



NORTHAMPTONSHIRE FIRE AND RESCUE SERVICE

Safeguarding Children and Young People Policy

SERVICE INFORMATION SYSTEM

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Executive summary	This policy is designed to ensure that safeguarding and the promotion of the welfare of children and young people is at the heart of every interaction personnel have with children and young people, equipping them with the knowledge of common signs of abuse and the procedure to follow should personnel have concerns that a child or young person may have been/are being abused.

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1 POLICY SCOPE AND CONTEXT

The legal context for safeguarding at NFRS is detailed below:

Care Act 2014

Defines responsibilities for organisations in terms of safeguarding adults who may be at risk of abuse or neglect. This can include self-neglect.

Children Act 1989 and 2004

The Children Act 1989 provides a comprehensive framework for the care and protection of children. It centres on the welfare of children up to their 18th birthday.

The Children Act 2004 supplemented this and reinforced the message that all organisations working with children have a duty to help safeguard and promote the welfare of children.

Children and Social Work Act 2017

Amended the safeguarding provisions in the Children Act 2004. Instead of maintaining a Local Safeguarding Children's Board, the statutory partners of Local Authority areas in England (the LA, Police and Health) must make arrangements with any relevant agencies that they consider appropriate, to work together to identify and respond to the needs of children in their area.

Counter Terrorism and Security Act 2015

This placed the Prevent programme on a statutory footing. It creates a "general duty on specified authorities" that a specified authority must, when exercising its functions, have due regard to the need to prevent people from being drawn into terrorism. Further information on the Prevent programme and what to do if you are worried someone is at risk of radicalisation can be found by accessing this [guidance](#).

Fire and Rescue Services Act 2004

This places a statutory duty to promote fire safety in the community. The extent of individual fire and rescue authorities work with children and adults at risk varies, however the safeguarding responsibilities are defined in other legislation.

Human Rights Act 1998

In particular Article 8 which protects the right to respect for private life and home.

United Nations Human Rights Convention on the Rights of the Child 1989 (Article 12)

This assures to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the view of the child being given due weight in accordance with age and maturity of the child.

Mental Capacity Act 2005

This provides the legal framework for acting and making decisions on behalf of individuals who lack the mental capacity to make particular decisions for themselves. It should be assumed that anyone aged 16 or over has full legal capacity to make decisions for themselves (the right to autonomy) unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. The same rules apply whether the decisions are life-changing events or everyday matters.

Mental Health Act 2007

The Mental Health Act details actions that can be taken when someone may be at risk of serious harm to themselves, others or property. It is the law which can allow someone to be admitted, detained and treated in hospital against their wishes.

Modern Slavery Act 2015

Designed to tackle slavery in the UK. This includes servitude and forced or compulsory labour, human trafficking and debt bondage and the act makes provision for the protection of victims.

Police & Crime Act 2017

This places a duty on emergency services to collaborate. Implications for safeguarding arrangements may need to be considered.

Public Interest Disclosure Act 1998

This protects whistle-blowers from detrimental treatment by their employers.

Section 11 audit – (under Children Act 2004)

Places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children. As a result, they are required by local safeguarding children boards to complete a S11 audit (self-assessment).

Section 17 referral (under Children Act 1989)

Local authorities have a general duty to safeguard and promote the welfare of children within their area who are in need and to promote the upbringing of such children by their families, by providing a range and level of services.

Section 47 referral (under Children Act 1989)

Where there are reasonable grounds to suspect that a child is suffering or is likely to suffer Significant Harm (i.e., child protection concerns), and a Section 47 Enquiry is initiated by children's social care and the police.

Safeguarding Vulnerable Groups Act 2006 and the Protection of Freedoms Act 2012

This prevents people who are deemed unsuitable to work with children and adults at risk of harm or neglect from gaining access to them through their work. The Independent Safeguarding Authority (ISA) was established as a result of this Act. In December 2012 the ISA merged with the Criminal Records Bureau to become the Disclosure and Barring Service (DBS). Organisations with responsibility for providing services to vulnerable groups have a legal obligation to refer relevant information to the service.

