



Complaints

Legislation

- **Keeping Children Safe in Education July 2015**
- **Working Together to safeguard Children March 2015**
- **The Children's Homes (England) Regulations 2015**
- **Health and Social Care Act 2008, Section 20 Regulations**
- **Human Rights Act (1989)**
- **Children's Act (1989, 2004)**
- **Working Together (2013)**
- **Safeguarding Vulnerable Groups Act (2006)**
- **Children and Families Act (2013)**
- **Children and Young Persons Act (2008)**
- **Sexual Offences Act (2003)**

Practice Evidence

| Inspection Body | Outcome/ Regulation | Evidence |
|------------------------|-----------------------------------|--|
| Ofsted | 12, 22, 34, 35, 36, 41, 42 | Policy Manual, Safeguarding File, Restraint Book, Significant Event Book, Handover File, Welcome Pack, Regulation 33 Reports, Schedule 6 Reports, Regulation 34 Reports Absconding File, ITP Reports, Resident Supervision Review, Resident White Board, Staff Training Matrix, Staff Supervision, Advocacy, Locality Risk Assessment |

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| CQC | 7, 12, 14, 17, 18,19 and 20 | Policy Manual, Safeguarding File, Restraint Book, Significant Event Book, Handover File, Welcome Pack, Regulation 33 Reports, Schedule 6 Reports, Regulation 34 Reports, Absconding File, ITP Reports, Resident Supervision Review, Resident White Board, Staff Training Matrix, Staff Supervision, Advocacy, Locality Risk Assessment |

Reference

7.1- Representations and Complaints

7.2- Confidential Reporting and Whistleblowing

7.3- Allegations made against Staff

7.4- Notification

7.1- Representation and Complaints

The philosophy of The Children Act seeks to promote the concept of partnership with families, the rights of young people to be consulted and to participate in decision making, and their entitlement to a consistent standard of service and care. The Act also emphasizes the importance of children in Care having access to independent people and organisations outside the residential setting in which they are living.

These ideas are very much in harmony with the aims of Glebe House Community in enabling young people to move towards independence, to accept responsibility and to take control of their own lives, and to learn to manage risk. This process inevitably involves residents not only in gaining awareness of their own rights and entitlement but also in understanding the social and political systems in which they live and acquiring the skills of self-assertion in their own interests and advocacy in the interests of others.

In this context Glebe House Complaints Procedure should be seen as one of a number of appropriate ways in which young people can take appropriate control in their lives. Workers should be ready to help and advice as to the most effective avenue of representation if a complaint or problem has not been resolved satisfactory at the informal, in-house level or when it is in the young person's best interests to air a problem in a wider arena.

Available options might include:

- Talking to Designated complaints officer at Glebe House
- Talking to their social worker
- Use of an independent advocate- CORAM VOICE
- Consulting a solicitor
- Childline
- Contacting a Representative of Ofsted

The phone number for CORAM VOICE, Childline and Ofsted are published next to the telephones, to which residents have access to.

If the problem concerns the Local Authority the young person can use the authorities' complaints procedures. They have the right to also use this procedure about a problem at Glebe House.

Remember that any complaint or issue involving possible sexual abuse or physical abuse should be immediately reported to a member of the Safeguarding Team who will convene a Safeguarding meeting.

The complaints procedure will cover all young people and their families involved in Glebe House services. The procedure may be used to:

- Challenge decisions made at Glebe House
- Raise issues about the standards of care

- Ensure action is taken about alleged infringements of rights, abuse or ill treatment (including bullying)
- Secure consideration of Glebe House's policies and practice

Summary of Complaints Procedure

At Glebe House the three daily meetings are a forum where young people are encouraged to express their feelings. This work includes supporting residents to express any dissatisfaction in an appropriate way. Given this underpinning ethos many areas raised as a concern can be resolved.

The young people all have individual therapists with whom they have 1:1 session weekly. Part of the session usually involves spending some time exploring feelings from the previous week. We have regular visits from a VOICE advocate who spends time with each young person to see whether he can help them in anyway.

