



Safeguarding policies and procedures

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Target Audience	All Staff & for Public Information

To be completed when reviewing an existing policy:

If the policy has been reviewed without change this information will still need to be recorded although the version number will remain the same.

Version	Date	Brief Summary of Change	Author
1.0	April 2019	New policy developed	Andrea Le Saint /Sam Idiong
2.0	February 2021	Policy changed to reflect Child and Families Hub / Remote working with children	Andrea Le Saint
2.0	May 2022	Reviewed no changes necessary	Sally Johnson
2.0	June 2023	Reviewed no changes necessary	Sally Johnson
3.0	August 2024	Reviewed and updated to reflect the Children and Young People Law	Andrea Le Saint

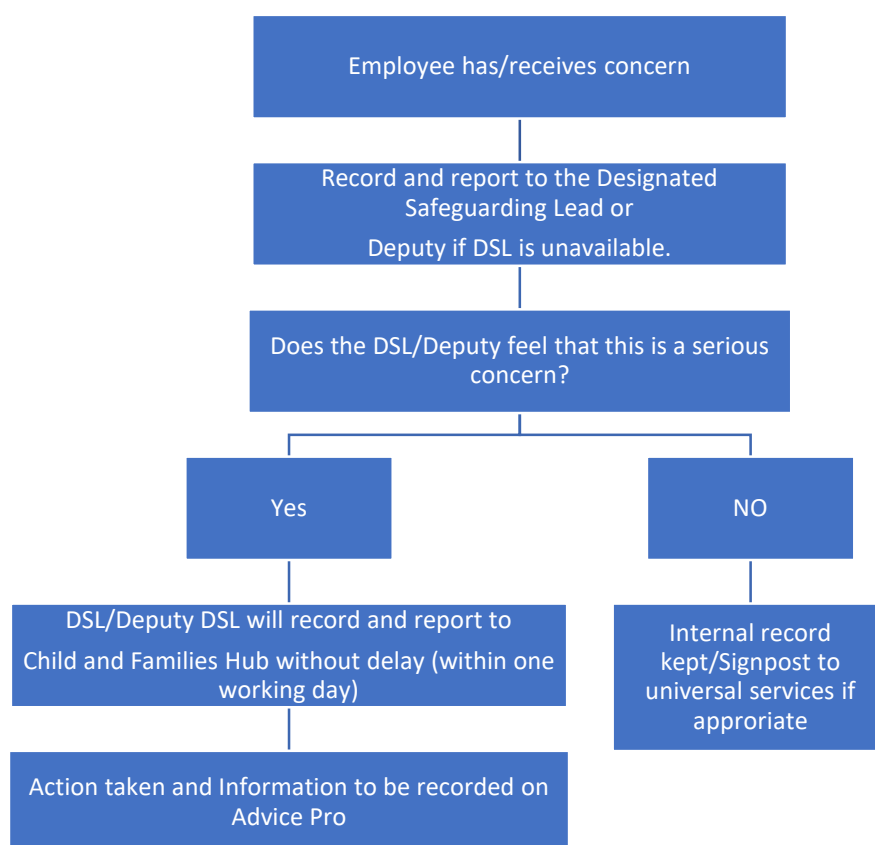
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Flowchart and process for enquiry

If the concern is an emergency, then you must dial 999 and ask for the appropriate emergency service in the first instance and a record of the call made. This should then be made available to the DSL.

In the case of non-emergency follow the process below



Contact numbers:

Designated Safeguarding Lead – Andrea Le Saint – 01534 867314

Deputy Safeguarding Lead – Sally Johnson – 01534

Safeguarding Policy

The purpose and scope of this policy statement:

The Children's Commissioner for Jersey works with children and families as part of its activities. Activities can include:

- Meeting with or speaking to our Youth Advisory Group, other children, young people and their families who have concerns about children's human rights not being met in a variety of settings e.g. our Office, care homes, schools, secure children's homes etc.
- Visiting schools, youth clubs and other youth focused organisations and groups (e.g. Youthful Minds, Youth Service, sporting clubs, faith groups etc.)
- Running online surveys aimed at children and young people
- Organising and running events for groups of children and young people (these include focus groups, as well as much larger events with a greater number of children and young people attending)
- Taking part in events aimed at children and families organized by other organisations e.g. Jersey Children's Day organized by CYPES).