The Data Protection Act 2018

Is the UK's implementation of the General Data Protection Regulation (GDPR). Everyone responsible for using personal data has to follow strict rules called 'data protection principles. They must make sure the information is used fairly, lawfully and transparently.

Working Together to Safeguard Children 2023

The Department for Education (DfE) has published statutory guidance setting out what organisations and agencies that have functions relating to children must and should do to safeguard and promote the welfare of all children and young people under the age of 18 in England.

Local authorities have a duty under section 11 of the Children Act 2004 to ensure that their functions, and services provided on their behalf, are discharged with regard to the need to safeguard and promote the welfare of children and young people.

NFRS will ensure its legal duties reflect those in National Fire Chiefs Council [NFCC Safeguarding Guidance for Children, Young People and Adults - NFCC](#)

A child is defined in the Children Acts 1989 and 2004 as “a person who has not reached their 18th birthday, which includes young people, aged 16 and 17, who are living independently. Their status and entitlement to services and protection is not altered by the fact that they are living independently.”

National Context

The National Fire Chiefs Council works to achieve a consistent approach to Safeguarding in Fire & Rescue Services and has published national guidance [NFCC Safeguarding Guidance for Children, Young People and Adults - NFCC](#)

In addition the Safeguarding Fire Standard was launched in 2022 [Safeguarding | Fire Standards Board](#).

NFRS works as part of the national workstream to learn from, inform and develop best practise within the sector and locally within service.

Local Context

Within Northamptonshire, there are many different organisations providing services that impact on the wellbeing of children, their parents or the whole family. NFRS are one of these.

Northamptonshire Safeguarding Children Partnership (NSCP) [Home - Northamptonshire SCP](#) is a statutory multi-agency partnership lead by four strategic leads as stipulated in Working Together 2023.

The purpose of the partnership is to support and enable local agencies to work together in a system where:

- Excellent practice is the norm
- Partner agencies hold one another to account effectively
- There is early identification of “new” safeguarding issues
- Learning is promoted and embedded
- Information is shared effectively
- The public can feel confident that children are protected from harm

As well as holding the county’s organisations to account, the NSCP runs training programmes and develops policies and procedures for the whole county. The NSCP also reviews all child deaths in the county. This helps to identify any themes or

recurrent circumstances that might need to be addressed by public awareness campaigns or improved training.

NFRS are part of the NSCP and are committed to ensuring that all children are protected and kept safe from harm. NFRS will work under the multi-agency guidance and operating procedures produced by the NSCP. The Chief Fire Officer (CFO) is the responsible person for safeguarding with the Prevention, Safeguarding & Partnerships Manager providing strategic working links.

There is additional guidance for managing circumstances where concerns are raised, but where the risk of harm is not immediate or significant.

In these cases, the threshold for a safeguarding referral to statutory services may not be met however the situation may deteriorate and the risks may increase if there is no action taken.

This part of the guidance and associated procedures are referred to as Early Help. NFRS will use the Northamptonshire Right Help, Right Time guidance, which aims to help identify and provide the right level of help, at the right time; so that children and families can have their needs met outside of statutory safeguarding processes at the earliest point.

The guidance document identifies four levels of need below:

- Universal Support
- Vulnerable Early Help / Family Help Support
- Complex Targeted Support
- Acute Protective Support

Further detail can be found here [Thresholds document 2025](#) .

1.1 Policy Statement

“NFRS aim to safeguard and protect the physical and mental welfare of all children and young people who come into contact with the Service. We will do this by applying the Safeguarding guidance provided by the NFCC and NSCP and ensuring that child

protection and safeguarding is everyone's responsibility and that **all staff** within NFRS are responsible for the application of this policy."

