no-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

#### Neglect:

Where adults fail to care for children and protect them from danger, seriously impairing health and development.

#### Emotional abuse:

The persistent, emotional, ill treatment of a child that affects their emotional and behavioural development. It may involve conveying to the child that they are worthless and unloved, inadequate, or that they are given responsibilities beyond their years. All abuse involves some emotional ill treatment.

#### Organised abuse:

Where there is sexual abuse by more than a single abuser and the adults concerned appear to act in concert to abuse children and/or where an adult uses an institutional framework or position of authority to recruit children for sexual abuse.

### **Recognising signs of abuse**

The following signs may or may not be indications that abuse has taken place, but the possibility should be considered. It should be recognised that this list is not exhaustive and the presence of one

or more indicators is not in itself proof that abuse is actually taking place. It is also important to remember that there might be other reasons why most of the below are occurring.

Physical signs of abuse:

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places that are not normally exposed to falls, rough games etc
- Injuries which have not received medical attention
- Neglect- under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care etc
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc which do not have an accidental explanation
- Cuts/scratches/substance abuse

Emotional Signs of abuse:

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression/aggression, extreme anxiety, nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Indicators of possible sexual abuse:

- Any allegations made by a child concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders- anorexia, bulimia

**Responding to Concerns: What to do if abuse is suspected or disclosed?**

Everyone has his or her part to play in ensuring the safeguarding of children at CCHC.

If any of the following occur or come to your attention:

- Behaviour of a child that gives any cause for concern
- An allegation is made in any context about a child being harmed
- The behaviour of any adult (including colleagues and members of the public) towards children causes concern

Do not:

- confront the adult about whose behaviour you have concerns,
- take responsibility for deciding whether or not child abuse is actually taking place

- investigate allegations
- act alone
- take sole responsibility for what has been shared or any concerns you may have

Instead: Follow CCHC's procedures for responding to concerns.

### **How to respond to a child wanting to talk about abuse**

#### Do:

Listen and clarify

Give support

Explain what happens next

Take action

#### Don't

Minimise what is said

Show shock, alarm or disapproval

Question or push for information

Offer false reassurance

#### **Helpful things to say:**

- I believe you (or show acceptance of what the child says)
- Thank you for telling me
- It's not your fault
- I will try to help you
- This doesn't make me think of you any differently
- Let the child know what you are going to do next and that you will let them know what happens

#### **Don't say:**

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Don't tell anyone else
- I'll keep it a secret

#### **Additional things to consider:**

- Is it safe for the child to return home? If not consult the Safeguarding Lead, and a decision will need to be made about consulting the Police and/or social services.
- Consider your own feelings and seek pastoral support if needed.

### **Procedures for Responding to Concerns**

#### 1 Record and Report

- Make notes as soon as possible, writing down exactly what the child said and when s/he said it, what you said in reply and what was happening immediately beforehand;
- include the child's name, address, date of birth (or age if the date of birth is not known). Include the nature of the concerns/allegation/disclosure and a description of any bruising or other injuries that you may have noticed.
- Record the dates and times of these events and when you made the record.
- Keep all handwritten notes even if subsequently typed. Such records should be kept safely for an indefinite period.
- The report should be made within 24 hours of the concern being raised and must be kept secure and confidential and made available only to:

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Author: Chaplain (SO)

- the Safeguarding Lead
- the Senior Chaplain
- representatives of the professional agencies
- If concerns arise in the context of a children's group, the worker who has the concern may in the first instance wish to talk through their concern with their group leader. However, such conversations should not delay a report being made to the Safeguarding Lead.
- It should be clear that the duty remains with the worker to record and report their concerns to the Safeguarding Lead but the leader also has a duty to report the concern to the Safeguarding Lead.
- If a child is considered to be in imminent danger of harm a report must be made immediately to the police or Social Services (see appendices for relevant numbers).

## 2 Review and Refer

- The duty of the Safeguarding Lead on receiving a report is to review the concern that has been reported and to refer the concern on to the appropriate people.

The duty to review:

The Safeguarding Lead must:

- take account of their own experience and expertise in assessing risk to children
- take account of other reports that may have been received concerning the same child, family or adult
- speak with others within CCHC who may have relevant information and knowledge that would impact on any decision that will be made
- ensure such conversations do not lead to undue delay in taking any necessary action.
- consult with other agencies, if necessary, to seek guidance and advice in knowing how to respond appropriately to the concerns that have been raised.