All young people are also in a number of small groups where they can address any troubles or concerns they may have. Of the young person feels these mechanisms are not adequate they have the right to complain formally. A detailed procedure is contained in the staff manual and a user friendly version is in the young people's induction pack. Telephone numbers to VOICE are on display near to all telephones to which residents have access, along with a detailed poster about whom they can complain to.

Residents have access to their local authority complaints procedure; they can be supported in accessing this by a member of staff or the VOICE advocacy visitor.

The Glebe House formal internal complaints procedure identifies people, roles and timescales involved in managing formal complaints. Formal complains will be dealt with within 28 days.

Designated Complaints contact details

Designated Complaints Officer: Anil Kalbag (Head of Policy)

Investigating Officer: Decided on an individual bases by Complaints Officer

Adjudicator: Peter Clarke (Director) or Clerk to Trustees

The Panel: Clerk to Trustees, Current Duty Trustee, CORAM VOICE Representative

Position of the workers

A staff member who is the subject of a complaint or an allegation, which promotes action and leads to a Child Protection Investigation, should not have contact with the complainant, any Glebe House staff or residents regarding the matters under investigation except The Director within the formal strategy of the investigation. If the member of staff attempts to make contact with the express consent of The Director, this will be seen as a serious breach of this procedure and in itself may lead to disciplinary procedures against the member of staff.

Consent given by the Director will only be for the purpose of providing support at any investigation to the member of staff and boundaries for the contact takes place.

The complaint or allegation, which leads to a Safeguarding, will lead to the member of staff being suspended from duty until such time that the investigation has been concluded. At the time that the member of staff is informed of the complaint or allegation a member of the Trustees body will be appointed to provide support to the member of staff in this matter.

As part of the investigation the member of staff will be interviewed and at that interview they have the right to be accompanied by a fellow employee. At the conclusion of the Investigation the member of staff will be cleared of any wrongful action or formal staff disciplinary procedures have been commenced. The suspension from duty in itself will not be seen as disciplinary procedure.

Unless disciplinary or court procedures are involved, information which arises from Glebe House Complaints Procedures will not appear on personal records of staff.

Any person who is the subject of a complaint will have no part or responsibility for dealing with it.

Fundamental to any procedure must be the acceptance that any complaint will be taken seriously and appropriate responses to the complaint made. Young people must feel confident that they will not be sanctioned or punished as a result of making a complaint.

Informing residents, parents and social workers about the procedure

When a young person arrives at Glebe House they are given a Welcome Pack that includes information on how to make a Complaint.

The Resident's Link Worker should make sure that the resident understands the significance of these procedures in the light of Glebe House's policy of shared responsibility and open discussion.

The Complaints procedure is also summarized in section 23 of The Statement of Purpose that is available to referrers and parents. See above.

The Designated Complaints Officer is responsible for the overall co-ordination of the procedure at Glebe House. The tasks are:

- Ensuring that young people/ workers are informed and understand the procedure
- Ensuring that any necessary training takes place in connection with the operation of the procedure.
- Recording and Monitoring Complaints
- Appointment of the Investigating Officer and obtaining the services of the Independent Person.
- Ensuring that timescales are kept.
- The appointment of a panel to review decisions at Stage III

The Investigating Officer is responsible for the investigation of the complaint within the guidelines and timescales.

The Independent Person

If a formal complaint is registered then the Designated Complaints Officer will contact VOICE to appoint an Independent Person.

The Independent Person's task is to provide the objective element in the consideration of the complaints. The Independent Person is neither an investigator nor an advocate for the young person. The Independent Person has a right to see case records. In the course of the investigation they will:

- Observe that procedures are carried out correctly
- Interview the complainant and everyone else involved with the Investigating Officer and Designated Complaints Officer
- To provide a report for all parties including the complainant
- To make written comment on the overall experience and make relevant representation to management

The Adjudicator

This is the person who will decide on the complaint. They will read the reports from the investigating Officer and Independent Person and inform all parties of their decision.