This policy statement applies to anyone working on behalf of the Office of the Children's Commissioner for Jersey (OCC), including paid staff, Volunteers, internships or placements with OCC and the Commissioner's advisory panels.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Jersey. A summary of the key legislation and guidance is available from:

[Children and Young People \(Jersey\) Law 2022 \(jerseylaw.je\)](http://jerseylaw.je)

[Welcome to the Jersey Safeguarding Partnership Board... \(trixonline.co.uk\)](http://trixonline.co.uk)

[Children and Young People Jersey Law 2022 Statutory Guidance \(gov.je\)](http://gov.je)

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

We recognise that:

- The welfare of the child is paramount
- All children, regardless of age, ability, gender, race, religion or belief, sexual orientation have a right to equal protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- Valuing, listening to and respecting them
- Appointing a nominated child protection / safeguarding lead and a deputy child protection / safeguarding lead
- Developing child protection and safeguarding policies and procedures which reflect best practice
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Developing and implementing an effective online safety policy and related procedures for disclosures and concerns.
- Sharing information about child protection and safeguarding best practice with children, their families, staff and volunteers via a variety of means
- Recruiting all staff safely, ensuring all necessary checks are made and completed before appointments are confirmed
- Providing effective management for staff and volunteers through supervision, support, training,
- Abiding by the Government of Jersey code of conduct for all staff
- Using our procedures to manage any allegations against staff appropriately
- Ensuring that we have effective complaints measures in place.
- Ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Recording and storing information professionally and securely
- Maintaining written records of concern(s) expressed by or about children/young people
- Ensuring appropriate child to adult ratios for our group work – e.g. for all Youth Advisory Panel meetings and participation work there will be at least 2 adults present, one of whom will be first aid trained.
- Risk assessing meetings with children and young people that are taking place as part of our Case Work and Participation functions.

Safe Behaviour when working with all children under 18 plus vulnerable adults - Staff and volunteers must follow the below at all times

- Avoid unnecessary physical contact with children and young people.
- Not engage in a sexual relationship with a young person.
- Maintain confidentiality about sensitive information. Except where this would be a safeguarding risk to do so.
- Be a role model, displaying consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember children learn by example.
- Refrain from smoking, vaping, swearing and consumption of alcohol during all activities involving children and young people.

- Not spend excessive amounts of time alone with children unless there are exceptional circumstances.
- Only visit a child or young person's home or living space if there is a responsible adult present.
- Not administering First Aid involving the removing of children's clothing unless in the presence of another appropriate adult, except in exceptional circumstances,
- Wherever possible avoid taking a child alone in a car however short the journey. (For managing exceptions see page 22).
- Do not take a child to the toilet unless another adult is present or only if another adult is aware.
- If you find you are in a situation where you are alone with a child, make sure that others can clearly observe you.
- Do not divulge any personal contact details for staff or yourself such as email address or telephone number.
- Do not make sexually suggestive or inappropriate remarks to or about a child, even in fun, as this could be misinterpreted.
- If a child or vulnerable adult makes any kind of accusation regarding a member of staff, you should report this immediately to the Designated Safeguarding Lead.
- Do not sell or buy items from children.
- Ensure that if a child who has been distressed needs comforting, it is done in a way which is both age appropriate and respectful of their personal space. Never act in a way which may be perceived as threatening or intrusive. Check with them before you act.
- Be aware that whilst the use of humour can help to diffuse a situation, the use of sarcasm, demeaning or insensitive comments to a child is never acceptable.
- Ensure the focus of any relationship with a child or young person whom you met through work, always remains at work with explicit boundaries.

This is not an exhaustive list. If you have any doubts or concerns about your contact with a child you must discuss this with the Designated Safeguarding Lead (Andrea Le Saint), or if unavailable, the Deputy Safeguarding Lead (Sally Johnson).

General Approach to Engagement with Children Disclosing Abuse by an Adult, Peer, Member of OCCJ Staff or Volunteer, External Professional, or about whom a concern has been raised

- React calmly so as not to frighten the child or young person.
- Listen to the child or young person.
- Take what the child or young person says seriously.
- If you need to clarify, keep questions to the absolute minimum to ensure a clear and accurate understanding of what has been said.
- If you need to clarify or the statement is ambiguous use open and non-leading questions.
- Do not introduce personal information from either your own experiences or those of other children.
- Reassure the child. Tell the child that you will pass on your concerns to the DSL.
- Pass your concerns to the Designated Safeguarding Lead.

- Make a full record of what has been said, heard and/or seen as soon as possible in the child or young persons own words as much as is feasible.