The duty to refer:

The Safeguarding Lead will make the decision concerning to whom the report should be referred, and may:

- refer back to the worker who made the initial report, if there is little evidence that a child is being harmed, asking for appropriate continued observation
- refer the concern to others who work with the child/children in question asking for continued observation
- refer to the adult about whom the concern has been raised
  - This may be the parent/carer of the child or it may be one of the children's workers.
- Make a formal referral to the local Social Services Department

If there is any question at all of possible sexual abuse or serious physical abuse the Safeguarding Lead must not address the adult directly but must refer their concerns to the police or Social Services. To do so may place the child at more risk, or could make any statutory investigation difficult to pursue because the child may be intimidated.

- All original reports must be retained safely and securely by the Safeguarding Lead and a written record made of the actions taken.

## 3 Report and Support

The responsibilities in this stage of the process are shared by the Safeguarding Lead and the Senior Chaplain.

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The duty to report:

- Whenever a formal referral is made to Social Services the Safeguarding Lead must:
  - Report the referral to the Senior Chaplain
  - Inform the Trustees that a referral has been made
- In certain circumstances the Safeguarding Lead, acting on behalf of the Trustees, may also need to make further reports, for example to the Charity Commission.
- If an allegation is made against someone who works with children, the allegation must be reported to the Local Authority Designated Officer (LADO). The LADO is located within Children's Services and must be alerted to all cases in which it is alleged that a person who works with children has:
  - behaved in a way that has harmed, or may have harmed, a child
  - possibly committed a criminal offence against children, or related to a child
  - behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.
- If a staff member or volunteer of CCHC has an allegation made against them the Safeguarding Lead must inform the CCHC Leadership, who will make a decision about immediate suspension from work until the incident has been investigated.
- If a staff member has been removed from their post or would have been removed from their post because of the risk of harm that they pose to children and young people, there is a statutory duty to report the incident to the Independent Safeguarding Authority.
- If a staff member or volunteer of CCHC has been accused of causing harm to children or young people this is classed as a serious incident that must be reported to the Charity Commission.
- A record must be kept of all safeguarding incidents and reported in the annual review to Trustees

The duty to support:

- Once concerns, suspicions and disclosures of abuse have been addressed, CCHC continues to have a responsibility to offer support to all those who have been affected: the child, family members, staff/volunteers, Chaplaincy/ Leadership Team.

When a known offender is present:

- CCHC is a community that is welcoming and open to all. It is a place for people who have failed and for people in need. Those who have abused children in the past are to be included in this welcome. However, the gospel imperative to 'welcome the sinner' needs to be set alongside the legal requirement that the protection of children must be paramount.
- Where someone attending CCHC is known to have abused children, then whilst offering pastoral care to that individual, CCHC must also maintain its commitment to the protection of all children who may be on the premises.
- Dependent on the circumstances, it may be necessary for the Chaplaincy team to meet with the individual and discuss boundaries that the person will be expected to keep.
  - It may be appropriate to draw up a formal notice or letter that summarises the expectations of behaviour, including when the individual can attend CCHC worship and/or events.

### **Respecting children and young people**

CCHC will adopt a code of behaviour for all who are invited to work with children so that all children and young people are shown the respect that is due to them. This Code of Behaviour is summarised in the following way:



Leaders and Helpers should:

- Treat all children with respect and dignity. Use age-appropriate language and tone of voice. Be aware of your own body language and invading a person's personal space.
- Listen well to children. Be careful not to assume you know what a child is thinking or feeling. Listen to what is spoken and how it is said. At the same time, observe the body language to better understand what is being said.

Do not engage in any of the following:

- invading the privacy of children when they are using the toilet or showering
- rough games involving physical contact between a leader and a child
- sexually provocative games
- making sexually suggestive comments about or to a child, even in 'fun '
- scapegoating, belittling, ridiculing, or rejecting a child.

When it is necessary to control and discipline children, this must be done without using physical punishment, shouting or name calling. Discipline is about our relationship with children not our mastery of them. (A situation may, however, arise where a child needs to be restrained in order to protect them or a third person.)