The Review Panel:

The panel at stage III is a defined group of three people at least one of whom is independent. At Glebe House the Panel will be made up of the following:

- Members of Trustees
- Clerk to Trustees
- Independent Person (VOICE)

The Advocate

In some cases it may be necessary or desirable for the young person to be provided with an independent advocate who will identify with the needs of the complainant and assist in presenting and clarifying the complaint. Advocacy should be provided informally by ensuring that the complainant can be supported through the process by a chosen person; maybe the Keyworker, Social Worker or a friend. Advocacy on a formal basis will be felt to be necessary in some instances, for example what a complaint is made against the manager of the home, and could be provided by VOICE or by Local Authority Children's Rights Officers or through the Consumer Rights Officer at NCH.

Confidentiality

All written reports and submissions will be treated as confidential to the Complaints Procedure. They will only be used in other procedures with the consent of those who have provided the information. All records are kept within The Complaints File and archived annually to the written records room.

External complaint

External complaints e.g. from neighbours are referred to the Director.

Stages of the Procedure

Stage I: Informal Resolution

At stage Glebe House there is an expectation that the daily meeting is a forum in which residents and staff can discuss, explore and resolve issues arising out of day-to-day life in the Community.

Residents can talk to The Designated Complaints Officer- Anil Kalbag, who will look to resolve the complaint informally if possible.

Problems can also be taken to the representative provided by VOICE who may help to mediate and/or represent the young person, so that a satisfactory resolution can be achieved.

Residents can also discuss a problem with their keyworker who will attempt to sort it out. If necessary the Director or Assistant Directors can become involved in resolutions.

It may be, however, that a resident considers that a particular issues has not been resolved satisfactorily and will want to take the matter further by making a formal complaint.

Remember that the procedure can also be made use of by parents and other interested people.

Stage II: Formal Complaint

The complaint or representation **needs to be written down** and given to the Designated Complaints Officer. The designated Complaints Officer will ensure that the Glebe House procedure is the most appropriate means of resolving the complaint. They will make sure that the complainant understands the procedures and has the relevant information.

The Designated Complaints Officer will appoint the **Investigating Officer** who will see the young person and other people involved like the independent person from VOICE.

The Investigating Officer and Independent Person will each write a report that will be considered by the Adjudicator.

The designated Complaints Officer will write to the complainant giving the decision made by the Adjudicator. The letter should include information as to the complainant's rights at Stage II if he is still not satisfied that the complaint has been resolved. It is likely that the Independent Person will want to meet with the complainant to talk about the results of the investigation.

Stage III: Formal Complaint

The complainant may decide to **refer the complaint on to an Independent Panel**. The request in writing should be via the Designated Complaints Officer and should be received no longer than 28 days from the letter of notification at stage II.

The Panel, convened by the designated complaints officer should meet within 28 days. The Complainant and the Independent person at Stage II should be notified in writing of the time and date of the meeting. The complainant has the right to be accompanied and supported by another person of their choice at the meeting. The Panel will consist of a member of the Glebe House Trust.

An agenda will be drawn up for **The Panel meeting**.

The Complainant and representative from Glebe House all have the right to make verbal and written submissions at the meeting.

The Panel is required to **decide on its recommendation with 24 hours** and to make this available in writing to all parties.

The Director in conjunction with the complaints officer is then required **to consider the recommendations of the Panel** in conjunction with the decisions arising from their consideration. This should be conveyed to the complainant and all other relevant people within **28 days**.

Record for Inspectorates

Any complaint records will be forwarded to Ofsted and CQC upon request. Any interested party has the right to contact Ofsted or CQC of any concerns they may have in respect of the carrying out of the regulated activity. Staff are encourage to use the internal procedures as a first response.

7.2- Confidential Reporting and Whistleblowing

Purpose of this Procedure

Confidential Reporting is also referred to as 'Whistleblowing'.