Actions to avoid

- Don't panic
- Don't allow shock to show
- Don't probe for more information than is offered
- Don't speculate or make assumptions
- Don't make negative comments about the alleged abuser
- Don't approach the alleged abuser
- Don't make promises or agree to keep secrets
- Don't give a guarantee of confidentiality
- Don't investigate – this is not the role of the OCCJ

Related policies and procedures

This policy statement should be read alongside the following Civil Service Organisational policies and procedures, including:

- Disciplinary policy
- Safe recruitment: for work with vulnerable people including children
- Civil Service Code of conduct
- Bullying and harassment policy
- Privacy statement, records retention and storage policy
- Whistleblowing policy

[Safeguarding and child protection procedures](#)

A child's welfare is paramount in **all** our work, meaning that safety and protection of children and young people is our most important consideration. This takes priority over everything else. The procedures below detail what action needs to be taken when you are concerned about a child. They also outline the escalation process if you are not satisfied with an outcome following a child protection concern

These procedures apply to **all staff and volunteers** working directly with children.

Definitions

- **Safeguarding** – the action taken to **promote the welfare of children** and protect them from harm.
- **Child protection** - is part of the safeguarding process but focuses specifically on protecting children identified as **suffering or likely to suffer significant harm**.

Recognising abuse

Child abuse is when a child is harmed by an adult or another child – it can be over a period of time but can also be a one-off action. It can be physical, sexual or emotional and it can happen in person or online. It can also be a lack of love, care and attention – this is neglect. Source NSPCC [Understanding child abuse: types, signs, and support | NSPCC Online](#) [Accessed 22nd August 2024 2.20pm]

A concern about a child's safety and welfare may arise due to:

- A child saying someone has harmed them
- You identify signs and indicators of abuse or neglect
- The behaviour of the child causes you concern
- You witness a child being harmed by an adult or other child
- Someone tells you that a child is being harmed or is at risk of harm
- An adult's behaviour towards a child is concerning to you
- A child is in the care of an adult and the relationship is not clear as to what role they have in the child's life

1 Reporting concerns procedure

1.2 What to do when you are concerned about a child or a child discloses harm by an adult.

All staff and volunteers must take the following action where appropriate:

- If a child is in immediate danger or need of emergency medical care, call on 999 or 112 and request the attendance of the appropriate emergency service.
- Record the incident and your actions as accurately as possible and send this to the safeguarding lead or in their absence, the deputy safeguarding lead.

If a child is not in immediate danger, then staff should ensure they follow the steps below:

- Listen carefully to the child. Clarify the information they give you but do not lead them with questions. Do not express your own views and be aware of how your reaction can impact on children (verbal and non-verbal).
- Let them know they have done the right thing to tell you and that it is not their fault.
- Let them know you are taking their disclosure seriously. Children choose who they tell carefully.
- Explain what you are going to do with the information they have told you. Inform the child disclosing abuse that you cannot keep this information confidential and must pass this information on to the lead/deputy lead for safeguarding and that this may

be shared with children's social care/police. Reassure them you will talk to them about what information will be passed on if needed.

- Do not contact the alleged abuser.
- Where appropriate and without delay make an enquiry to the Child and Families Hub (CFH) clearly detailing the concerns. Please see the link below to the CFH website enquiry form.

<https://jcf-hub.servelechsc.com/s4s/FormDetails/FillForm?formId=209>

and the hub can also be contacted on 01534 51900. Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm Out of hours please contact 01534 442000 or 01534 612612 (police).

- Children should be asked for their assent as **good practice**, however this is not required. Parental consent/agreement is required (unless to do so would put the child at risk).
- If you proceed with the enquiry to CFH without seeking consent, as your child protection concerns override consent, then this should be clearly recorded with your rationale explained.
- Record the allegation as accurately as possible and send this to the safeguarding lead or in their absence, the deputy safeguarding lead, attaching the completed CFH enquiry form.
- If you are visiting another organisation and receive a referral you should inform their designated safeguarding lead. You should also discuss with the OCCJ designated Safeguarding Lead and make a written record.

All staff in the Office of the Children's Commissioner have a professional and moral duty of care to report any concerns or allegations of harm and abuse to a child to the designated safeguarding/deputy safeguarding lead.

All staff have the responsibility to be aware as to the possibility of abuse and have a responsibility to take appropriate action.

Where a decision is made to refer a child to the CFH or the police then this should be completed within one working day.

