

# New London Performing Arts Centre Safeguarding Children, Young People & Vulnerable Adult Protection Policy

**Review Date: September 2022**

## Contents

|   |         |
|---|---------|
| 1. Policy Statement & Principles        | Page 2  |
| 2. Recognising signs of abuse           | Page 3  |
| 3. What to do with your concerns        | Page 9  |
| 4. Allegations made against staff       | Page 10 |
| 5. Safer recruitment                    | Page 11 |
| 6. Good practice                        | Page 11 |
| 7. Code of Behaviour & Responsibilities | Page 12 |
| 8. Safeguarding children in Haringey    | Page 14 |
| 9. Contacts                             | Page 14 |

# 1. Policy Statement & Principles

Safeguarding children is the responsibility of everyone. NLPAC recognises its responsibility to safeguard and promote the welfare of children within the legal framework of the Children Acts 1989 and 2004.

We are aware that many children and young people are the victims of different kinds of abuse and that they can be subjected to social factors that have an adverse impact upon their lives – including domestic violence, substance misuse, bullying, child prostitution and ritualistic abuse. We aim to create a safe environment within which children and young people can thrive and adults can work with the security of clear guidance.

Under the terms of the Children Act 2004 anyone under the age of 19 is considered to be a child/young person.

These guidelines are for the use of all paid staff, volunteers and visitors. We will make them available to the parents and carers of the children and young people to whom we offer a service. Through them, we will endeavor to ensure that:

- Children and young people are listened to, valued and respected
- Staff are aware of the need to be alert to the signs of abuse and know what to do with their concerns
- All paid and unpaid staff are subject to rigorous recruitment procedures
- All paid and unpaid staff are given appropriate support and training
- All paid and unpaid staff hold a current enhanced DBS check.

All child protection concerns should be acted upon immediately. If you are concerned that a child might be at risk or is actually suffering abuse, you should tell the Designated Safeguarding Lead (DSL) within your organisation.

Designated Safeguarding Lead is: **Emily Byron**

Telephone number: **020 8444 4544**

If the designated officer is not available, speak to a senior member of staff.

In an emergency situation, contact a social worker directly:

## **Haringey Child Protection - Haringey Single Point of Access (SPA)**

- 020 8489 4470 during office hours  
(Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm)

Or:

- 020 8489 0000 Out of Office hours (5.00pm – 9.00am including weekdays and weekends) for the Emergency Out of Hours Duty Team  
Please only use this number if you are calling outside normal working hours. When ringing out of hours your call will be logged by our local call centre who will take brief details. An Emergency Duty social worker will ring you back. Do not use this number if a child needs immediate assistance from the Police or Ambulance Services. In these cases call 999.

To contact the Haringey Child Protection Officers call 020 8489 2126

## 2. Recognising signs of abuse

It can often be difficult to recognise abuse. The signs listed in these guidelines are only indicators and many can have reasonable explanations. Children may behave strangely or seem unhappy for many reasons, as they move through the stages of childhood or their families experience changes. It is nevertheless important to know what could indicate that abuse is taking place and to be alert to the need to consult further.

Someone can abuse a child by actively inflicting harm or by failing to act to prevent harm. Abuse can take place within a family, in an institutional or community setting, by telephone or on the internet. Abuse can be carried out by someone known to a child or by a complete stranger.

If you are worried about a child, it is important that you keep a written record of any physical or behavioural signs and symptoms. In this way you can monitor whether or not a pattern emerges and provide evidence to any investigation if required.

### Physical Abuse

Physical abuse can involve hitting, shaking, throwing, poisoning, burning, scalding, drowning and suffocating. It can also result when a parent or carer deliberately causes the ill health of a child in order to seek attention. This is called fabricated illness or Munchausen's Syndrome by Proxy. Symptoms that indicate physical abuse include:

- Bruising in or around the mouth, on the back, buttocks or rectal area
- Finger mark bruising or grasp marks on the limbs or chest of a small child
- Bites
- Burn and scald marks e.g., small round burns that could be caused by a cigarette
- Fractures to arms, legs or ribs in a small child
- Large numbers of scars of different sizes or ages