Staff have the right and the responsibility to raise genuinely held concerns about abuses of power and trust by colleagues towards:

- Children using our services
- Any other children
- Adult Service Users (i.e. Social Workers)
- Other employees

Any concerns that a colleague might or has been mistreating or abusing a child must always be reported see Child Protection Referrals Procedure.

This procedure is designed to ensure that other (non-abusive) genuinely held concerns are raised and are effectively addressed.

The procedure will also apply to people involved in working with us though not employed by the Company (e.g. consultants, students on placement etc.).

Any concerns about the actions or behaviour of such staff should be reported in accordance with using the procedure and the Home Manager receiving the concern should pursue the matter with the employer or placing college of the person about whom concerns have been raised.

No one exercising their responsibilities under this procedure and in good faith will be penalised for doing so. Any attempt to victimise employees for raising genuine concerns or to prevent such concerns being raised will be regarded as a disciplinary matter.

Any attempt to abuse this procedure by maliciously raising unfounded allegations will also be regarded as a disciplinary matter.

The Confidential Reporting Procedure does not: -

•require employees to prove that their suspicions are well founded; nevertheless they should have reasonable grounds for their suspicions.

- Replace the Grievance Procedure which is available to employees concerned about their own situation. See Grievance Procedure.
- Replace the Disciplinary Procedure, although the Policy may lead on to disciplinary proceedings. See Disciplinary Procedure.

The procedure does require management to act quickly and appropriately where there are concerns about:

- Children using our services.
- Any other children.
- Adult service users.
- Other employees

Personal Awareness

In working with abused children staff need to recognise as far as possible the impact that their behaviour, speech and presentation will have on children.

Those working with children should also be aware that games involving physical contact could be misinterpreted by children or can frequently be used by abusers as part of the 'grooming' process of a child. Therefore, any contact should be used only where relevant to the needs of the child, and should form part of the ITP and be reflected fully in recording and supervision. Workers should recognise that children need to deal with the pain of their experiences through acknowledgement and expression of their feelings. Physical contact meant as comfort can stifle this process.

Using the Procedure

NOTE: Any concerns relating to possible mistreatment or abuse of a child must be reported via the Child Protection Referrals Procedure.

How do I raise concerns?

You should raise them with your Home Manager or, if you prefer, with the line Manager for the Home.

What if I feel unable to speak to either my Manager or his/her Manager?

You should talk to another manager or you could contact Public Concern at Work. www.pcaw.org.uk

What happens when I raise my concerns?

This will depend largely on the nature of the concerns you raise. However, in all cases, the Manager, or other person, with whom you raise your concerns will arrange to meet you as soon as possible and away from the workplace, if necessary, to enable you to explain fully what your concerns are and why you have them. We will ask you how you wish to see the concern resolved and whether you would want to be told about how we will conduct the

investigation. The Manager will tell you either at that meeting or as soon as possible afterwards, what action will be taken in response to the issues you have raised. You will be told the outcome of any investigation into your concerns. Sometimes, however, it may not be possible to reveal the full extent of the investigation where this relates to personal issues involving a third party. Where action is not taken, you will be given an explanation.

Can I bring someone to support me when I meet the Manager to discuss my concerns?

Yes, but because issues raised under this procedure will often be of a sensitive nature, you should discuss the matter with as few people as possible.

How long will it take for my concerns to be addressed?

This will depend on the nature of the issues you raise. Wherever possible, the matter will be addressed within 28 days of you raising it.

What can I do if I am unhappy with the actions taken in response to the concerns I have raised?

If you do not agree with the way your concerns have been dealt with by Management, you may in the first instance notify the Designated Manager (Confidential Reporting). Alternatively, you may seek advice from Public Concern at Work, a charity which provides free independent legal advice to staff and others who wish to raise concerns about the workplace.

Managing the Procedure

What do I do as a Manager if concerns are raised with me?