The CFH should update you as to the outcome/decision following your enquiry. **If you are not provided with this then you must follow this up.** They should notify you of any outcome decision within 7 working days of your enquiry to them.

If the concern raised involves a member of OCCJ staff, volunteers, external contractors to OCCJ or external persons in positions of trust, the managing allegations procedure (section 4 below) must be followed at the same time as this one.

2 Allegations/concerns of peer-on-peer harm and abuse.

2.1 What to do if a child tells you they have been abusive to another child

There are many ways that a child/young person may be abusive towards others. These can include:

Bullying/Cyberbullying, emotional abuse, online abuse, physical abuse, sexting, harmful sexualised behaviour and sexual abuse.

- **The OCCJ has an obligation:** To ensure a child(ren) who may have been abused by another child or young person are protected and supported
- To provide the child or young person who may have abused another child with the appropriate support
- To make sure the response of the office to any allegation(s) is fair, consistent and any risks posed to children are managed in accordance with safeguarding standards and procedures.

Who might raise concerns?

A child or adult may make a direct allegation of harm by a child/young person.

A child or adult might tell you they are uncomfortable with a child's behaviour that gives rise to child protection concerns.

Staff may directly observe behaviour in a child that gives cause for concern.

A child may tell you they have harmed another child or are at risk of harming someone.

You may be made aware of an ongoing investigation of a child into allegations of harm towards another child(ren).

Procedure

- If you think a child is in immediate danger or requires urgent medical attention, then call 999.
- If you are worried about a child but they are not in immediate danger, then you must follow the "reporting concerns" procedure detailed at Section 1.2 above,
- A child/young person's parents should be told about what has happened (as long as this does not increase any risk to the child). Discuss with the child how they would like their parents to be told.

When in contact with a child who discloses or has been accused of harmful behaviour, remember the following.

- A child disclosing they have harmed someone will need your support as they are a child too.
- Reassure them they have done the right thing to tell you.
- Listen to them carefully. Clarify and confirm what they have told you. Do not investigate or lead.
- Be careful with your language, do not be judgemental.
- Explain what you are going to do with the information they have told you to ensure they and the other child(ren) are kept safe.
- Inform the child disclosing the alleged abuse that you cannot keep this information confidential and must pass this information on to the lead/deputy lead for safeguarding and that this may be shared with relevant safeguarding agencies.

2.2 What to do if you are concerned a child may be behaving inappropriately towards another child

If you notice behaviour that causes you concern, then this should be discussed immediately with the safeguarding lead/deputy lead and, if appropriate, with the child/young person. They may not realise that their behaviour is harmful or unacceptable.

Explain why the behaviour is unacceptable.

A child displaying concerning behaviour may have experienced neglect or abuse themselves. Where you are concerned that this may be the case then the “reporting concerns” procedure from **Section 1.2 above**.

Understanding when behaviour is a child protection concern:

Allegations/disclosure of harm become child protection concerns where there is a significant power difference between the child causing harm and the child being harmed. When considering this the following should be considered.

- There is more than two years difference in age between the children/young people.
- The child/young person causing harm holds a position of trust such as a volunteer/helper in a community setting or school.
- There is a significant difference in size or level of ability.
- The child/young person being harmed is significantly more vulnerable.
- The behaviour is classed as sexual or physical assault.
- The child/young person has suffered significant harm due to the abusive behaviour of the other child/young person.
- There is a pattern of worrying behaviour from the child/young person displaying harmful behaviour.
- The child/young person is displaying harmful sexual behaviour.

- You are concerned that the child/young person displaying abusive behaviour might be doing so because they may have suffered abuse themselves.

3 What to do if you are not satisfied with the outcome/response to an enquiry to the Child and Family Hub

Disagreement regarding responses to child protection referrals may arise for a number of reasons. These can include:

- Your enquiry is not considered to meet criteria for an assessment by children's social care (refer to the Safeguarding Partnership Board continuum of need regarding thresholds, <https://safeguarding.ie/policies-strategies/>)
- There are professional differences as to whether the enquiry meets child in need or child protection.
- Your enquiry is not responded to within the timescales of this office (no more than 7 working days from date of enquiry).

Where you are advised as to the outcome of an enquiry to social care or the police that does not, in your professional assessment, address safeguarding/child protection concerns sufficiently you should follow the following procedures.