### Emotional Abuse

Emotional abuse happens when a child's need for love, security, praise and recognition is not met. It usually co-exists with other forms of abuse. Emotionally abusive behaviour occurs if a parent, carer or authority figure is consistently hostile, rejecting, threatening or undermining. It can also result when children are prevented from social contact with others, or if developmentally inappropriate expectations are imposed upon them. It may involve seeing or hearing the ill-treatment of someone else. Symptoms that indicate emotional abuse include:

- Excessively clingy or attention-seeking behavior
- Very low self-esteem or excessive self-criticism
- Excessively withdrawn behaviour or fearfulness; a 'frozen watchfulness'
- Despondency
- Lack of appropriate boundaries with strangers; too eager to please
- Eating disorders

### Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, causing damage to their health and development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failing to protect a child from harm or danger, or failing to access appropriate medical care and treatment when necessary. It can exist in isolation or in combination with other forms of abuse. Symptoms of physical and emotional neglect can include:

- Inadequate supervision; being left alone for long periods of time
- Lack of stimulation, social contact or education
- Inadequate nutrition, leading to ill-health
- Constant hunger; stealing or gorging food
- Failure to seek or to follow medical advice such that a child's life or development is endangered
- Inappropriate clothing for conditions

## **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This may include physical contact, both penetrative and non-penetrative; or involve no contact, such as watching sexual activities or looking at pornographic material. Encouraging children to act in sexually inappropriate ways is also abusive. Under the Sexual Offences Act 2003, any sexual activity – contact or non-contact – with a child under the age of 13, is a crime. Symptoms of sexual abuse include:

- Allegations or disclosure
- Genital soreness, injuries or discomfort
- Sexually transmitted diseases; urinary infections
- Excessive preoccupation with sexual matters; inappropriately sexualised play, words or drawing
- A child who is sexually provocative or seductive with adults
- Repeated sleep disturbances through nightmares and/or wetting

Older children and young people may additionally exhibit:

- Depression
- Drug and/or alcohol abuse
- Eating disorders; obsessive behaviours
- Self-harming; suicide attempts
- School/peer/relationship problems

## **Bullying and Cyber Bullying**

Bullying is behaviour that hurts someone else. It includes name calling, hitting, pushing, spreading rumours, threatening or undermining someone.

Cyberbullying is bullying that takes place online. Unlike bullying offline, online bullying can follow the child wherever they go, via social networks, gaming and mobile phone. Cyberbullying can include:

- Sending threatening or abusive text messages
- Creating and sharing embarrassing images or videos
- Trolling – the sending of menacing or upsetting messages on social networks, chat rooms or online games
- Excluding children from online games, activities or friendship groups
- Shaming someone online
- Setting up hate sites or groups about a particular child
- Encouraging young people to self-harm
- Voting for or against someone in an abusive poll
- Creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name
- Sending explicit messages, also known as sexting

- Pressuring children into sending sexual images or engaging in sexual conversations

No single sign will indicate for certain that a child is being bullied, but what watch out:

- Belongings getting 'lost or damaged
- Physical injuries, such as unexplained bruises
- Being afraid to go out of mysteriously 'ill' each morning, problems with eating/sleeping
- Not doing well
- Being nervous, losing confidence or becoming distressed or withdrawn
- Bullying others

## **Child Sexual Exploitation**

Child sexual exploitation (CSE) is a type of sexual abuse. When a child or young person is exploited, they're given things, like gifts, drugs, money, status and affection, in exchange for performing sexual activities. Children and young people are often tricked into believing they're in a loving and consensual relationship. This is called grooming. They may trust their abuser and not understand that they're being abused. Children and young people can be trafficked into or within the UK to be sexually exploited. They're moved around the country and abused by being forced to take part in sexual activities, often with more than one person. Young people in gangs can also be sexually exploited.

CSE can happen in person or online. An abuser will gain a child's trust or control them through violence or blackmail before moving onto sexually abusing them. Signs can include

- Unhealthy or inappropriate sexual behaviour
- Being frightened of some people, places or situations
- Being secretive
- Sharp changes in mood or character
- Having money or things they can't or won't explain
- Physical signs of abuse, like bruises or bleeding in their genital or anal area
- Alcohol or drug misuse
- Sexually transmitted infections
- Pregnancy
- Other signs include having an older boyfriend or girlfriend, having new groups of friends or hanging out with older people, other vulnerable people or in antisocial groups, involved in a gang or in criminal activities such as selling drugs or shop lifting

## **Child trafficking**

Trafficking is where children and young people tricked, forced or persuaded to leave their homes and are moved and then exploited, forced to work or sold. Children are trafficked for sexual exploitation, benefit fraud, forced marriage, domestic slavery (like cleaning cooking and childcare), forced labour in factories or agriculture, committing crimes like begging, theft, working on drug farms or moving drugs.