NFRS is committed to:

- Ensuring that Safer recruitment practises are in place
- Ensuring Level 1 Safeguarding training is provided to all staff and volunteers, ensuring those who may come into contact with young people are aware of their responsibilities, this policy and its associated procedures.
- Ensuring staff are aware of signs and symptoms of abuse, neglect and exploitation and know what appropriate action to take if they have concerns about a child or young person.
- Ensuring staff and volunteers in more specialist roles have access to appropriate training from level 1-4.
- Listening to the "Voice of the Child" - respecting the rights, wishes and feelings of young people.
- Taking all reasonable and practicable steps to protect young people from physical, sexual, emotional abuse and neglect.
- Applying trauma informed practices when working with others to reduce the negative impact of trauma and promote positive mental and physical health outcomes.
- Working with partners in Early Help and Prevention services in order to enable access to additional support for families and children where there is no immediate or significant risk but there is a strong likelihood that problems will emerge in the future.
- Offering suitable support across all levels of need for families where there are concerns about fire safety or fire setting behaviours.
- Ensuring that staff undertaking regular work with children and young people have formal Professional Supervision to help them cope with the emotional demands of the role and to reflect on working practise and case dilemmas.
- Continually reviewing safeguarding policies and procedures and keeping up to date with emerging risks, developments and training needs through our Safeguarding Action Plan delivered via our internal Safeguarding Management Group.

1.2 Purpose of the policy

NFRS recognises that the need to safeguard and promote the welfare of children and young people is everybody's responsibility.

This policy establishes the roles and responsibilities of staff in relation to the protection of children who they may come into contact with through their work.

It lays out the partnership context in which NFRS works to ensure needs of children, young people and their families are supported appropriately.

1.3 Associated guidance and procedures

The associated guidance and procedures in [SOP C4](#) highlights different types of abuse and how to recognise indicators of abuse and risk of significant harm.

The procedures specifically include:

- How to report concerns so children at risk of abuse can be quickly identified and incidences of abuse can be prevented or readily acted upon.
- How to manage allegations made against NFRS personnel who are paid, unpaid, volunteer, agency, casual and self-employed through referral to the designated officer.
- How to manage circumstances where concerns are raised, but where the risk of harm is not immediate or significant

1.4 Scope

References to 'personnel', 'staff', or 'employees' within this document refer to all employees of NFRS, all volunteers, temporary staff and casual workers, agency workers and contractors that work with or on behalf of NFRS, either in a paid or unpaid capacity.

The Service, by its very nature and activities, will put personnel (whether in a paid or voluntary capacity) into contact with children and young people. This will include:

- Operational incidents including co-responding on behalf of East Midlands Ambulance Service (EMAS)
- Fire station visits by a wide range of community and youth groups
- Home Fire Safety Visits (HFSVs) and/or smoke detector installation
- Fire-setter Intervention Visits
- Youth engagement and diversion activities such as Early Intervention ARC (Action, Reaction, Consequence) Courses and Emergency Service Cadets (NESC)
- Station open days
- Working with schools, nurseries, colleges and in other community buildings
- Representing NFRS at local community events such as fetes and galas

Given this wide variety of activity, the guidance and procedures outlined in this policy refer to **all** engagements with children and young people, whether planned or otherwise and regardless of duration.

All personnel should ensure that their behaviour complies with the guidance provided in SOP C4.

All personnel must follow the laid-out procedures following suspicion, disclosure or allegation of child abuse or neglect.

No personnel should assume that someone else will pass on information which they think may be critical to keeping a child safe. If personnel have concerns about a child's welfare and believe they are suffering or likely to suffer harm, then they should follow this procedure.

2 WORKING WITH PARTNER AGENCIES

Under the NSCP there is a shared vision of how Northamptonshire's children, young people and families are supported by the collective workforce whenever needs are identified.

