



# **Bristol Refugee Rights**

## **COVID-19 Child Protection Policy Annex**

## **COVID-19 Childcare arrangements for Safeguarding and Child Protection at Bristol Refugee Rights (BRR)**

This annex of the BRR Child Protection policy contains details of our individual safeguarding arrangements in the following areas:

- 1. Context**
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## 1. Context

From the 20<sup>th</sup> of March 2020 parents and carers were asked to keep their children at home, wherever possible, and for Ofsted registered childcare provision to remain open only for those children of workers critical to the COVID-19 response - who absolutely need to attend. Due to the BRR Early Years Project Community Crèche providing childcare only for parents using Bristol Refugee Rights services and activities, the crèche, along with all BRR drop-in provision, is closed to all families.

Despite these changes, our Child Protection Policy is fundamentally the same

- **Our setting considers that the welfare of the child is paramount and it is the duty of members, staff and volunteers under HM Government's Working Together to Safeguard children 2018 to implement this policy, and to ensure that it has in place appropriate procedures to safeguard the well-being of children and young people and protect them from abuse.**

Role	Name	Contact Number	Email
Designated Safeguarding Lead	Anna Burness		
Deputy Designated Safeguarding Lead	Beth Wilson		
Manager	Beth Wilson		
Safeguarding Trustee	Ruth Pickersgill		
Other individual contacts: Adult Safeguarding Lead: Alice Cutler Adult Safeguarding Deputy: Elinor Harris			

This annex sets out some of the adjustments we are making in line with the changed arrangements at our setting and following advice from government and the local authority.

## 2. Key contacts

### Early Years settings:

In the event of our setting closing, we will supply the DSL's remote working contact number to the [safeguardingineducationteam@bristol.gov.uk](mailto:safeguardingineducationteam@bristol.gov.uk) Bristol City Council, so that during the closure, if there is a safeguarding issue with any child registered with our setting, the LA can contact the DSL and gain information to support the child.

Where we have concerns about the impact of staff absence – such as our Designated Safeguarding Lead, we will discuss them immediately with the Director and the BRR staff team. (Please refer to key contacts section).

### **3. DSL arrangements**

Bristol Refugee Rights has a Designated Safeguarding Lead (DSL) and a Deputy DSL. Please refer to key contacts. A trained DSL (or deputy) will be available to be contacted via phone or email - for example if working from home.

The DSL will ensure all staff and volunteers know the arrangements for seeking advice if they have a safeguarding concern.

The DSL will continue to engage with social workers, and where possible attend multi-agency meetings remotely e.g. by telephone if inclusion in such meetings is requested

#### Emergency DSL

If the DSL and deputy DSL are unavailable e.g. offsite through illness, it may be necessary to appoint emergency DSL(s). In these circumstances, it would normally be appropriate to ask one of BRR's Adult Safeguarding Lead or Deputy Adult Safeguarding Lead to step in.

Contingency planning for Emergency DSL: BRR will:

1. Ensure that contingency planning regarding all internal admin processes, log-ins/systems etc is completed now, before sickness removes the current DSL provision, and arrange for identified staff to receive info and where necessary access to safeguarding records.
2. Identify staff who already have safeguarding experience
3. If trained staff are not available then any staff member providing cover should complete an online advanced safeguarding training course – (e.g. educare or other Quality Assured courses)
4. Use networks, such as the Early Years DSL network to identify where other settings/providers might be able to offer support around safeguarding – vital, if all trained staff are unavailable.

All DSL, deputy DSL or emergency DSL should also access the KBSP (Keeping Bristol Safe Partnership) website for guidance and information about local arrangements – and ensure they check the news items for changes as a result of the current situation [www.bristolsafeguarding.org](http://www.bristolsafeguarding.org)

Anybody who undertakes emergency training to act as a DSL during Covid 19 will complete full and adequate training once services resume if they are going to continue to provide cover.

### **4. Vulnerable children**

Vulnerable children include those who have a social worker and those children and young people up to the age of 25 with education, health and care (EHC) plans.