Trafficked children experience many types of abuse and neglect with traffickers using physical, emotional and sexual abuse as a form of control. Children and young people are also likely to be physically and emotionally neglected and may be sexually exploited. They may not understand what is happening or might be scared to speak out. It may not be obvious that a child has been trafficked so look out for unusual and unexpected things and they might

- Spend a lot of time doing household chores
- Rarely leave their house or have time for playing

- Be orphaned or living apart from the family
- Live in low standard accommodation
- Be unsure of which country, town or city they are in
- Can't or be reluctant to share personal information on where they live
- Not be registered with a school or GP practice
- Have no access to their parents or guardians
- Be seen in inappropriate places like brothels or factories
- Have money or things you would expect them to have
- Have injuries from workplace accidents
- Give a prepared story which is very similar to stories given by other children

## **Child Criminal Exploitation and Gangs**

Criminal exploitation is child abuse where children and young people are manipulated and coerced into committing crimes. The term gang may mean different things depending on the context it is used but in the government's paper on 'Safeguarding children and young people who may be affected by gang activity' distinguishes between peer groups, street gangs and organised criminal gangs. Peer group ('a relatively small and transient social grouping which may and may not describe themselves as a gang depending on context'); street gang ('groups of young people who see themselves (and are seen by others) as a discernible group for whom crime and violence is integral to the group's identity' and organised criminal gangs ('A group of individuals for whom involvement in crime is for personal gain (financial or otherwise). For most crime is their 'occupation.' It is not illegal for a young person to be in a gang but they cannot be involved in a gang that is criminal or dangerous (gang membership can be linked to illegal activity, particularly organised criminal gangs involved in trafficking, drug dealing and violent crime).

County Lines is the police term for urban gangs exploiting young people into moving drugs from a hub, normally a large city, into other markets - suburban areas and market and coastal towns - using dedicated mobile phone lines or "deal lines".

Signs to look out for include

- Truancy or doing badly in school
- Going missing, staying out late or travelling for unexplained reasons
- In a relationship or hanging out with older people
- Being angry, aggressive or violent, isolated or withdrawn
- Having unexplained money or buying new things
- Wearing clothes or accessories in gang colours or getting tattoos
- Using new slang words
- Spending more time on social media or secretive about being online
- Making more calls or sending more texts, possibly a new phone or phones
- Self-harming and feeling emotionally unwell
- Taking drugs or abusing alcohol
- Committing petty crimes like shop lifting or vandalism
- Unexplained injuries and refusing to seek medical help
- Carrying weapons or having a dangerous breed of dog

## **Domestic Abuse**

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people in a relationship. It can seriously harm children and young people and witnessing domestic abuse is child abuse. It's important to remember domestic abuse can happen inside and outside the home, can happen over the phone, on the internet and on social networking sites, can happen

in any relationship and can continue even after the relationship has ended, both men and women can be abused or abusers.

Domestic abuse can be emotional, physical, sexual, financial or psychological, such as: kicking, hitting, punching, cutting, rape (including in a relationship), controlling someone's finances, controlling behaviour including telling someone where they can go and what they can wear, not letting someone leave the house, reading emails, text messages or letters, threatening to kill someone or harm them, threatening another family member or pet.

Domestic abuse is difficult to identify especially when children and young people might feel frightened and confused. Signs that a child has witnessed an abuse include

- aggression, bullying, tantrums, withdrawal,
- anti-social behaviour like vandalism,
- anxiety, depression or suicidal thoughts,
- drug or alcohol abuse,
- eating disorders,
- problems in school or trouble learning

## **Grooming**

Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked. Grooming can take place over a short or long period of time – from weeks to years. Groomers may also build a relationship with the young person's family or friends to make them seem trustworthy or authoritative. Children and young people can be groomed online, in person or both – by a stranger or someone they know. This could be a family member, a friend or someone who has targeted them – like a teacher, faith group leader or sports coach. When a child is groomed online, groomers may hide who they are by sending photos or videos of other people. Sometimes this'll be of someone younger than them to gain the trust of a "peer". They might target one child online or contact lots of children very quickly and wait for them to respond.