NFRS are likely to encounter children and families with additional needs across any of the thresholds. Many will fall below the threshold for immediate safeguarding. In these cases, the NFRS Prevention and Community Protection team will take on the Service's responsibility for supporting the family to access suitable services.

The NFRS Prevention team will also work with partners to ensure that suitable services are offered to families to help address specific fire safety concerns and risks identified by other partner agencies.

NSCP and NFRS recognise that there may be occasions where professionals disagree regards the best outcomes for children, young people and their families. Were this to occur NSCP have provided a [Case Resolution Protocol](#) for partner agencies to follow in order to problem solve and get the best possible outcomes.

2.1 Early Help and Prevention services

Providing effective early help is a key element of the Northamptonshire Children's Trust in order to prevent the escalation of needs and to prevent the need for statutory safeguarding at a later point.

The broad purpose of this is to enable children and families to access appropriate support as early as possible, so that they can maintain their quality of life, prevent any problems getting worse, and feel stronger, happier and more confident.

The NFRS Prevention team are able to engage with the [Early Help Service](#) who can provide information, advice or guidance around:

- Identifying an appropriate lead agency
- Early help assessment

- Creating or being part of a team around the family meeting (including finding out what other agencies may be involved with a particular child or family)
- Access to services, interventions and training

2.2 The Northamptonshire Multi-Agency Safeguarding Hub (MASH)

The MASH is the first point of contact for safeguarding referrals from professionals as well as members of the public.

It is managed as a partnership and includes staff from Northamptonshire Childrens Trust, Targeted Prevention and Education Services, Police, National Health Service (NHS), Youth Justice Service, Probation and Crime Reduction Initiative.

NFRS are a MASH partner and have signed an Information Sharing Agreement for the purpose of effective and lawful sharing of information which may be relevant to decision making about a child protection referral. NFRS are represented on the MASH Steering group by a member of the Service Leadership Team

The multi-disciplinary team are co-located for the purpose of sharing information from partner agencies. This enables them to identify risks to and needs of children at the earliest possible point and respond with the most effective, joined up actions. The aim of the MASH is to make the right decisions for the right families at the right time.

2.3 Joint working and commissioning services

This policy will be drawn to the attention of and made available to all agencies and organisations in joint working situations.

Where partnership working involves a service level agreement for another organisation to provide services on its behalf, the NFRS personnel responsible for the agreement will ensure that the partner organisation has appropriate safeguarding policies in place. This will include child protection policies, recruitment and selection practices and formal complaints procedures.

In addition to this, where NFRS uses external providers for team building and outward-bound activities as part of youth programmes, the NFRS Youth Engagement Officer will ensure providers have appropriate risk assessments for activities.

If an NFRS employee becomes aware of abuse or allegations of abuse relating to personnel from a partner organisation, then the NFRS employee should follow the procedures within the SOP C4.

3 MANAGEMENT STRUCTURE, SPECIFIC ROLES, SELECTION AND TRAINING

Management structure:

The Safeguarding Management Group is chaired by the CFO and has specific reference for the oversight and management of safeguarding for the whole Service. This group will ensure this policy is adhered to and have oversight of the Safeguarding Action Plan.

Specific roles:

The CFO is the strategic lead for safeguarding at NFRS and Chair of the service Safeguarding Management Group. The CFO is responsible for oversight and assurance of safeguarding and agreeing action plans to make improvements.

The Prevention, Safeguarding & Partnerships Manager is responsible for ensuring NFRS works with partners to discharge its safeguarding responsibilities, representing NFRS at Safeguarding Boards, ensuring multi-agency processes are used and sharing learning from case reviews. The PSP Manager provides quality assurance, carrying out formal audits and self-assessments and recommending resulting actions to the SMG. The PSP Manager is a Designated Safeguarding Officer able to make threshold decisions regarding the safeguarding referrals and to provide advice on safeguarding matters.

