



Registered Charity No: 1128799

# Safeguarding and Promoting Children's Welfare

All policies last reviewed August 2011  
To be reviewed by August 2012

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## **Safeguarding Policy.**

Most of the knocks, scrapes and bruises that children suffer are part of their young lives and are usually easily explained – accident do happen! However, in a number of cases these and other more serious injuries are inflicted deliberately by parents, guardians and other adults.

Other examples of abuse are severe physical and emotional neglect or sexual abuse – this may be less noticeable but just as damaging.

The Hollies is committed to creating and maintaining the safest possible environment for children and young people to be cared for and educated in. All members of staff working with children have a legal duty to take action if they have a concern about a child in their care.

The Hollies believe that it is always unacceptable for a child or young person to experience abuse of any kind and we recognise our responsibility to safe guard the welfare of all children and young people, by a commitment to practice which protects them.

The purpose of this policy is to:

- provide protection for all the children and young people who are in our care
- provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of harm.

Any concerns will be reported to our local Children's Assessment Team and advice will be sought.

Telephone 0300 123 5010

Emergency duty team 01606 76611

This policy applies to all staff, including senior managers, paid staff, volunteers, students or anyone working on behalf of the Hollies.

Our safeguarding of children co-ordinator is Debbie Moore-Grundy.

We recognise that:

- the welfare of the child/young person is paramount
- all children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse and have the right to freedom from abuse.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare
- All our staff and volunteers need to be carefully selected and accept responsibility for helping to prevent the abuse of children in their care

We will endeavour to safeguard children and young people by

- Valuing them, listening to and respecting them
- Forming appropriate relationships with them based on mutual respect and trust
- Recording children's development through our key person system to ensure we have a good knowledge and understanding of each child's well being, therefore recognising any changes in behaviour or deterioration in their general well being
- adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- responding quickly and appropriately to all suspicions or allegations of abuse or issues relating to child welfare
- providing parents/carers and children with the opportunities to voice any concerns they may have
- ensuring that access to confidential information is stored and managed in accordance with national guidance
- recruiting staff and volunteers safely and ensuring all necessary checks are made
- improving knowledge of children, parents/carers, staff and volunteers by sharing information about child protection and encouraging good practice
- sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- providing effective management for all staff and volunteers through supervision, support and appropriate safeguarding training

We are also committed to ensuring that our child protection policy is a living document which is reviewed and updated at least annually.

## **Training**

All staff and volunteers having regular contact with the children attending Hollies must attend Child Protection Training. Training will be provided through East Cheshire Council, by an accredited trainer. This will ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals.

All staff will read the settings policies and have access to them at any time to ensure they know the procedures for reporting and recording their concerns to the setting.

## **Responding to signs or suspicions of abuse**

If a member of staff suspects a child is suffering abuse or neglect they must report it immediately to the Safeguarding of children co-ordinator (SOCCO) or if they are unavailable to a supervisor. Any concerns must not be discussed with other staff – information must be shared on a **need to know basis**.

All staff will be listened to and any concerns will be taken seriously. The member of staff will make a dated record of details of the concern and the SOCCO and supervisor will discuss what action should be taken (a proforma record can be found in the safeguarding pack).

The Children's assessment team will be contacted for guidance and their advice followed. This will always be the case if there is a baby under the age of one residing in the house.

Any records will be passed on to the designated person at the child's new setting.

## **Liaison with parents**

Staff should discuss any concerns about the child's welfare with their parent/carer, when the concern first arises. If it is felt that the child will be put at significant risk or the concern is regarding sexual abuse or fabricated illness, the Children's Assessment Team must be contacted and advice sought immediately.

## **Responding to a child disclosing abuse**

When a child discloses information of abuse to a member of staff they must:

- Communicate with the child appropriate to their age and understanding.
- Reassure the child, letting them know they have done the right thing in informing you
- Do not promise the child confidentiality, but reassure them that the information will only be shared on a 'need to know' basis
- Listen carefully, without interruption and allow the child to speak at their own pace, without any prompting or asking questions
- Do not make any suggestions or alternative explanations
- Do not make assumptions or interpretations
- Record in writing as soon as possible what the child said **in their own words**. The record must contain:
  - The child's full name
  - The child's address
  - The age of the child
  - The date and time of disclosure
  - The exact words spoken by the child, as far as possible
  - any names mentioned
  - The name of the person to whom the child disclosed to and any other person who was present, with date and time
  - Whether it was first or second hand information
  - Who the concern was reported to
  - All parties must sign and date the form

The records are kept in a confidential file and the Children's Assessment Team contacted.