The relationship a groomer builds can take different forms including a romantic relationship, as a mentor, an authority figure, a dominant and persistent figure

A groomer can use the same sites, games and apps as young people, spending time learning about

It can be difficult to tell if a child is being groomed – the signs aren't always obvious and may be hidden. Older children might behave in a way that seems to be "normal" teenage behaviour, masking underlying problems.

Some of the signs you might see include:

- being very secretive about how they're spending their time, including when online
- having an older boyfriend or girlfriend
- having money or new things like clothes and mobile phones that they can't or won't explain
- underage drinking or drug taking
- spending more or less time online or on their devices

- being upset, withdrawn or distressed
- sexualised behaviour, language or an understanding of sex that's not appropriate for their age
- spending more time away from home or going missing for periods of time.

A child is unlikely to know they've been groomed. They might be worried or confused and less likely to speak to an adult they trust.

## **Online abuse**

This is any type of abuse that happens on the internet and can happen on any device that is connected to the web. It can happen anywhere online including social media, text messages and messages apps, emails, online chats, online gaming, live streaming sites.

Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

Types of online abuse include cyberbullying, emotional abuse, sexting, grooming, sexual abuse, sexual exploitation.

Signs of a child or young person experiencing abuse online might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media
- seem distant, upset or angry after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or tablet.

Some of the signs of online abuse are similar to other abuse types:

- cyberbullying
- grooming
- sexual abuse
- child sexual exploitation.

Some members of our communities hold beliefs that may be common within particular cultures but which are against the law in England. NLPAC does not condone practices that are illegal or harmful to children. Examples of particular practices are:

## **Forced Marriages**

No faith supports the idea of forcing someone to marry without their consent. This should not be confused with arranged marriages between consenting adults.

## **Underage Marriages**

In England, a young person cannot legally marry or have a sexual relationship until they are 16 years old or more.

### **Female Circumcision**

This is against the law yet we know that for some in our communities it is considered a religious act and a cultural requirement. It is also illegal for someone to arrange for a child to go abroad with the intention of having her circumcised.

### **Ritualistic Abuse**

Some faiths believe that spirits and demons can possess people (including children). What should never be condoned is the use of any physical violence to get rid of the possessing spirit. This is physical abuse and people can be prosecuted even if it was their intention to help the child.

### **Common signs of abuse**

Some common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body.

These signs don't necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour.

You may also notice some concerning behaviour from adults who you know have children in their care, which makes you concerned for the child/children's safety and wellbeing.

## **3. What to do with your concerns?**

In the event that a child makes an allegation or disclosure of abuse against an adult or another child or young person, it is important that you:

- Listen to them and/or closely observe their presentation and behaviour
- Let them know that you take what they are saying seriously
- Do **not** attempt to question or interview them yourself;

- Let them know that you will need to tell someone else in order to help them. **Do not promise to keep what they tell you secret**
- Inform your designated child protection officer as soon as possible
- Make a written record of the incident or events

Sometimes you may just feel concerned about a child but do not know whether to share your concerns or not. In this situation you should always raise your concerns with your designated child protection officer, who will help you to decide what to do.

The responsibility for investigating allegations of abuse, whether they result from the disclosure of a child or the concerns of an adult, lies with social workers (Haringey Children's Service) and the Police Child Abuse Investigation Team (CAIT). It is normally the responsibility of the designated child protection officer to make a referral to these agencies, but if you judge the situation to be an emergency and/or you require urgent advice in the absence of the designated officer, you must report your concerns directly, using the contacts listed at the back of these guidelines. The Children's Service also employs Child Protection Advisors (CPAs), who you can contact in office hours for further specialist guidance. Contact numbers for the CPAs are included in section 7.

The Duty social worker or CPA will advise you when or whether to inform the child's parents or carers about any concerns. If they decide to pursue a child protection investigation, you should:

- Work closely and collaboratively with all professionals involved in the investigation, in order to keep the child safe.
- Attend a child protection conference if you are invited. You will be asked to provide information about your involvement with the child, which is why it is important to keep records of your concerns.
- Attend any subsequent child protection review conferences.