Those who have a social worker include children who have a child protection plan; children looked after by the local authority and possibly children in need as assessed by section 17 of the Children Act 1989.

During the March 2020 Covid-19 outbreak and closure, we are aware of two children who attend the BRR Early Years Project who have been assessed as vulnerable by their individual Early Years settings. Both these settings are continuing to provide education to these children.

Bristol Refugee Rights will continue to work with and support children's social workers to help protect vulnerable children as requested. This includes working with and supporting children's social workers and the Local Authorities HOPE Virtual School for Children in Care.

**Social work contact details: Children and young people (Bristol):**

<https://www.bristol.gov.uk/social-care-health/social-work-contact-details-children-and-young-people>

**The HOPE Virtual School:**

<https://www.bristol.gov.uk/schools-learning-early-years/the-hope-virtual-school>

Main number: 0117 903 6282

Email: [thehope@bristol.gov.uk](mailto:thehope@bristol.gov.uk)

There is an expectation that vulnerable children who have a social worker will attend an education setting, so long as they do not have underlying health conditions that put them at risk.

If a parent does not want to bring their child to an education setting, and their child is considered vulnerable, the social worker and the relevant education setting will explore the reasons for this directly with the parent. If the DSL is uncertain about concerns about a child, they should contact the education setting or Families in Focus..

Where parents are concerned about the risk of the child contracting COVID19, the child's education setting or the social worker will talk through these anxieties with the parent/carer following the advice set out by Public Health England.

The Designated Safeguarding Lead (and deputy) know who our most vulnerable children are. They will make regular contact with any family of concern or on the edge of receiving children's social care support, for example children who have been

referred to First Response but do not yet have a social worker. This task may be delegated to another member of staff if for example the DSL is unwell or furloughed but that person should maintain regular contact with the DSL or other individual acting as DSL.

### [Coronavirus \(COVID-19\): early years and childcare closures - How are vulnerable children defined?](#)

#### **5. Supportive arrangements for vulnerable children**

Vulnerable children who have a social worker will still be visited by a social worker and/or monitored as frequently as possible. Government social distancing requirements apply. Wherever practicable, contact should be indirect, such as by telephone call.

Social workers will remain in contact with these children and their families, including remotely if needed.

#### **6. Supportive arrangements for families**

When contacting parents e.g. to ascertain welfare through a phone call or email, we will be mindful of safer working practice and avoid using a personal phone.

For children that we are aware has a social worker, we will ensure we have their name & contact number on the child's personal details, including contingency numbers in case that social worker is unavailable. These details will be shared on the child's Staff Only Lamplight profile and on their individual CP/Safeguarding record.

For children with an EHCP that we know about, we will ensure that there are contact details for all carers, therapists and professionals who support that child, along with the usual main parent and carer contacts. These details will be shared on the child's Staff Only Lamplight profile.

**Support for early years** settings may be available through:

Bristol City Council - Early Years Portage & Inclusion Service

Tel: 0117 377 3235

Dawn Butler - Early Years Manager Inclusion

0117 903 1290

**Support for out of school** settings may be available through:

InclusionService@bristol.gov.uk

All communication with parents and carers and partner agencies will be recorded along with actions taken.

## **7. Reporting a concern**

### **Children**

Where staff have a concern about a child, they should continue to follow the process outlined in Bristol Refugee Rights Child Protection policy.

Staff are reminded of the need to report any concern immediately and without delay.

Professionals working with children should complete the First Response form to report their concerns. Any member of staff may complete this at the direction of the DSL/Deputy DSL having first spoken to them or without first speaking to the DSL/Deputy DSL if circumstances require it:

<https://www.bristol.gov.uk/social-care-health/first-response-for-professionals-working-with-children>

If a child is at immediate risk call **999 for the police**

If the concern is urgent call **First Response 0117 903 6444**.

If calling outside of normal working hours, call the **Emergency Duty Team on 01454 615 165**.