Prevention Team will act as the specialist support hub for safeguarding, early help and risk management in relation to adults and children at risk. They will provide advice, guidance and support with decision making during office hours. They will take on casework for adults and children where ongoing involvement from NFRS is

required to reduce fire risks or to stimulate a co-ordinated approach to managing other risks.

Prevention Team Leaders NFRS have two Prevention Team Leaders who are operational leads for safeguarding. The Community Education Team Leader leads on safeguarding for children, young people and links to the Northamptonshire Emergency Services Cadets (NESC). The Home Fire Safety Team Leader leads on safeguarding of adults at risk and adult risk management processes. They assist in case supervision and audits and represent NFRS at safeguarding board subgroups. They are Designated Safeguarding Officers who are able to make threshold decisions regarding referrals and to provide advice on safeguarding matters.

The Officer of the Day (OOD) Outside of office hours, the Officer of the Day (OOD) will be available for assistance and advice on all matters relating to safeguarding of adults and children at risk. During those hours they will need to be informed if NFRS personnel have any concerns regarding an adult/child who is being/has been abused or is at risk. They will refer threshold decisions to the Duty Gold Officer if it is thought an immediate safeguarding referral is needed. The OOD must also be notified immediately of any allegations that an adult/child at risk is being abused/neglected by a member of NFRS staff.

Duty Gold Officer is the Area Manager or Principal Officer on duty at any given time. Outside of office hours they will make threshold decisions to assist the OOD to ensure consistency of approach. The Duty Gold Officer will consult the Person in Position of Trust (PIPOT) protocol guidance if allegations against NFRS personnel are deemed high risk and need referring to relevant safeguarding agencies.

Complex Case Officer is responsible for managing complex cases which involve longer term input from NFRS and partner agencies who need to work together to support the customer in reducing risk. Using a person-centred approach, they will liaise with partner agencies, attend multi agency meetings and complete Home Fire Safety Visits to ensure customers are fully supported. These cases are likely to be ongoing and require multiple meetings and visits. The Complex Case Officer is able to provide advice on thresholds for safeguarding referrals and next steps.

Home Fire Safety Supervisor manages the Home Fire Safety Team, which co-ordinates visits to customers who have been highlighted as vulnerable and/ or at risk. Information received from these visits supports our person-centred approach. Referrals are completed to our partner agencies to ensure the necessary services are involved and the customer's needs are met. The Home Safety Supervisor is also able to give advice on thresholds for safeguarding referrals and next steps.

Training:

Personnel involved with working with children will receive instruction/training at a level appropriate to their needs and in proportion to the expected levels of access to children and young people.

The service will ensure that the Strategic and Designated Safeguarding leads delivering training to the workforce have completed the NFCC training "Level 1-4 Safeguarding (Train the Trainer)" and can receive continuous personal development and additional training via the local NSCP offer. This will ensure those leads can cascade up to date training consistently throughout the organisation at the necessary levels below.

The [Competency Based Training Framework -Safeguarding](#) provides specific details on how competency is managed for all safeguarding levels within NFRS.

This is based upon the National Fire Chief's Council (NFCC) Safeguarding Competency Framework but has been localised to reflect the needs of NFRS, Northamptonshire Safeguarding Adults Board (NSAB) and the Northamptonshire Safeguarding Children's Partnership (NSCP). This is underpinned by the Safeguarding Fire Standard

As a minimum Level 1 requirement, all personnel will complete the online training package for safeguarding. This will be reviewed regularly by the Designated Safeguarding Leads as Subject Matter Experts in conjunction with the Training Department to ensure it is fit for purpose.

The framework stipulates that Supervisory managers across the service will complete Level 2 Safeguarding Training.

In addition to level 2 **Operational staff in additional paid or unpaid roles** who are working on children and youth programmes and schemes where NFRS have lead responsibility, such as Firesetter intervention Early Intervention and NESC will receive further training and guidance about working with children and young people.