## 4. Allegations made against staff or volunteers

Organisations that work or come into contact with children and young people need to be aware of the possibility that allegations of abuse will be made against members of their staff. Allegations will usually be that some kind of abuse has taken place. They can be made by children and young people and they can be made by other concerned adults. Allegations can be made for a variety of reasons. Some of the most common are:

- Abuse has actually taken place.
- Something happens to a child that reminds them of an event that happened in the past – the child is unable to recognise that the situation and the people are different.
- Children can misinterpret your language or your actions because they are reminded of something else.
- Some children know how powerful an allegation can be; if they are angry with you about something they can make an allegation as a way of hitting out.
- An allegation can be a way of seeking attention.

All allegations should be brought to the notice of **Emily Byron** (DSL) immediately. In cases where the allegation is made against this person, the complainant should approach a more senior official or take the following action him or herself:

- Make sure that the child in question is safe and away from the alleged abuser

- Contact the Children’s Service Referral & Assessment Team relevant to where the child lives (see section 9)
- Contact the parents or carers of the child if advised to do so by the social worker/officer in charge of allegations
- Irrespective of any investigation by social workers or the police, you should follow the appropriate disciplinary procedure: common practice is for the alleged abuser to be suspended from work until the outcome of any investigation is clear
- Consider whether the person has access to children anywhere else and whether those organisations or groups need to be informed
- Act upon the decisions made in any strategy meeting

All incidents should be investigated internally after any external investigation has finished, to review organisational practice and put in place any additional measures to prevent a similar thing from happening again.

## 5. Safer recruitment

The application of rigorous procedures for the recruitment of any staff who come into contact with children, young people and vulnerable adults both directly and indirectly, can reduce the likelihood of allegations of abuse being made that are founded. As an absolute minimum, the following standards should be followed:

- All prospective workers (paid and unpaid) should complete an application form which asks for details of their previous employment and for the names of two referees.
- All prospective workers (paid and unpaid) should have a new enhanced Disclosure & Barring Service (DBS) check before they start employment – anyone who refuses to do so should not be employed.
- All prospective workers (paid and unpaid) should be interviewed to establish previous experience of working in an environment where there is contact with children and perceptions of acceptable behavior.
- Nobody should start work before references have been received. Referees should be reminded that references should not misrepresent the candidate or omit to say things that might be relevant to their employment.
- All appointments to work with children should be subject to an agreed probationary period.
- New members of staff should be clear about their responsibilities and, wherever possible, work to an agreed job description.
- These guidelines should be available to everyone and fully discussed as part of an induction process.

## 6. Good practice

To meet and maintain our responsibilities towards students, an agreed standard of good practice is followed. This good practice includes the following points:

- All staff working with children should receive regular supervision from a more experienced staff member and be encouraged to attend basic child protection training.
- No member of staff should be left alone with a child where they cannot be observed by others. Should a child need to be spoken to in confidence, a room with a windowed door should be used and a colleague informed of the intended interview.
- Under no circumstances should visitors be allowed to wander around the premises unaccompanied in areas where children and young people are present.
- Where possible there should always be at least two adults present with a group of children.
- If a child is not collected after a session it is reasonable to wait approximately half an hour for a parent or carer to arrive. If the parent or carer cannot be contacted, staff should contact the relevant Children & Families Duty Team or the police and request assistance.

### **Outings & Trips**

- All vehicles hired for outings must be insured, roadworthy and fitted with seatbelts
- All drivers should travel with at least one escort. Escorts should have up to date DBS checks and have been subject to appropriate recruitment procedures. All escorts should agree to abide by these guidelines;
- Roll call will be taken at the start of a journey and again before commencing the return journey
- Staff accompanying trips will carry the contact numbers for the parents/carers, home organisation and emergency services in the event of an alert being necessary
- If a child goes missing while on a trip, staff should instigate an immediate search. If the child cannot be found within half an hour, the appropriate security staff and the police should be notified
- If, having notified security staff and the police, the child cannot be found, the parents/carers of the child will be notified immediately;
- The care of the remaining children is paramount. It is imperative that they return to the home site as quickly as possible, while a senior staff member remains at the visit site to coordinate contact between security staff and the child's parents/carers.