- You must arrange to meet the person raising the concerns as quickly as possible to establish exactly what the concern is and understand what has given rise to it.
- You need to consider carefully where the meeting should take place and allow the person raising the concerns to be accompanied by an appropriate friend or colleague, if that is their wish.
- You must make a note of your conversations with the person raising the concerns and agree the accuracy of that note with them.
- You must be sensitive to the fact that the person concerned may feel uncomfortable about raising issues with you regarding a colleague or a manager.
- You must consider and address the support needs of the person who is the subject of the concerns and of the person raising them.
- If a person disclosing a concern wishes their identity to be confidential, you ought to provide reassurance that their wish will be respected. You should explain that you will not disclose their identity without their consent unless a Court Order requires this. You should also explain that it may not always be possible to take all the necessary action if their identity is to remain confidential.

You must prioritise the process of dealing with the issue remembering that, wherever possible, it should be addressed within 28 days of the matter being raised with you.

What do I do once I have established what the concerns are?

If the issue appears to be of a relatively minor and straightforward nature, you may decide to resolve it informally and directly with the individual who is the cause of the concerns.

If the issue appears to be complex or more serious, you must first consider whether any immediate action is necessary to protect the needs of the child, or other service users. (This may include referring the matter to the Police and/or initiating Child and Protection Procedure. If the concern relates to the welfare of a child and you do not feel able to respond, you should seek advice on how to proceed from the Designated Manager (Confidential Reporting)).

You must then decide how the issue is to be investigated (e.g. under Disciplinary Procedures) and must arrange for that investigation to take place as quickly as possible.

You must inform the person raising the concerns of the action that you have taken and of the outcome of any investigation.

What do I do if I have no line management responsibility for the individual who is the cause of the concerns?

You must refer the matter to an appropriate manager with responsibility for the individual who is the cause of the concerns. However, in considering who to refer the matter to, you should take account of the level of seriousness of the concerns and any reservations expressed by the person raising them about who they should be referred to. If you are left with any uncertainties, you should talk to the Designated Manager (Confidential Reporting).

Who notifies the person raising the concern of the outcome of any investigation if I refer the matter to the Line Manager of the individual who is the subject of the concerns?

You must decide which of you will do this in your discussions with the Line Manager or the Designated Manager (Confidential Reporting) of the person who is the cause of the concerns. If confidentiality is an issue, then it will be necessary for you to advise the person raising the concern of the outcome of the investigation. If not, it may be most appropriate for the Manager initiating the investigation to do so. Either way, the employee raising the concerns should be told before the investigation begins, if possible, who will notify her/him of its outcome.

Recording

A record of concerns raised under this procedure together with a record of action taken in response will be retained on the personal files of the complainant and the person complained about for as long as those files are retained. The record on the file of the person complained about will exclude the identity of the complainant in cases where anonymity has been maintained.

Confidentiality

This Procedure has been designed to ensure that employees can feel confident that they can raise concerns about malpractice and that those concerns will be properly and effectively dealt with within the Trust.

It is preferable that a serious concern is raised responsibly rather than not at all. If you are uncertain about whom to approach with your concerns, you should seek advice from any relevant body including public concern at work.

7.3-Allegations made against Staff

Immediate Actions if Concerns/Allegations are Made/Raised

“Any allegation should be reported immediately to a senior manager within the organisation. The LADO should also be informed within one working day of all allegations that come to an employer’s attention or that are made directly to the police; and if an organisation removes an individual (paid worker or unpaid volunteer) from work such as looking after children (or would have, had the person not left first) because the person poses a risk of harm to children, the organisation must make a referral to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason. “Working Together 2013

The homes Designated Child Protection Manager is responsible for co-ordinating Child Protection Referrals and Allegations.

Under no circumstances should information about the concerns/allegations be given to a person who is implicated or against whom an allegation has been made. For additional guidance on what to say/how to behave, see Appendix 1: Guidance on What to Say.

For example, if a colleague (e.g. another member of staff or a manager), is implicated or there are any concerns or allegations that they may not follow appropriate procedures, staff must report their concerns to one of the following:

- The Designated Child Protection Manager or a manager who is not implicated;
- The Child's Social Worker;
- The Regulatory Authority;
- The local Children's Services/Duty Team;
- The Police.