This will be based on best practise and may be delivered by NFCC or NSCP partners or by external training providers. External providers will be those recommended via the National Fire Chiefs Council Safeguarding children & young people group, UK Fire Cadets, Volunteer Police Cadets (VPC) or locally by the NSCP. National training is likely to include safe working practises, safeguarding training and E-safety as well as highlighted issues such as Child Exploitation (CE) and the Prevent Duty.

The Duty Gold Officers and the OODs will receive enhanced training in child protection issues including making a threshold decision regarding imminent harm.

Selected roles within the Prevention Team such as Team Leaders, Community Safety Officers and Youth Engagement staff, will receive enhanced training and opportunities for continuous personal development (CPD) as their role involves unsupervised access to children, handling case work and/or the development of work practises and processes. This will be accessed via the NFCC and the NSCP to ensure consistency of approach in Making Children Safer. CPD will be recorded in the compliance with the Safeguarding Competency Framework.

NFRS Early Help & Safeguarding Supervision

The purpose of Early Help & Safeguarding Supervision at NFRS aims to provide protected time to reflect on practice. Supervision sessions should aim to provide support with emotional well-being, resilience, picking up on demands and developing coping strategies. The template for recording professional supervision sessions can be found [here](#) . The procedure is covered further in [Appendix A](#).

3.1 Safer Recruitment & Disclosure and Barring Service (DBS) check

NFRS will take all reasonable steps to prevent unsuitable people from working with children and young people.

An important element of good practice of child safeguarding begins at the stage of recruitment, selection, posting and transfer of personnel. NFRS will undertake Safer Recruitment Practise as recommended by the NFCC National Operational Guidance for Safeguarding and ensure those responsible for recruitment have received training in Safer Recruitment practise. A separate Human Resources policy for Safer Recruitment is in place to support Line managers in ensuring the suitability of candidates prior to starting their role, including taking references, exploring gaps in employment and requesting disclosure of criminal convictions. Our policies and processes in relation to Safer Recruitment can be found in Recruitment Policy [A43](#)

As a minimum all public facing roles will be subject to an enhanced DBS check upon selection.

If any personnel are expected to have regular unsupervised access to children and young people as part of their role within NFRS, then they will need to pass an enhanced DBS check prior to starting that role. Enhanced DBS checks should be renewed every 3 years and our policies and processes in relation to DBS can be found in our Disclosure and Barring Policy [A56](#)

Line managers are responsible for ensuring the appropriate DBS check has been carried out and is refreshed as per policy.

4 **ASSURANCE**

NFRS will carry out audit and assurance of our children & young people safeguarding through internal and external processes listed below. The learning from these processes will inform the Safeguarding Action Plan and monitored by the Safeguarding Management Group.

- Using the NFCC Self-assessment toolkit enable fire & rescue services to carry out snapshot review of the safeguarding practices prior to a Peer Review or Local Authority Safeguarding Audit.
- Utilisation of the NFCC Safeguarding Fire Standard Gap Analysis and Implementation Tool that aims to ensure that fire and rescue services are doing all that they can to support and promote the safeguarding of those within their communities, employees and volunteers.
- Section 11 audits managed by the NSCP board that places duties on a range of organisations, agencies and individuals to ensure their functions, any services that they contract out to others, are discharged having regard to the need to safeguard and promote welfare of children.
- Joint Internal Audit Committee Audit reports.
- Serious Case reviews and Community Impact Assessments

5 GLOSSARY OF KEY TERMS

Term	Definition
Abuse	Abuse is defined as a violation of an individual’s human and civil rights by any other person or persons, and may consist of a single act or repeated acts of physical, emotional, sexual abuse or neglect. Further information about the main types of abuse are documented in the associated procedures and guidance SOP C4.
ACEs	ACEs (Adverse Childhood Experiences) refer to stressful or traumatic events that children and young people can be exposed to as they are growing up. ACEs range from experiences that directly harm a child, such as physical, verbal or sexual abuse, and physical or emotional neglect, to those that affect the environments in which