**Families in Focus:** If you need advice about your concern about a child contact Families in Focus

East Central: 01173576460 North: 01175321499 South:0117903777

### **Staff/Volunteers**

Where staff are concerned about an adult working with children at the setting, they should follow the process outlined in the Child Protection Policy and notify the Local Authority Designated Officer (LADO) of any allegation against a person who works with children.

**LADO: Nicola Laird 0117 9037795**

Allegations against people who work with children:

<https://bristolsafeguarding.org/policies-and-guidance/professional-working-guidance-children/>

## **8. Training and induction**

The DSL should communicate with staff about any new local arrangements, so they know what to do if they are worried about a child. Where new staff are recruited, they will continue to be provided with a safeguarding induction.

Upon arrival, they will be given a copy of Bristol Refugee Rights Child Protection Policy.

## **9. Safer recruitment**

It is essential that people who are unsuitable are not allowed to enter the children's workforce or gain access to children. When recruiting new staff, we will continue to follow the relevant safer recruitment processes for the setting.

Under no circumstances will a staff member or volunteer who has not been checked be left unsupervised or allowed to work in regulated activity.

## **10. Online safety**

Bristol Refugee Rights will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.

Staff and volunteers should not use personal devices to communicate with service-users, store personal data on personal devices or download and use apps onto work or personal devices (phones/laptops/tablet computers) without express authorisation from the manager.

Please refer to Bristol Refugee Rights Mobile Phone, Photography and Digital Media policy and procedure for full guidance.

## **11. Supporting children not attending the setting**

We are committed to ensuring the safety and wellbeing of all our Children and Young people.

Where the DSL has identified a child to be on the edge of social care support, or who would normally receive additional support, we will ensure that a robust communication plan is in place for that child.

The communication plans can include; remote contact, phone contact, other individualised contact methods should be considered and recorded.

This plan must be reviewed weekly and where concerns arise, the DSL will consider any referrals or action as appropriate. Bristol Refugee Rights will share safeguarding messages on its website and social media pages. We recognise that our setting is a protective factor for children and young people, and the current circumstances, can affect the mental health of pupils and their parents/carers.

Bristol Refugee Rights have provided a phone number to all members to ensure if they need any support regarding asylum or other support, we are able to action and signpost support where possible and as appropriate.



In addition, a system of welfare calls to be carried out by BRR volunteers has been set up. Volunteers will call members who have visited BRR'S Welcome Centre. All volunteers undertaking welfare calls have been trained and understand that safeguarding practices must be followed. Any concerns about a child/family will be raised with a member of staff, who will follow our Child Protection Policy and contact the DSL or Deputy DSL for Children if necessary.

Bristol Refugee Rights understands that the pressures on children and their families currently are significant. There may be heightened awareness of family pressures for example, through being contained in a small area, poverty, and financial or health anxiety.

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of children and their families.

Support for children and families in the current circumstances can include existing provision in the setting (although this may be delivered in different ways, for example over the phone) or from specialist staff or support services. Please refer to the information page for supportive agencies contact details.

## **12. Domestic Abuse**

Staff and volunteers are reminded of the risk of domestic abuse which has already seen a rise in the current situation. Domestic abuse must be reported to First Response.

The following link provides information in different languages about domestic abuse and how to report it and may be used to raise awareness on social media:

<https://www.bava.org.uk/types-of-abuse/domestic-violence-and-abuse/>

## **13. Further Information:**

**Coronavirus (COVID-19): guidance for schools and other educational settings:**

<https://www.gov.uk/government/collections/coronavirus-covid-19-guidance-for-schools-and-other-educational-settings>

**Coronavirus (COVID-19): guidance on vulnerable children and young people:**

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people>

**Coronavirus (COVID-19): safeguarding in schools, colleges and other**

**providers:** <https://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers/coronavirus-covid-19-safeguarding-in-schools-colleges-and-other-providers>

**Bristol City Council: Covid 19 What you need to know**

<https://www.bristol.gov.uk/web/bristol-local-offer/coronavirus-covid-19-what-you-need-to-know>