## **Procedure for notifying OFSTED of any serious harm or abuse against a child in our care**

OFSTED must be notified of any serious accident, incident or death that occurs in the provision, as soon as possible, within 14 days of the incident.

Telephone number 0300 123 1231

Information required when reporting is as follows:

- When and where it happened
- Details of what happened
- Name and age of child / children /person involved

OFSTED may require details in writing and a record of all information will be kept.

### **Allegations of abuse made against a member of staff**

Any allegations made against a member of staff must be reported to the SOCCO or a supervisor, who must then report it to the chairperson of the committee. If the member of staff is reporting an allegation against a senior member of staff they can report it directly to the chairperson of the committee.

OFSTED will be notified.

The Local Safeguarding Children's Board (LSCB) will be notified

Telephone 01625 374753 / 374965

Email [LSCB@cheshireeast.gov.uk](mailto:LSCB@cheshireeast.gov.uk)

The Local Authority Designated Officer (LADO) will provide advice and guidance. The LADO will liaise with the police and other involved agencies, monitoring the progress of the case to ensure that it is dealt with as quickly as possible, through a fair and consistent process.

The Children's Assessment Team will be contacted for guidance.

Any disclosure made by a child or member of staff that abuse may have taken place or is taking place (within or outside the setting) will be taken seriously.

Details will be recorded and should include:

- The name of the member of staff whom the allegation has been made against
- The name of the person/s reporting allegation and who it was reported to
- Exact details of the allegation
- Both parties must sign and date the record

Our policy is to suspend the member of staff on full pay for the duration of an investigation. This is in place to protect the member

of staff as well as the children and families throughout the process and in no way indicates that the alleged incident has taken place.

If an allegation is made against a parent, carer or someone who has contact with the child the above procedure must be followed.

### **Personal code of conduct**

All staff understand our Child Protection policy and are committed to preventing exploitation and abuse of children.

The children's safety and well being is paramount and should be put before loyalty to colleagues.

We respect all individuals regardless of age, developmental stage, disability, racial heritage, religious belief or sexual orientation.

Staff form appropriate relationships with the children based on mutual respect and trust. If a child seeks cuddles or comfort staff should respond appropriately by not rejecting the child, but with care and helping the child to understand boundaries.

### **Intimate Care Policy**

The Hollies is committed to ensuring all staff responsible for the intimate care of children will undertake their duties in a professional manner at all times when intimate care is given. No child should be attended to in a way that causes distress, embarrassment or pain.

Intimate care is any care which may involve washing, touching or carrying out an invasive procedure (such as cleaning a child who has soiled him/herself) to intimate personal areas.

Staff providing intimate care will be trained in Child protection, Health and safety and Moving and Handling and will be fully aware of best practice. Suitable equipment and facilities will be provided to assist staff. Children will be supported to achieve the highest level of autonomy that is possible given their age and abilities. Staff will encourage each child to do as much as possible for themselves.

When changing a child the member of staff must inform the supervisor beforehand. The disabled toilet door must NOT be locked when changing a child, but may be closed. After changing

the child the member of staff must complete the record of changing book.

Each child's right to privacy will be respected; careful consideration will be given to each child's situation.

Intimate care arrangements will be discussed with parents/carers of the child. The needs and wishes of the child and parents will be taken into account wherever possible within the constraints of the staffing.

If a child becomes distressed or unhappy about being cared for by a member of staff the matter will be looked into and outcomes recorded. During the process of delivering intimate care any concerns about physical changes in a child's presentation e.g. marks bruises soreness etc. will be reported to the appropriate designated person for child protection.

### **Whistle Blowing Policy and Procedure**

Staff must feel able to raise any concerns within the setting without fear of reprisals, harassment or victimisation. In many cases concerns can be quickly resolved through normal processes of informal conversations, staff meetings and committee meetings. However, if the concern is more serious and requires further action the procedures in this policy should be followed.

All staff and volunteers working in the setting must acknowledge their individual responsibility to bring matters of concern to the attention of a supervisor or the chairperson of the committee. We acknowledge this may be difficult, but it is vital when the welfare of children may be at risk. We must remember that it is often the most vulnerable that are targeted and all children need us to safeguard their welfare.