In the first instance the staff member who made the enquiry should contact the Team Manager at the CFH to discuss any differences in views in relation to the child protection concerns raised and how to best respond to these. Attempts should be made at this stage to try to understand and resolve any differences in views. If this is not the case then the escalation and resolution process should begin. **To be completed by OCCJ staff within 2 working days.**

Level 1

If you do not receive sufficient information in relation to the response and that any action(s) are addressing child protection concerns, then this should be raised with the designated safeguarding lead.

Where it is agreed with the designated safeguarding lead (DSL) that actions taken are not sufficiently addressing child protection concerns then the DSL will raise this with the relevant Team Manager in children's social care. **To be completed by OCCJ staff within 5 working days.**

Level 2

Where the DSL feels that following this there continues to be insufficient information to satisfy the Office that child protection actions/steps taken are sufficient then a meeting should be convened with the relevant Head of Service to seek resolution. **To be completed in 5 working days.**

Level 3

Where the outcome/decision making rationale provided continues to remain unsatisfactory then the Children's Commissioner will raise this directly with the Director of Children's Social Care **within 3 working days**.

Level 4

If disagreement continues then the Office of the Children's Commissioner should write to the Children's Safeguarding Partnership Board Jersey and request that the matter is reviewed under their escalation procedures. **To be completed by OCCJ staff within 2 working days.**

All stages should be recorded and sent to the DSL or DDSL detailing actions taken and decision-making rationale.

4 Managing Allegations against people working with children or in positions of trust

4.1 What to do when you are concerned about people working with children or in positions of trust – staff, volunteers, external contractors and professionals

This procedure draws on the UK Statutory Guidance: *Working Together to Safeguard Children 2023, Chapter 2 and 3* and the Jersey Safeguarding Partnership Board, *Managing Allegations Framework, 2022*

[Working together to safeguard children 2023: statutory guidance \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/107146/working-together-to-safeguard-children-2023-statutory-guidance.pdf)

[Microsoft Word - JDO 2022 Final Operational \(safeguarding.je\)](#)

This procedure relates to allegations of harm where a person, in the course of their work (including volunteering) with children and young people has:

- behaved in a way that has caused harm to a child(ren)/young person (people) or may have harmed a child(ren)/young person (people)
- has possibly committed a criminal offence against or related to a child(ren)/young person (people)
- behaved in a way towards a child(ren) or young person (people) that indicates that they may pose a risk of harm to them

What to do:

- If the child is in immediate danger call the police on 999 or 112
- Contact the emergency services if urgent medical help is needed.

All allegations should be reported **within one working day** to the **Children's Commissioner**. The Commissioner must make an initial assessment based on the information known and any

risks and then refer the allegation to the Jersey Designated Officer (JDO). The contact number for the JDO is 01534 443566 or e mail to JDO@Health.gov.je. They will request that an "Allegations Management Referral Form" below be completed. *(P20 of the following link [Microsoft Word - JDO 2022 Final Operational \(safeguarding.je\)](#))*

The safety of children is paramount, and some allegations may require an immediate referral to the Multi Agency Safeguarding Hub (MASH) or the police as per the OCCJ Concerns procedure" and then the JDO then contacted and informed.

Where concerns may be perceived as less serious and therefore do not meet threshold for an immediate MASH enquiry or police involvement these allegations must still be passed to the JDO for independent review and decision making and a decision as to whether the allegation meets the threshold for a JDO strategy meeting.

If the parents/carer of the child concerned are not aware of the allegations, then this is to be discussed with the JDO to decide how and by whom they are informed.

If following discussion with the JDO the concern does not meet the threshold for a JDO strategy meeting, then it is the responsibility of the Children's Commissioner to decide how or whether to follow up the concern.

The Commissioner must notify the JDO of the final outcome.

Where the allegation does meet threshold the JDO will convene a strategy meeting. **This must happen within 3 days of the referral** or if appropriate following an Article 42 (Children's Social Care /Police) investigation.

Threshold criteria for a JDO strategy meeting are that a member of staff, volunteer or professional:

- has behaved in a way that has caused harm to a child(ren)/young person (people) or may have harmed a child(ren)/young person (people)
- has possibly committed a criminal offence against or related to a child(ren)/young person (people)
- has behaved in a way towards a child(ren) or young person (people) that indicates that they may pose a risk of harm to them

The Commissioner must notify the person who the allegation has been made against as soon as possible **after** consulting the JDO. However, where a strategy meeting is agreed or there is a clear need for Children's Service or police involvement then the person should not be informed until after the meeting has taken place and it has been agreed by involved parties what information can be disclosed.