### **Use of premises by other organisations**

- In the event that a room or rooms on the premises are used by other organisations, the hire agreement should ensure that the hiring organisation works to approved child protection procedures and/or that they read and agree to abide by these guidelines.

## **7. Code of behaviour & responsibilities**

People working at our organisation must always observe the following requirements where children, young people or similarly vulnerable people are concerned. All staff must read and sign the NLPAC Code of Professional Conduct for Teachers.

- Physical Contact - when physical contact is necessary (first-aid administration, dance teaching, practical guidance in lessons, peripatetic music teaching for example), ask permission to touch the child. Remember, touch must be for the child's benefit.

- Corporal punishment is prohibited. Staff & Teachers should adhere to the Centre's positive reinforcement guidelines.
- Avoid becoming personally involved with students and their families. This could lead to accusations of favouritism or undue pressure being applied by the family.
- Document uncomfortable situations that may be misinterpreted (e.g. letters of 'adoration' from pupil to teacher, inappropriate conversations, social media) inform DSL/line manager.
- Under no circumstances should a teacher disclose personal information to their students or take personal information about their students. This includes telephone numbers, addresses, email addresses, and social networking sites. Teachers must not accept invitations from students to join their social networking site. Contact with students outside of the centre without prior arrangement through NLPAC is strictly prohibited and could result in termination of your employment without further notice.
- Ensure that content and themes of drama, dance and singing performances are appropriate for a school setting and appropriate to the age group of the students who are performing.
- Teachers must report any signs of abuse or implied abuse through any choreography or devising practical work students create or coursework created by the students.
- Teachers should ensure any music used in dance or singing class or material in drama classes is suitable for the age group of the students. Music lyrics and scripts should not contain any sexual, violent or political content or anything of an offensive nature.

## **Dos and Don'ts for Working with Children**

### **DO:**

- Behave professionally
- Listen to children
- Treat everyone with respect
- Communicate at an appropriate level
- Be aware of policy and procedures
- Report any suspicions within our guidelines
- Be aware, approachable and understanding

### **DO NOT:**

- Harm a child or frighten a child
- Touch inappropriately
- Use inappropriate language
- Threaten, shout or be aggressive
- Force a child to do something they do not want to do
- Mistreat, demean, ignore, or make fun of
- Show favouritism to any one individual or groups of individuals
- Let a child expose him/herself to danger
- Make racist, sexist or any other remark which upset or humiliate
- Take photos of children or film them without permission

You have a strict duty never to subject any child to any form of harm or abuse. Failure to adhere to these procedures will be treated as gross misconduct.

## 8. Safeguarding children in Haringey

Haringey Local Safeguarding Children Board (LSCB) is responsible for coordinating the arrangements made by different local organisations to safeguard and promote the welfare of children. Haringey Association of Voluntary and Community Organisations (HAVCO) represent the interests of voluntary sector and community groups on the LSCB. The LSCB will also approach individual organisations as and when their advice and experience in particular areas could be valuable to the production of guidance or information to the public.

The LSCB coordinates multi-agency training programs on child protection related topics; it is recommended that all designated child protection officers and senior officials attend one or more of these courses to gain the knowledge necessary to be able to offer advice and consultancy within your organisation.

## 9. Contacts

To report child abuse or neglect please call Haringey Child Protection Services - Haringey Single Point of Access (SPA) on:

- 020 8489 4470 during office hours  
(Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm)

Or:

- 020 8489 0000 Out of Office hours (including weekends) for the Emergency Duty Team  
Please only use this number if you are calling outside normal working hours. When ringing out of hours your call will be logged by our local call centre who will take brief details. An Emergency Duty social worker will ring you back. Do not use this number if a child needs immediate assistance from the Police or Ambulance Services. In these cases call 999.

Your referral may be researched by our multi-agency safeguarding hub (MASH). Find out more about the multi-agency safeguarding hub on the [MASH PAGE](#)

### **Haringey Local Safeguarding Children Board**

020 8489 1470/3145

### **Haringey Child Protection Advisors**

020 8489 2126

### **Local Authority Designated Officer (LADO)**

020 8489 2968

### **Haringey Child Abuse Investigation Team (Metropolitan Police)**

020 8345 2246

### **NSPCC Helpline**

0808 800 5000

### **Useful external links**

[Haringey Local Safeguarding Children Board](#)

[London Safeguarding Children Board](#)