



Child Protection Policy

Policy Statement

Eczema Outreach Support (EOS) provides practical and emotional support to children with eczema and their families across the UK. We understand the impact the condition can have on the whole family, and how isolating it can feel.

Everyone has a responsibility to protect the wellbeing of children and young people accessing our support, to keep them safe and to work in a way that protects them from harm both in face-to-face and online settings.

The purpose of this policy is:

- To protect children and young people who receive EOS's services, both online and in person, from harm. This includes the children of our adult members who use our services but who we do not directly support
- To share the overarching principles that guide our approach to child protection at EOS
- To set out the responsibilities of our staff, trustees and volunteers in keeping children safe
- To ensure that EOS operates in line with the law and is guided by best practice in child protection.

This policy applies to everyone working or volunteering on behalf of EOS, including the Board of Trustees, all staff and volunteers.

This policy statement should be read alongside other organisational policies, procedures, guidance and related documents, in particular:

- Child Abuse and Neglect Definitions Guidance
- Dealing with Concerns about a Child or Young Person Guidance
- EOS Record of Concern and Action Form
- Data Retention Policy
- Volunteering Policy
- Recruiting People with Convictions Policy
- Social Media Policy
- Complaints Policy
- Public Interest Disclosure Policy

- Health and Safety Policy
- Supervising Children and Young People Appropriately Guidance

Our Approach

The wellbeing of children and young people is central to everything EOS does to support them & their families. We understand that some children and young people are more at risk due to previous experiences, their level of dependency, communication needs or other factors.

We give equal priority to keeping **all** children and young people safe regardless of their age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation. Every child has the right to be protected from all types of harm and abuse.

Working across the UK

We support families across all four nations of the UK. Each nation has its own specific framework of legislation, guidance and practice to identify children who are at risk of harm and take action to protect those children and prevent abuse from occurring.

Although the child protection systems are different in each nation, they are all based on similar principles. EOS will report concerns about a child or young person's wellbeing to the authorities no matter which of the four nations the child lives in and will follow the specific reporting procedures for that nation.

How we Keep Children and Young People Safe

We seek to keep children and young people safe by:

- Valuing, listening to and respecting them at all times
- Appointing a Safeguarding Lead & Deputy for children and young people (our CEO & Services Lead) and a lead Trustee for safeguarding
- Adopting child protection and safeguarding best practice throughout our policies, procedures and practices
- Implementing an effective social media policy and related procedures to ensure children are protected online
- Providing effective management of staff and volunteers through supervision, support and training so that all staff and volunteers know about and follow our policies and procedures confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording, storing and using information professionally and securely, in line with data protection legislation and guidance
- Sharing information about safeguarding and good practice with children, young people and their families
- Making sure that children, young people and their families know where to go for help if they have a concern
- Using our safeguarding and child protection procedures to share concerns and relevant information with agencies on a need-to-know basis, and involving children, young people, carers & families appropriately

- Using our procedures to manage any allegations against staff and volunteers appropriately
- Ensuring that we have effective complaints and whistleblowing 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
- Building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable to share concerns.

Our Responsibilities

Responsibility for developing and maintaining a child-safe environment is shared by everyone.

Our Board of Trustees will:

- Ensure that this policy is approved and regularly reviewed at Board level
- Ensure that the policy and procedures are communicated to staff and volunteers and that they are adhered to
- Undertake child protection training relative to their roles. Training will take place annually for trustees with child protection responsibilities. All other trustees will complete training every two years.

Our CEO (our Designated Safeguarding Lead) will:

- Report any child protection concerns to the Board, as required
- Provide appropriate guidance and support to members of staff who report and action child protection concerns
- Ensure that confidential records in relation to child protection are in line with our retention and storage procedures.

Our CEO & our Service Lead (our Deputy Designated Safeguarding Lead) will:

- Engage in relevant training on an annual basis
- Understand, explain and promote the policy to staff
- Encourage and support a culture of openness so that child protection concerns are raised immediately and can be addressed in the most appropriate way
- Be responsive and supportive to any person who raises a concern so they feel safe to do so and confident that it will be dealt with appropriately
- Follow the correct procedures for managing child protection concerns and taking appropriate action
- Attend any relevant inter-agency child protection meetings
- Involve carers as relevant and keep them informed throughout any child protection processes (unless doing so would put a child at further risk of harm)
- Stay up to date on developments in child protection across the UK that are relevant to EOS and advise the Trustees & Senior Management Team on action EOS should take.

Our staff and volunteers will:

- Familiarise themselves with this policy and procedures and engage in relevant training on an annual basis, where relevant to their roles

- Raise any child protection concerns with their line manager or a safeguarding lead at the earliest opportunity
- Advise their line manager immediately if they are under suspicion or accused of any conduct which may affect their suitability to work with children.

If we have concerns we will act - it may be the final piece of the jigsaw that is needed to protect that child or we may prevent other children from being hurt.

Contact Details

Name	Role	Contact number
Suzi Holland	Designated Safeguarding Lead & CEO	07915 417 676 / 07971 311 157
Moira Clark	Deputy Safeguarding Lead & Services Lead	07266 140 326/ 07816 513 901
Judy Williamson	Trustee	07908 737 455
Sarah Mitchell	Trustee	07824 568 341

It is essential that we all follow this policy and related procedures to protect every child. A breach of this policy will constitute a disciplinary offence and will be dealt with in line with the EOS disciplinary policy and procedure.

Review

We are committed to formally reviewing our policy and good practice every two years however this does not prevent any changes taking place at any other time due to changes in practice or legislation.

End of Policy