If the allegation is made against a person from a professional body or they are a member of a union, advice should be given for them to seek support from the relevant organisation.

Irrespective of the threshold of the allegation, the Children's Commissioner must report any concern regarding a member of staff's conduct to the Government's HR case management team and Civil Service for due process to be followed based on their advice.

4.3 When Allegations are made against the Commissioner for Children and Young People

Where an allegation of abuse is made against the Children's Commissioner, this must be reported to the Chief Officer of Strategic Policy, Planning and Performance.

The Director Chief Officer of Strategic Policy, Planning and Performance must take it seriously and follow the Government of Jersey Policy and procedure.

Confidentiality

This is to be maintained where possible and every effort made to guard the office and all staff from unwanted publicity while there is an ongoing investigation, or an allegation is being considered.

Record keeping

Senior management must keep clear, accurate and comprehensive records of any allegations made, details of how and who followed the allegation up and any conclusion/outcome to the allegation. The Rationale for all decisions should be clear.

Regardless of the outcome the notes must be kept on the person's confidential personnel file and a copy provided to the person concerned at the end of the process.

Suspension

The possible risk of harm to a child by a person needs to be assessed and managed. Suspension will be considered where there is cause for serious concern that a child is at significant risk or there are grounds for dismissal. A staff member or volunteer must not be automatically suspended without careful thought and consideration. The Commissioner must consider whether the person should be suspended from contact with children for the duration of any investigation or until resolution has been reached. **Suspension and any alternatives should be discussed with the JDO.**

Criminal investigation or prosecution

The police will, if appropriate and using the police information disclosure process, inform the Commissioner when:

- a criminal investigation and any subsequent trial has been completed
- The investigation is to close without charge or further action to the police
- There is a decision not to prosecute following charges being made

In the above circumstance the JDO and Commissioner will discuss if further action in the form of disciplinary action is appropriate and if so how to proceed with this.

Resignation/Compromise Agreements

If a person against whom an allegation has been made tenders their resignation following the allegation, it **must still be followed up with the JDO in accordance with this procedure**. Their resignation does not provide exemption of them from this procedure.

Compromise Agreements (mutual agreement by both parties for the person to resign) must not be used in situations where the person is subject to an Article 42 investigation (child protection) under the Children's (Jersey) Law 2002.

There should be no agreement over the future content of any potential reference.

Action at the conclusion of a case:

Disclosure and Barring Service

If any allegation is substantiated **and** the person is dismissed or resigns then consideration should be given as to whether referral to the Disclosure and Barring Service is required or advisable. If so the content of any referral should be agreed with the JDO and **made within one month**.

- Referral to regulatory body

If the person is subject to registration or regulation by a professional body/regulator then consideration should be given as to whether a referral is made to notify them. The JDO will advise on this.

- Return to work

If a person has been suspended and following investigation it is concluded that a person can return to work, careful consideration should be given to how this is managed to ensure the person is adequately supported both practically and emotionally.

Appeal

Where a person wishes to appeal any allegation that has been substantiated (sufficient evidence to prove the allegation) then they should be advised to contact the JDO who will be responsible for directing them to the relevant agency for this.

5 Online safety

The purpose and scope of this policy statement:

The Office of the Children's Commissioner works with children and families as part of its activities. These include organising and running events, participating in events organised by other agencies, and running meetings and workshops with our Youth Advisory Panel, involving online activity

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices while engaged with work with OCCJ
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

This policy statement applies to all staff, volunteers and other adults associated with the Office of the Children's Commissioner.

Legal framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Jersey. Summaries of key legislation and guidance are available on:

[Children and Young People \(Jersey\) Law 2022 \(jerseylaw.je\)](#) Children and Young People (Jersey) Law 2022

- online abuse: <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse/>
- bullying: <https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying>
- child protection: <http://jerseyscb.proceduresonline.com/index.htm>

We believe that:

- Children and young people should never experience abuse of any kind
- Children should be able to use the internet for personal development and education, but safeguards needs to be put in place to ensure they are kept safe at all times.