## Supportive agencies and resources

### Children:

- Talking to children about Coronavirus Young Minds: <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
- ChildLine- Calm zone (A toolbox of activities such as breathing exercises, coping videos, yoga videos and games that can help children feel calm in a period of disruption) <https://www.childline.org.uk/toolbox/calm-zone/>
- ChildLine: <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/#coronavirus>

### Parents and carers:

- MIND Coronavirus and your wellbeing: <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse842d2>
- Shelter- Housing issues: <https://england.shelter.org.uk/>
- Citizens advice (Bristol): <https://www.bristolcab.org.uk/>
- Samaritans: <https://www.samaritans.org/>
- Bristol Against Violence and Abuse BAVA: <https://www.bava.org.uk/>
- NSPCC: <https://www.nspcc.org.uk/>
- Internet Matters: <https://www.internetmatters.org>
- Food Banks: [North](#), [East](#), [South](#)

### Professionals:

- Keeping Bristol Safe Partnership: <https://bristolsafeguarding.org/children/>
- Safeguarding Education Team: [safeguardingineducationteam@bristol.gov.uk](mailto:safeguardingineducationteam@bristol.gov.uk)
- Bristol Association for Neighbourhood Day Care  
[BAND:admin@bandltd.org.uk](mailto:BAND:admin@bandltd.org.uk) / 01179542128
- Family Information Service: [askcyps@bristol.gov.uk](mailto:askcyps@bristol.gov.uk) or 0117 357 4192
- UK Safer Internet: <https://www.saferinternet.org.uk/helpline/professionals-online-safety-helpline>
- Ofsted whistle blowing hotline. You can call this on: 0300 123 3155 (Monday to Friday 8am – 6pm) or email : [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)
- Bristol SEND Local offer: <https://www.bristol.gov.uk/web/bristol-local-offer/coronavirus-covid-19-what-you-need-to-know>

### Safeguarding Contact Poster



**Bristol Safeguarding Contacts**  
If you have concerns about a child...



If a child is at immediate risk call the POLICE	<b>POLICE 999</b>
To make an URGENT referral, i.e. a child is likely to suffer or is suffering significant harm, call First Response	<b>FIRST RESPONSE</b> <b>0117 903 6444</b> (Out of hours Emergency Duty Team 01454 615 165)
To make a NON-URGENT referral, contact FIRST RESPONSE using the online form (must have parental / carer consent).	<b>FIRST RESPONSE</b> <b>Online form</b> <a href="https://www.bristol.gov.uk/social-care-health/make-a-referral-to-first-response">https://www.bristol.gov.uk/social-care-health/make-a-referral-to-first-response</a>
To raise a concern about extremism or possible radicalisation (also contact first response).	<b>PREVENT DUTY</b> Call the Police 01278 647466 PreventSW@avonandsomerset.police.uk
For advice and guidance about whether to make a referral.	<b>Families in Focus Team</b> North 0117 352 1499 East & Central 0117 3576460 South 0117 9037770

**If you have concerns about a professional working with a child...**

To raise concerns, report or for advice and guidance in relation to the conduct of someone who works with children.	Local Authority Designated Officer (LADO) Nicola Laird <b>LADO 0117 903 7795</b>
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Support and guidance for Childcare provision

For information, support and guidance.	<b>BAND 0117 954 2128</b> admin@banditd.org.uk
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## **Bristol Refugee Rights**

# **COVID-19 Safeguarding Adults Policy and Boundaries Policy Annex**

## 1. Context

On 16th March 2020, the government announced that everyone who could work from home should work from home; a lockdown of England was announced on 24<sup>th</sup> March 2020 and is currently in place with no end date. On 17<sup>th</sup> March 2020 a decision was taken to pause all face-to-face services and for all staff to start working from home. It was aimed this would be achieved by 20<sup>th</sup> March 2020 which was also when schools closed other than for parents of keyworkers who have no other option.