	children grow up, such as parental separation, domestic violence, mental illness, alcohol abuse, drug use or imprisonment.
Adult	While it is appreciated that the age of being an adult can vary dependent on the individual's needs, people of 18 years and over are generically referred to as 'adults' within this policy regardless of their ability/level of need.
Children and young people	A child is defined in the Children Acts 1989 and 2004 as a person who has not reached their 18 th birthday, which includes young people, aged 16 and 17 who are living independently. Their status and entitlement to services and protection is not altered by the fact that they are living independently.
Child Exploitation	<p>Child Exploitation is a form of child abuse which occurs when someone takes advantage of a child for their own or others profit or gain. It can take different forms. This includes:</p> <p>Child criminal exploitation – when a child is coerced, manipulated, or pressured to take part in criminal activity.</p> <p>Child sexual exploitation – a type of sexual abuse where a child is coerced, manipulated, or pressured into sexual activity.</p> <p>Exploitation can be hard for a child to recognise, and they may not understand that they are being coerced/groomed.</p>
Child protection	Child protection is the general term commonly used to describe children who have been identified as suffering or who are at risk of suffering serious harm – children who therefore require protection from harm.
Designated Officer (formerly Local Authority Designated Officer)	The Designated Officer is accountable to the NSCP and operates independently within Children's Services to help safeguard children. They manage all allegations or concerns raised against any employee or volunteer working with or looking after children.

Early Help	Early help means providing support as soon as a problem emerges, at any point in a child’s life. It is used to describe the support available to families and children in order to prevent escalation into specialist services and children’s social care.
Personnel	References to ‘personnel’, ‘staff’, or ‘employees’ within this document refer to all employees of NFRS, all volunteers, temporary staff and casual workers, agency workers and contractors that work with or on behalf of NFRS, either in a paid or unpaid capacity.
Responsible adult	A responsible adult is deemed as someone aged 18 or over who has a capacity for moral decisions and therefore accountable and capable of rational thought or action. This does not necessarily have to be NFRS personnel.
Safeguarding	Safeguarding is used to identify the process of identifying children and young people who have suffered or who are likely to suffer significant harm and taking the appropriate action to keep them safe but also focuses on the preventative measures including agreed recruitment protocols, working practices and reporting procedures.
Trauma Informed Practice	Trauma results from an event, series of events, or set of circumstances that is experienced by an individual as harmful or life threatening. While unique to the individual, generally the experience of trauma can cause lasting adverse effects, limiting the ability to function and achieve mental, physical, social, emotional or spiritual well-being. Trauma informed practice seeks to reduce the negative impact of trauma and promote mental & physical outcomes

6 PLANNING AND IMPLEMENTING

It is the responsibility of the CFO and the Area Manager Service Delivery within NFRS to make sure that all personnel for whom they are responsible are aware of and understand the importance of this policy and are given suitable training to a level appropriate to their role and contact with children.

They must also make sure that any volunteers, contractors, agents or other representatives whom they engage to undertake duties on their behalf, which may involve contact with children, understand and comply with this policy and any other related documents as appropriate (Children Act 2004).

7 AUDIT AND REVIEW DATE

This policy will be reviewed in line with Service policy [A1 – Service Information System Document Framework](#).

The application of this policy and its associated procedures will be monitored by the Area Manager Service Delivery through audit and review. The Safeguarding Management Group will provide oversight and challenge to the Area Manager Service Delivery in regard to safeguarding throughout the service, and all outcomes from serious case reviews will come to the Safeguarding Management Group for dissemination.