We recognise that:

- the online world provides everyone with many opportunities; however, it can also present risks and challenges in so far as possible
- we have a duty to ensure that all children, young people and adults involved in our organisation are, in so far as is possible, protected from potential harm online
- we have a responsibility to help keep children and young people safe online

- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

We will seek to keep children and young people safe by:

- Having clear and robust safeguarding procedures in place for responding to abuse, including online abuse, as provided for in Sections 1 to 4 above
- Providing support and training for all staff on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- Ensuring that any children or young people who come to our office cannot access our computer systems at any time. If it is necessary to work with a young person on a document online (e.g. a member of our Youth Advisory Panel), access will be overseen by a member of staff at all times
- Supporting and encouraging young people interacting with our office to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- Taking up any opportunities available to support and encourage parents and carers to do what they can to keep their children safe online
- Following our policies and procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- Reviewing and updating the security of our information systems regularly
- Ensuring personal information about the adults and children who liaise with our office, including online, is held securely and shared only as appropriate
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training as required for staff about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

Procedures

If online abuse occurs as a result of our work, we will respond to it by:

- Implementing the appropriate procedures in Sections 1 to 4 above.
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- Follow the "reporting concerns" procedure detailed at Section 1.2 above where appropriate

- A child/young person's parents should be told about what has happened (as long as this does not increase any risk to the child). Discuss with the child how they would like their parents to be told.

6 Photography and filming policy

The purpose and scope of this policy statement:

The Office of the Children's Commissioner works with children and families as part of its activities. These include organising and running events, participating in events organised by other agencies, and running meetings and workshops with our Youth Advisory Panel.

The purpose of this policy statement is to:

- Protect children and young people who take part in our services, events and activities, specifically those where photos and videos may be taken.
- Set out the overarching principles that guide our approach to photos/videos being taken of children and young people during our events and activities.
- Ensure that we operate in line with our values and within the law when creating, using and sharing images of children and young people.

This policy statement applies to all staff, volunteers and other adults associated with the Office of the Children's Commissioner.

Legal framework:

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in Jersey. Summaries of key legislation and guidance are available on:

- online abuse: <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse/>
- child protection: [Welcome to the Jersey Safeguarding Partnership Board... \(trixonline.co.uk\)](#)

We believe that:

- Children and young people should never experience abuse of any kind
- We have a responsibility to promote the welfare of all children and young people and to take, share and use images of children safely.

We recognise that:

- The welfare of the children and young people taking part in our activities is paramount
- Children and their parents/carers have a right to decide whether their images are taken and how these may be used, regardless of age, disability, gender, race, religion or belief, sex or sexual orientation.
- Consent to take images of children is only meaningful when the children and their parents/carers understand the potential risks associated with the use and distribution of these images.
- There are potential risks associated with sharing images of children online.

We will seek to keep children and young people safe by:

- Always asking for written assent and consent from a child and their parents or carers before taking and using a child's image
- Changing the names of children whose images are being used in our published materials whenever possible (and only using first names if we do need to identify them)
- Never publishing personal information about individual children
- Making sure children, their parents and carers understand how images of children will be securely stored and for how long (including how we will control access to the images and their associated information)
- Reducing the risk of images being copied and used inappropriately by only using images of children in appropriate clothing
- Using images that positively reflect young people's involvement in the activity.

Photography and/or filming for personal use:

When children themselves, parents/carers or spectators are taking photographs or filming at our events and the images are for personal use, we will announce details of our photography policy before the start of the event. This includes:

- reminding parents/carers and children that they need to give consent for our office to take and use images of children
- asking for photos taken during the event not to be shared on social media *or* asking people to gain permission from children and their parents/carers before sharing photographs and videos that include them
- recommending that people check the privacy settings of their social media account to understand who else will be able to view any images they share
- reminding children, parents and carers who they can talk to if they have any concerns about images being shared.

Photography and/or filming for our office use:

If we hire a photographer for one of our events, we will seek to keep children and young people safe by:

- providing the photographer with a clear brief about appropriate content and behaviour
- ensuring the photographer wears identification at all times
- informing children and parents/carers that a photographer will be at the event and ensuring they give written consent to images which feature their child being taken and shared
- not allowing the photographer to have unsupervised access to children
- not allowing the photographer to carry out sessions outside the event
- reporting concerns regarding inappropriate or intrusive photography following child protection procedures.

Photography and/or filming for wider use:

Much photography and filming is covered by our consent and assent forms or those of third parties, such as schools.

If people such as journalists, or professional photographers (not hired by the OCCJ) wish to record one of our events and share the images professionally or in the wider world, they should seek permission in advance.

They should provide:

- the name and address of the person using the camera
- the names of children they wish to take images of (if possible)
- the reason for taking the images and/or what the images will be used for
- a signed declaration that the information provided is valid and that the images will only be used for the reasons given.

We will verify these details and decide whether to grant permission for photographs/films to be taken. We will seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent.