Having reported concerns to one of the following, the procedures set out in Section 2, Initiating Child Protection Enquiries, the member of staff should be informed of the outcome within 2 or 3 days; if this does not happen, the concern/allegation should be reported to another of the people/agencies listed.

Initiating Child Protection Enquiries

Once the concern or allegation has been made/ raised - assuming it has been made to a Manager - the following actions must be taken.

The Manager must ensure that the Designated Child Protection Manager is notified and the Line Manager for the home and then must notify and co-operate with the

Local Authority Designated Officer (LADO) in the area where the Significant Harm is suspected – even if on the face of it the allegation is unfounded.

The LADO will advise on the actions/measures that must be taken including notifications to the following:

- The young person's Social Worker, and come to a decision about notifying parents and any actions that need to be taken to protect the young people e.g. whether it is necessary to change placements;
- The Regulatory Authority, if a Child Protection Enquiry is initiated;
- Referring the Member of Staff to the Disclosure and Barring Service.

In consultation with all the agencies (e.g. the Children's Services/LADO, relevant Social Workers and the Regulatory Authority), decisions will need to be taken about the on-going safety/placement arrangements of the young people and the alleged perpetrators e.g. it may be necessary to move/suspend or place staff on 'Garden Leave', or move/transfer children to other placements. If such a decision is made, the Disclosure and Barring Service must be notified – in consultation with the LADO).

It will also be necessary to co-operate with the procedures initiated by the LADO/Children's Services.

The Designated Child Protection Manager will be consulted as to whom, should contribute to reports or attend procedures including:

- A Strategy Discussion;
- A Child Protection Enquiry;
- An Initial Child Protection Conference.

Appendix 1: Guidance on What to Say

The following are principles of good practice which must be adhered to when receiving/reporting concern.

However, this guidance is not exhaustive, all staff should have received training on receiving and reporting child protection concerns - if in doubt, staff must consult the Designated Child Protection Manager or another manager who is not implicated immediately.

Staff may ask questions or seek clarification about concerns raised with them, but they may not take any actions to investigate or in any way make judgements about what is reported to them. Investigations or enquiries, if necessary, must be undertaken by properly trained, independent, professionals - usually social workers representing Children's Services.

Staff must not inform or discuss concerns/allegations with any person who is alleged or reported to be the perpetrator, including any colleague/manager. If a manager is implicated,

staff must ensure that any reports are passed to an independent manager or directly to Children's Services, the Social Worker, Police or Regulatory Authority.

Staff must not give absolute guarantees of confidentiality to those who report possible Significant Harm to them, but they should guarantee that the information will only be passed to the minimum number of people who need to know to ensure proper action is taken to sort the problem out.

DO

- Listen to the child attentively;
- Maintain eye contact;
- Allow the child to talk, but don't press for information;
- Tell the child that they are not to blame for anything that has happened;
- Reassure the child that they were right to tell;
- Let the child know that other people will have to be told so that the abuse can stop;
- Try to explain in a way that the child can understand.

DON'T

- Promise to keep secrets;
- Make any promises you can't keep;
- Interrogate the child or ask leading questions;
- Cast doubt on what they have said;
- Make the child feel responsible for what's happened;
- Show anger;
- Panic and act hastily (it's unlikely to be a life threatening situation);
- Gossip about what you have been told;
- Talk to the alleged abuser.

Staff must make a written record as soon as possible of what they have been told, detailing the questions they asked and the replies given and the actions taken and by whom. They must then give the report to the Manager (except any Manager who may be implicated).

The record should be placed on the child's file except where a colleague is implicated or where there is any risk to the child as a result, in which case notes/records should be given to the manager dealing with the matter.

Appendix 2: HR Procedures Relating to Allegations against Staff

During the Child Protection Enquiry/Police Investigation

The Home's Manager or Designated Child Protection Manager should consult with the Local Authority Designated Officer (LADO) and consider recommendations from the Strategy Discussion and come to a decision about what actions to take in relation to any staff implicated.