Despite these changes, our Safeguarding Adults Policy is fundamentally the same

- Bristol Refugee Rights (BRR) is committed to safeguarding children and adults from abuse. BRR uses a Making Safeguarding Personal approach to ensure we are person centred and works preventatively. BRR will work within the 'Bristol City Council Safeguarding Adults Multi-Agency Policy' and their 'Guidance on working with Adults at Risk' to identify, record and report possible abuse.

Role	Name	Contact Number	Email
Adult Safeguarding Lead	Alice Cutler		
Adult Safeguarding Deputy	Elinor Harris		
Director/ Adult Safeguarding Deputy	Beth Wilson		
Safeguarding Trustee	Ruth Pickersgill		
Other individual contacts: Child DSL - Anna Burness			

This annex sets out some of the adjustments we are making in line with the changed arrangements in our organisation and following advice from government and the local authority.

## 2. DSL arrangements

Bristol Refugee Rights has an Adult Safeguarding Lead and two Deputy Adult Safeguarding Leads. Please refer to key contacts. A trained Safeguarding Lead (or deputy) will be available to be contacted via phone or email - for example if working from home.

The Adult Safeguarding Lead will ensure all staff and volunteers know the arrangements for seeking advice if they have a safeguarding concern.

The Adult Safeguarding Lead will continue to engage with social workers, and where possible attend multi-agency meetings remotely e.g. by telephone if inclusion in such meetings is requested

### Emergency Adult Safeguarding Lead

If the Adult Safeguarding Lead and deputies are unavailable e.g. offsite through illness, it may be necessary to appoint emergency Adult Safeguarding Lead (s). In these circumstances, it would normally be appropriate to ask BRR's Child Designated Safeguarding Lead to step in but other experienced staff may also be asked.

Contingency planning for Emergency Adult Safeguarding Lead: BRR will:

1. Ensure that contingency planning regarding all internal admin processes, log-ins/systems etc is completed now, before sickness removes the current DSL provision, and arrange for identified staff to receive info and where necessary access to safeguarding records.
2. Identify staff who already have safeguarding experience
3. If trained staff are not available then any staff member providing cover should complete an online advanced safeguarding training course – (e.g. educare or other Quality Assured courses)
4. Use networks, such as the Refugee Forum network to identify where other settings/providers might be able to offer support around safeguarding – vital, if all trained staff are unavailable.

All involved in safeguarding should also access the KBSP (Keeping Bristol Safe Partnership) website for guidance and information about local arrangements – and ensure they check the news items for changes as a result of the current situation [www.bristolsafeguarding.org](http://www.bristolsafeguarding.org)

Anybody who undertakes emergency training to act as an Adult Safeguarding Lead during Covid 19 will complete full and adequate training once services resume if they are going to continue to provide cover.

### **3. Adults at risk**

The Care Act 2014 defines 'an adult at risk' as someone who:

- **has needs for care and support (whether or not the authority is meeting any of those needs); and**
- **is experiencing, or is at risk of, abuse or neglect; and**
- **as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.**

- 'Care and support' needs can be a mixture of practical, financial and emotional support for adults who need extra help to manage their lives and to be independent. This may include older people, disabled people, people with mental health needs or learning difficulties and also carers.

Bristol Refugee Rights will continue to work with and support adults at risk. This will include working closely with partner organisations and Social Services.

#### **4. Reporting a concern**

Where staff have a concern about an adult at risk, they should continue to follow the process outlined in Bristol Refugee Rights Safeguarding Adults policy.

Staff are reminded of the need to report any concern immediately and without delay.

Professionals working with children should continue to use the referral to Care Direct to report their concerns. Any member of staff may complete this at the direction of the Adult Safeguarding Lead/Deputy Adult Safeguarding Lead having first spoken to them or without first speaking to them if circumstances require it:

0117 9222700

If an adult is at immediate risk call **999 for the police**

#### **5. Training and induction**

The Adult Safeguarding Lead should communicate with staff about any new local arrangements, so they know what to do if they are worried about a child. Where new staff are recruited, they will continue to be provided with a safeguarding induction.

Upon arrival, they will be given a copy of Bristol Refugee Rights Safeguarding Adults Policy.