Prior to or, where necessary, at an event we will inform children, parents and carers that an external photographer is present and ensure they are easily identifiable, for example by providing them with a coloured identification badge.

If we are concerned that someone unknown to us is using our events for photography or filming purposes, we will ask them to leave and (depending on the nature of the concerns) follow our child protection procedures.

Guidance on children's engagement with the media

When media are invited to an event, we will take steps to ensure any children or young people wishing to be interviewed are prepared, have a clear understanding of what to expect and they can ask for the interview to be stopped at any stage.

- We will be clear that the welfare of the child or young person is our priority
 - We will brief the media/journalist ahead of interviews and ask what questions are likely to be asked
 - Interviews, where possible, will be prerecords
 - We will spend time with children and young people ahead of interviews explaining what is involved and talking through potential questions and answers
 - We will keep children and young people informed of when coverage is likely to go out but be clear that this can sometimes change
 - We will be present for all interviews and intervene if required
- Once broadcast/published we will decide whether to amplify the message on our own sites and feeds. The main criteria for this decision will be if the interview accurately reflected what the child or young person wanted to convey and if the child or young person involved is happy with it.

Two-way feedback with both the child or young person and, when necessary, the journalists involved should always be considered.

Storing images:

- We will store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law.
- We will not keep hard copies of images.
- We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones.
- If staff use any personal equipment to take photos and recordings of children, they will be deleted immediately after the event.

7 Procedures for transporting a child / young person by car

The organisation's expectation is that two members of staff should be present when transporting one or more children by car. If this is not possible, the following process should be followed:

- If the child is 16 or under the child's parent/ guardian must be contacted and permission sought to transport the child (permission can be given verbally but, if possible, this should be followed up by requesting written confirmation of permission).
- If the young person is aged over 16 their permission must be sought to have a lift accompanied by only one staff member.
- If either the child, parent / carer or the member of staff is uncomfortable with this arrangement, a taxi must be organised to transport the child with their parent/carer, irrespective of cost and the child's parent/ guardian informed accordingly.
- If staff are transporting a child or young person unaccompanied, they must let a designated member of the management team know the route they will be taking and the approximate time of arrival. Upon arrival they must telephone the designated member of the management team to confirm that the child or young person arrived safely. (Designated members of the management team should be available for telephone contact during the whole course of the journey with the child / young person).
- All children / young people who are being transported unaccompanied by a member of staff should sit in one of the vehicle's rear seats.
- Staff must ensure that their car is insured for business purposes. It should be kept in good mechanical order and when transporting others should be clean and tidy.

8. Designated Safeguarding Lead for OCCJ - role, duties and responsibilities

Purpose of the role

To take the lead in ensuring that appropriate arrangements for keeping children and young people safe are in place in the Office of the Children's Commissioner (OCCJ).

To promote the safety and welfare of children and young people involved in the OCCJ's activities at all times.

Duties and responsibilities

1. Make sure that all safeguarding and child protection issues concerning children and young people who take part in activities organised by the OCCJ are responded to appropriately by staff and volunteers through policies, procedures and administrative systems. This safeguarding policy is to be reviewed annually by the DSL.
2. Make sure that everyone (staff and volunteers) working with children and young people at OCCJ understands the child protection procedures and knows what to do if they have concerns about a child's welfare.
3. Make sure children and young people (and their parents) who are involved in activities at OCCJ know who they can talk to if they have a welfare concern and understand what action the organisation will take in response.
4. Receive and record information from anyone who has concerns about a child who takes part in OCCJ's activities.
5. Take the lead on responding to information that may constitute a child protection concern. This includes:
 - a. Assessing and clarifying the information
 - b. Making referrals to statutory organisations as appropriate
 - c. Consulting with and informing the Children's Commissioner
 - d. Following the organisation's safeguarding policy and procedures
6. Store and retain records relating to child protection and safeguarding concerns on the organisation's case management system.
7. Liaise with, pass on information to and receive information from statutory child protection agencies such as:
 - a. Children's Social Care
 - b. The policeThis includes making formal referrals to agencies when necessary.
8. Report regularly to the Children's Commissioner on issues relating to safeguarding and child protection, to ensure that child protection is seen as a priority issue.
9. Be familiar with and work within inter-agency child protection procedures developed by Jersey's child protection agencies.
10. Be familiar with issues relating to child protection and abuse, and keep up to date with new developments in this area.
11. Attend regular training in issues relevant to child protection and share knowledge from that training with the team.