Ways of dealing with discipline:

- Chastise the individual/group – criticise the behaviour not the person
- Move the offender to a less volatile situation - change the group activity
- Remove the child to a calm space away from others. Stay with them until they have cooled down, but keep the time-out short.
- Do not respond to or encourage excessive attention-seeking that is overtly sexual or physical in nature.
- Minor incidents/offences must be dealt with immediately on the spot. This prevents escalation and enables major offences to be seen as major.
- Bullying is behaviour by an individual or group, usually repeated over time that intentionally hurts another individual or group, either physically or emotionally. Allegations and incidents of bullying must be reported to the Safeguarding Lead.
- Normal practice would not include staff or volunteers working, or planning to work, alone with children, at CCHC. This may mean
  - leaving doors open, or two groups working in the same room.
  - On occasions when one to one work with a child is required this must take place with appropriate supervision and accountability structures in place.
- Make sure another adult is present if, for example, a young child has soiled their underclothes and needs to be thoroughly washed.
  - If possible, the child's own parent or carer would be called in to carry out such a task.

If these procedures fail to bring about the desired result, refer the issue to the Safeguarding Lead.

#### Additional elements of the Code of Behaviour

- Staff and Volunteers working with children and young people at CCHC are not permitted to invite them back to their home, or to go on trips that are not arranged by CCHC as part of the children's retreat.
- Staff and Volunteers are not expected to give lifts to children or young people – except in an emergency when another adult must be present (and the parent/guardian informed).

- If transporting children is part of an organised CCHC activity, ensure that you have the correct insurance cover for passengers, and parental consent is given.
- The Children's workers must not invite children to their bedrooms, if sleeping on site or invite children to sleep in their rooms.
- If any necessary physical contact occurs between staff and a child, it must be recorded (for instance if stopping a fight, administering First Aid, giving a hug to a child who is distressed, removing a child from danger, or protect themselves or others from attack).
- No physical punishment must be used when controlling or disciplining children.
- A log book must be kept to record any accidents or incidents involving children or young people. When noting an incident: Enter the names of all those present, including both children and adults, and anything of note which you observe, e.g. details of any fights broken up by the workers, allegations made by young people, incidences where a child is asked to leave. All workers who witnessed, heard or responded in any way should record details, and sign and date the entry).

### **Abuse of Trust**

Relationships between children and their leaders/helpers can be described as 'relationships of trust'. The leader is someone in whom the child has placed a degree of trust, this may be because the leader has an educational role, is a provider of leisure activities, or even is a significant adult friend.

It is also not acceptable for a leader/helper to form a romantic relationship with a child with whom they have a relationship of trust.

While by no means restricted to young leaders, those who are in their early adult years will need to be particularly aware of the need not to abuse their position of trust in their relationships with other young people who are not much younger than themselves.

### **Good Practice Guidelines with Colleagues**

- If you see another member of staff acting in ways, which might be misconstrued, be prepared to speak to them or to the Safeguarding Lead about your concerns.
- Leaders and helpers should encourage an atmosphere of mutual support and care which allows all workers to be comfortable enough to discuss inappropriate attitudes or behaviour.

### **Electronic Communication**

Electronic communication is increasingly significant amongst children and young people, and they may want to invite you to be 'a friend' on one of the social media platforms. It is an easy way to communicate with young people in particular, but there are dangers associated with electronic communication that call for vigilance:

- electronic communication is often an extremely informal mode of communication which can create the potential for communication to be misunderstood
- because of the informal style of electronic communication, workers can easily cross appropriate boundaries in their relationships with young people
- some adults who are intent on harming children and young people choose to use electronic communication as a way to meet and 'groom' children.
- CCHC staff and volunteers must not invite children or young people to be friends on social media, and must decline requests from the children.

- If electronic means of communication with the children and young people is required as part of a children's retreat, this must only be following receipt of appropriate consent and only be with designated children's leaders.
- Direct electronic communication with children of primary school age is inappropriate and must be avoided.
- CCHC staff and volunteers must not share any personal information with children and young people, and should not request or respond to any personal information from the child or young person other than that which is necessary and appropriate as part of their role.
- Workers must be careful in their communications with children and young people so as to avoid any possible misinterpretation of their motives: clear, unambiguous language should be used and the use of unnecessary abbreviations avoided.
- Any photos or video taken on staff/volunteers personal mobile phones must only be done so with agreement from CCHC Leadership and only in accordance with CCHC GDPR policy, and not be uploaded to social networking sites without parental permission or CCHC permission.
- CCHC workers and volunteers must not retain images of children and young people from CCHC retreats on their mobile phones.