**Don't think what if I'm wrong, think what if I'm right.**

### **What concerns should be raised**

Concerns that fall within the whistle blowing policy may be about something that:

- Is unlawful
- Is against The Hollies policies
- Falls below established standard or practice
- Amounts to improper conduct
- Could be a potential health and safety risk

**Before whistle blowing staff should consider the following:**

- The responsibility for expressing concerns about unacceptable practice or behaviour rests with all employees and volunteers
- Staff meetings and other opportunities can be used to raise questions and seek clarification on issues that concern members of staff
- Whilst it can be difficult for a member of staff to raise concerns about the practice or behaviour of a colleague, they must act to prevent the problem getting worse, to reduce potential risks to the health and safety of others and to prevent themselves potentially being implicated

**Self reporting**

If a member of staff has a personal difficulty, maybe a physical or mental problem, which they know to be impinging on their professional competence, they have a responsibility to discuss it with a supervisor or the chairperson. This is so that support can be offered and any risks removed. Confidentiality cannot be guaranteed where personal difficulties raise concerns about the welfare or safety of children.

**ICT Policy**

All mobile phones must be kept in the office during working hours. We ask any parents on visits to leave phones in the office.

When using social networking sites staff must not make any comments regarding the Hollies. This includes talking about parents, children, staff and comments regarding their day at work. Staff must not invite parents, young people working in the setting or children attending the setting to be their friends on such sites, or accept an invitation from a parent, young person working in the setting or child. Failure to comply with the above will lead to disciplinary action being taken. Staff using social networking sites should have the correct security so that their facebook page cannot be viewed by the public.

## **Safeguarding Young People Policy**

We aim to ensure that we offer a safe, secure and productive environment for any young people helping at Hollies on placement from school or college. All members of staff must follow the guidance below:

Behaviour – reassure any young person who may be nervous and needs your guidance, but avoid being over familiar. Never permit ‘horseplay’ which could cause embarrassment or fear

Environment – avoid being on your own in an isolated or closed environment with a young person. If you are in the office, keep the door open. Sit where others can see you through the windows.

Internet – ensure young people do not have access to unsuitable websites whilst at Hollies.

Travel – there should be no occasions when a young person is travelling alone with a member of staff from Hollies.

Disclosure – if any young person discloses confidential information that gives rise to concern for their physical or emotional safety it must be reported to the SOCCO or supervisor – see information under **responding to a child disclosing abuse**.

### **Confidentiality.**

The pre-schools involvement with children and families can sometimes bring us into contact with confidential information. To ensure that all those who work at and use the pre-school can do so with confidence, we will respect confidentiality in the following ways:

- Parents will have ready access to their children’s files, but not access to information about any other child.
- Staff will not discuss individual children, other than for the purposes of the curriculum, planning, assessment and management, with people other than the parents and carers of that child.
- Information given to pre-school management staff will not be passed on to other agencies or individuals without permission.
- Issues to do with employment or staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
- Any anxieties/concerns relating to a child’s personal health and safety will be kept confidential and will not be shared

within the group unless there is a need for individuals to know in the execution of their duties. However, we will share information with other agencies if we feel the child is at immediate risk of abuse or harm.

- Students and visitors to pre-school will be advised of our confidentiality policy and be required to respect it.
- Staff will be expected to keep any information regarding anyone within the pre-school completely confidential. Breach of confidentiality will lead to disciplinary action being taken.

## **Photographs**

During Hollies sessions we will take photographs of the children while they are playing and taking part in creative activities. The photographs are then displayed on the wall to show the different areas of learning and as a reference for the children to recall past events. All parents and carers must complete the paragraph on the agreement form giving/declining permission to display your child's photograph.

We also display some photographs on the Hollies web site to demonstrate different areas of learning. For security purposes the children are NOT named on the web site. Please complete the paragraph on the agreement form giving/declining permission to display your child's photograph on our web site.

[www.theholliespreschool.co.uk](http://www.theholliespreschool.co.uk)

We have a video camera for the children to use during the sessions. Any video clips may be displayed at Hollies, for the children to watch or during events such as parents evening or open days. Please complete the paragraph on the agreement form regarding permission for your child to be filmed.