8 DOCUMENT HISTORY

Impact assessments

An Equality & Wellbeing Impact Assessment (EWIA) was completed on:

EWIA	24 Nov 2025
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Audit trail

Listed below is a brief audit trail, detailing published versions of this policy:

Document control			
Version	Date	Author	Status
V1.0	May 2011	Home Safety Project Worker	Published
V2.0	July 2011	Home Safety Project Worker	Published
V3.0	July 2011	Home Safety Project Worker	Published
V6.0	Oct 2018	Prevention Team Leader	Published
V7.0	Oct 2020	Prevention Team Leader	Published
V8.0	Feb 2021	Prevention Team Leader	Published
V9.0	Sept 2021	Prevention Team Leader	Published
V10.0	Jan 2023	Prevention Team Leader	Published
V11.0	Feb 2024	Prevention Team Leader	Published
V12.0	Jan 2026	Prevention Team Leader	Published

NFRS Early Help & Safeguarding Supervision

Purpose

The purpose of Early Help & Safeguarding Supervision at NFRS aims to provide protected time to reflect on practice. Supervision sessions should aim to provide support with emotional well-being, resilience, picking up on demands and developing coping strategies. Specifically, this is:

- An opportunity for team members to off-load, talk about how they are feeling when supporting service users, including the impact on their own life. This should feel restorative and help to build resilience
- Time to reflect on and celebrate positive outcomes and impact
- Time to review workloads and time management
- An opportunity to discuss and seek guidance on specific cases – review actions and plans
- An opportunity to talk through intolerances, frustrations e.g. with other agencies/systems
- A learning opportunity where a member of staff can be challenged supportively and constructively with advice offered on areas for improvement
- Time and space for issues relating to the workplace and to working practices to be identified and discussed including safer working practice and professional boundaries
- an opportunity for creative thinking about different solutions and new ways of working
- consider appropriate CPD/training needs in relation to early help and safeguarding

Supervision Principles

- The relationship between supervisor and supervisee should be positive and trusting
- Safeguarding supervision is not related to and does not replace 121s on the PDR system but should complement the performance process.
- It is not counselling and a supervisor at times may need to refer a supervisee to other NFRS Wellbeing services which may include counselling.

- NFRS supports this type of supervision as an important aspect of professional and organisational development and provides adequate time for it.
- The supervisor may not sit hierarchically above the supervisee e.g. reciprocal arrangements, use of independent supervisor. However, where someone other than the line manager provides supervision, the line manager still manages performance and development and must therefore be updated about any action plans.
- Where supervision takes place with an independent supervisor, confidentiality of individual cases must be maintained and where necessary anonymised.
- The supervisor should have attended supervision training and also have opportunity for Supervision themselves.

Model for Supervision and Discussions

Early help and Safeguarding Supervision should take place in a private and uninterrupted space and during working hours. It should be pre-planned and may take place in two different ways:

- Group Sessions around a particular workstream – for example Firesetter Intervention, hoarding casework
- 121 – dedicated face to face supervision sessions programmed in regularly

As the service works reactively there are other processes which may also lead to supervision type discussions, for example in response to an incident, complaint, near miss or debrief.

Preparation

Prior to a supervision session, the supervisee should identify for themselves any cases/issues to discuss. This promotes continuous reflective practise and will help to focus the supervision conversation.

Discussion

The Supervision template can be used to guide the discussion and includes a number of potential questions which may be relevant. To enhance reflections on individual cases/scenarios, the supervisor may find it useful to use the following conversation starters:

Tell me..... Explain to me.....
Describe to me

The template is designed around 4 aspects taken from “The Supervision Cycle” (Morrison T 2005)

- SENSE – the story, what happened?
- FEEL – reflection, what was it like?
- THINK – Analysis, what does this mean?
- DO – Action plans, what next?

Recording

It is the supervisor’s responsibility to take notes and make sure they are made available to the Supervisee and filed. Both parties need to agree and sign that they are accurate. Records must be kept in a secure location.

Confidentiality

In general, supervision is considered as confidential, however there will be occasions where confidentiality will be overridden, for example, in the case of safeguarding concerns developing or escalating, when sharing information with service leaders in the service is required to mitigate risks or disrepute, there is a potential disciplinary matter or whistleblowing.