Remember – never alone and unseen is the basic rule of thumb in safeguarding young people

### **Good Practice Guidelines Regarding Health & Safety**

All CCHC staff and volunteers are responsible for being observant for any health and safety issues which may relate to the children they are working with and include:

- Access to the building which is safe and well lit.
- Adequate heating and lighting in the venue.
- Enough space and appropriate activities for all children.
- Have a First Aid kit and phone available at all times.
- Check the premises for hazards (e.g. piles of chairs etc).
- Check equipment for sharp edges or missing parts.
- Any food must be prepared carefully and hygienically, with children's food allergies known in advance.

### **Child/Adult Ratios**

When working with children the following recommended minimum ratios apply:

	Age range Recommended minimum ratios:	
	INDOOR activities	OUTDOOR activities
0 – 2 years	1:3 (minimum 2)	1:3 (minimum 2)
3 years	1:4 (minimum 2)	1:4 (minimum 2)
4 – 7 years	1:8 (minimum 2)	1:6 (minimum 2)
8 – 12 years	2 adults for up to 20 children (preferably one of each gender with an extra adult for every 10 additional children)	2 adults for up to 15 children (preferably one of each gender with an extra adult for every 8 additional children)

13 years plus	2 adults for up to 20 children  (preferably one of each gender with an extra adult for every 10 additional children)	2 adults for up to 20 children  (preferably one of each gender with an extra adult for every 10 additional children)
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This does not take into account any special circumstances such as behavioural issues, developmental issues, disability and so on, which may mean an increase to the recommended ratio.

In calculating the ratios of workers to children, young leaders who are under the age of 18 should be counted as one of the children, not as one of the leaders/helpers.

**Safeguarding concerns involving a Chaplain or the Safeguarding Lead**

Any safeguarding concerns involving a Chaplain must always be reported immediately to the Leadership of CCHC, unless the Chaplain involved is also a member of the Leadership Team, in which case it must be reported to the Trustee responsible for Safeguarding

**Safe recruitment, support and supervision of workers**

CCHC will exercise proper care in the selection and appointment of those working with children, whether paid or volunteer. All workers will be expected to have the appropriate qualifications/Training or will be provided with appropriate training, support and supervision to promote the safekeeping of children.

To assist with the process:

- A written role description may be required prior to the appointment of a new retreat leader who will be working with children/young people.
- All volunteers (both current and new) must have completed an application form before becoming a volunteer.
- Any volunteers who will be working alongside children will be fully briefed on the role and the expectations on them in fulfilling the role.
- Two external references will be taken up for anyone applying to become a volunteer
- CCHC is unable to apply for enhanced DBS disclosures for the role, but the volunteer will be expected to apply for a Basic disclosure (and to show CCHC a copy of an enhanced disclosure, that is less than two years old if they have one from another organisation).
- Volunteers working directly with children must sign an undertaking to work within the agreed safeguarding policy and procedures, and agree to safeguarding training.

Until this procedure is completed workers must be supervised.

A young leader must be closely supervised by an adult leader at all times, and never given sole responsibility for a group of children. When considering ratios of staff to children the young leader needs to be counted as a child, not a leader.

## Useful numbers for information, advice and referral

Churches' Child Protection Advisory Service (CCPAS) 0845 120 4550

[www.ccpas.co.uk](http://www.ccpas.co.uk)

PO Box 113, Swanley, Kent BR8 7UQ

### Social Care Direct

Immediate Concerns In hours 0845 6037634

Out of hours 0845 6061212

Routine enquiries/referrals In hours 0845 6037627

Hastings Police Station: 01273 475432

Bohemia Road

Hastings

East Sussex

TN34 1JJ

Police Station opening times

0900-2000 Monday to Saturday

Non-emergency police contact number: 101

### East Sussex Child Protection Team:

Single Point of Advice (SPoA) Mon-Thurs 8.30am-5pm and Fri 8.30am-4.30pm. 01323 464222

Email: 0-19.SPOA@eastsussex.gov.uk

Out of Hours Social Care Service - Children's services: 01273 335905/6

Child Protection Plans: 01323 466606

### Safeguarding Investigations Unit

For all Safeguarding Investigations Unit, dial 101, and ask for the relevant team (Hastings)

### Designated Professionals East Sussex

Designated Doctor Safeguarding Children: 01424 758012

Designated Nurse Safeguarding Children: 01424 735664

### Childline:

Childline (a free 24 hour helpline for children)

0800 1111

### NSPCC Child Protection Helpline

0808 800 5000 (free 24 hour service)