This will include the following:

- Whether to suspend any member of staff or place them on 'Garden Leave';
- What support to provide any member of staff (see Lead/Co-ordinator and Support Manager);
- Information about the enquiries/investigations that should be given to other staff/managers;
- The arrangements for notifying the Regulatory Authority;
- Who will act as Lead/Co-ordinator of the on-going case during until the enquiries/investigations are complete (see Lead/Co-ordinator and Support Manager);
- Any decision to suspend any member of staff or place them on 'Garden Leave' should account for:
- A child or young person may be at risk;
- The allegations are so serious that dismissal for gross misconduct is possible;
- Suspension is necessary to allow the conduct of the investigation to proceed unimpeded.
- Referral to Professional regulatory or Body if appropriate

The LADO should be consulted with a view to referring the member of staff to The Independent Safeguarding Authority.

Suspension should be viewed as a precautionary measure and does not prejudice the outcome of any formal Disciplinary hearing; nor should it be regarded as a punishment for an offence.

Alternatives should always be considered e.g. leave of absence, transfer duties, additional supervision.

During the Child Protection Enquiry and any Police Investigation or Criminal Action, a senior manager will be allocated to act as Lead/Co-ordinator for the case - this person will be responsible for monitoring the enquiries/investigations and liaising between the various agencies concerned.

The Lead/Co-ordinator will also keep all managers and the Regulatory Authority informed as the case/enquiries progress and will be the first point of contact for any staff who are implicated/suspended.

Supporting Staff and Children/Young People

The Lead/Co-ordinator will either act as support person for any staff that are implicated/suspended, or will nominate another person to act in this role.

For guidance on the role and responsibilities of the person supporting staff and for staff who are implicated/ suspended, see the following:

Case Evaluation and Review

Once the Child Protection Enquiries and any Police Investigation have been concluded, the Designated Child Protection Manager will consult the LADO and come to a decision about the following:

- Whether an internal disciplinary or other investigation should be initiated;
- Whether any policies, procedures or processes should be amended;
- Whether any training or other measures are required;
- Whether to update/notify the Regulatory Authority of the outcome of the Enquiries/Investigations.

If any allegation against a member of staff is substantiated and/or a member of staff is dismissed, a referral should be made to the Disclosure and Barring Service in consultation with the LADO. Consideration will then be given as to whether the individual should be barred from, or have conditions imposed in respect of, working with children.

For more information please go to: Disclosure and Barring Service (DBS) Website.

7.4- Notifications Relevant to Safeguarding

These are the specific notifications that need to be made in respect of safeguarding concerns only.

If there is a referral of an individual working in the home pursuant to section 35 of the Safeguarding Vulnerable Groups Act 2006, the registered person must without delay notify—

- (a) HMCI;
 - (b) the placing authority; and
 - (c) any other relevant person.
- (3) If, in relation to a children's home, a serious event takes place affecting the welfare of a child, the registered person must without delay notify any relevant person.

Ofsted

Child death

(1) If a child accommodated in the children's home dies, the registered person must without delay notify—

- (a) HMCI;
- (b) the placing authority;
- (c) the Secretary of State;

(d) if different from the placing authority, the local authority in whose area the home is situated;

(e) the clinical commissioning group (as defined in section 14D of the National Health Service Act 2006(b)) for the area in which the home is situated;

4) The registered person must without delay notify the parent of any child accommodated in the home of any serious event affecting the child's welfare unless to do so is not reasonably practicable or would place the child's welfare at risk.

(5) Any notification made in accordance with this regulation which is given orally must be confirmed in writing.

CQC

- a) Death of a person that uses the service
- b) Abuse and allegations of abuse of people who use the service
- c) Serious injuries to people who use the service
- d) Incidents reported to or investigated by the Police
- e) Death or unauthorised absence of people detained or liable to be detained under Mental Health Act- Not applicable
- f) Deprivation of Liberty- Not applicable
- g) Placement of Children on Adult psychiatric ward- Not applicable

For details and forms for notification either seek AD Clinical or Head of Policy, alternatively in their absence see safeguarding file.