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Overview

Children have the right to be safe and it is the responsibility of those working with them to ensure their right is maintained. It is not acceptable for accidents and oversights to happen, however several well publicised cases have highlighted that they do. Children's safety is at the top of agendas in many organisations and it has become apparent many organisations don't have the experience or capacity to dedicate the full attention this serious issue deserves. Our team at G4S Assessment Services can, will and have partnered organisations in this situation. We are able to provide organisations with a vast resource of knowledge and experience to ensure they are meeting their obligations in the challenge of keeping children safe.

Case study: UKBA Children's Champion Office

In 2007 the Immigration Minister identified nine principles which the UKBA Children's Champion Office had to follow in order to keep children safe and from harm. As a proven supplier to UKBA we were approached to partner the Agency in devising a solution to this challenge.

We engaged eight of our consultants with particular expertise of working with children in a similar context. Our combined expertise supported development of a three modular training solution. The direct aim of which was to equip delegates with an enhanced knowledge of the issues around keeping children safe and an understanding of the factors required when encountering children. This solution involved a combination of e-learning, classroom events and reviews to a potential audience of over 2,000 employees, including Immigration Officers.

The pilot event ran during 2007. We provided the UKBA with changes and course improvements which they implemented. As a result, the Children's Champion Office were provided with a solution which was engaging, robust and accessible.

Following on from the pilot we were appointed as the approved provider for the training, and the Children's Champion Office made attendance mandatory for all Agency employees that have contact with children. As legislation changed the course evolved and the training now deals with several complex issues including: trafficking, smuggling, exploitation, legal responsibilities and the referral system. The referral system ensures every employee is aware of the multi-agency responsibilities when managing these situations.

After every course each delegate completes an evaluation sheet to summarise their thoughts on the programme. The Children's Champion Office has been delighted with the success of the events. At the time of their last feedback report over 2000 employees had been trained. The report showed that over 99% of delegates reported the course had met its aims and objectives and 100% of delegates stated they had learnt new information. One delegate commented "This course was an eye opener. It was an inspirational course delivered by an inspirational person. Highly impressed and highly recommended." As well as being inspirational the course achieved its objectives, with another delegate commenting; "This course has completely changed my outlook on the day to day part of my duties. I intend to put everything I have learnt to good use and hopefully ensure the safety of all children I encounter to the best of my ability."

At our 2009 customer survey Lauren Ashton, Learning and Development Manager couldn't have been more complimentary about the service we provided, stating that we are like 'an extension of their business'. Lauren rated satisfaction at 99% and commented:

"The team do not just appear to be committed they really are. I feel as if I could approach the team with any issue and they would engage fully in delivering a solution. They are one of the best organisations I have worked with."