#### **6. Safer recruitment**

It is essential that people who are unsuitable are not allowed to enter the workforce or gain access to adults at risk. When recruiting new staff, we will continue to follow the relevant safer recruitment processes for the setting.

#### **7. Online safety**

Bristol Refugee Rights will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.

Staff and volunteers should not use personal devices to communicate with service-users, store personal data on personal devices or download and use apps onto work or personal devices (phones/laptops/tablet computers) without express authorisation from the manager.

Please refer to Bristol Refugee Rights Mobile Phone, Photography and Digital Media policy and procedure for full guidance.

## **8. Supporting members not attending BRR**

We are committed to ensuring the safety and wellbeing of all our members.

Where the Adult Safeguarding Lead has identified an adult who would normally receive additional support, we will ensure that a robust communication plan is in place for that adult.

The communication plans can include; remote contact, phone contact, other individualised contact methods should be considered and recorded.

This plan must be reviewed regularly and where concerns arise, the Adult Safeguarding Lead will consider any referrals or action as appropriate. Bristol Refugee Rights will share safeguarding messages on its website and social media pages. We recognise that our setting is a protective factor for members, and the current circumstances, can affect the mental health of individuals.

Bristol Refugee Rights have provided a phone number to all members to ensure if they need any support regarding asylum or other support, we are able to action and signpost support where possible and as appropriate.

In addition, a system of welfare calls to be carried out by BRR volunteers has been set up. Volunteers will call members who have visited BRR'S Welcome Centre. All volunteers undertaking welfare calls have been trained and understand that safeguarding practices must be followed. Any concerns about a child/family/individual will be raised with a member of staff, who will follow our Child Protection Policy or Adult Safeguarding Policy as appropriate.

Bristol Refugee Rights understands that the pressures on individuals and families currently are significant. There may be heightened awareness of family pressures for example, through being contained in a small area, poverty, and financial or health anxiety.

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of individuals and their families.

## **9. Boundaries Policy**

In the current situation, some of the rules we put in place to maintain professional boundaries may become impossible to apply. For example, it will be necessary for



volunteers to call members from their personal phones in order to provide welfare calls. It may also be necessary for staff members to give cash to members from their own money to make destitution payments.

However, at this time when our members are likely to be at their most vulnerable, it is as important as ever that staff and volunteers continue to follow the guidance contained within BRR's Boundaries Policy which fundamentally does not change despite the situation.

It is accepted that staff and/or volunteers may use their personal phones to make calls to other staff members, volunteers or members during this time due to issues with technology and working from home. For calling members, staff and volunteers should withhold their personal number (using 141) and not give their personal number out to members. Volunteers should not text members.

Each activity put in place to support members during the crisis must be risk assessed.

If a member of staff or volunteer believes it is necessary for the safety of a member or for the delivery of a service to breach the Boundaries policy they should consider how this can be done in as minimal a way as possible. They must also discuss this with their line manager before taking the action which they consider to be necessary.

## **10. Data Protection Policy**

In these unprecedented times, BRR is working with other organisations across the sector to support our membership who are isolated and often vulnerable. This includes developing a system of welfare calls.

In order to avoid duplication and ensure that members are accessing the support that they need, it is reasonable and necessary, to share the names of members who we are in contact with, with our close partners BHN, Red Cross, Borderlands and Refugee Women of Bristol. It is considered that this is in accordance with our Data Protection Policy and the consent which members were asked to sign when joining BRR and is legitimate, reasonable and in members interests. Names only will be shared and no other identifying information, via a shared google sheet.

## **11. Domestic Abuse**

Staff and volunteers are reminded of the risk of domestic abuse which has already seen a rise in the current situation. Domestic abuse is a type of abuse covered by our Safeguarding Adults policy and action must be taken to risk assess and report where appropriate.

The following link provides information in different languages about domestic abuse and how to report it and may be used to raise awareness on social media:  
<https://www.bava.org.uk/types-of-abuse/domestic-violence-and-abuse/>