



Safeguarding policy

Introduction

CYCA and all of its individual settings and Nurseries complies with the requirements of the Social Services and wellbeing (Wales) Act 2014. CYCA owes a general duty both at common law and in certain circumstances under statute to take reasonable care of persons coming on to its premises or under the control or supervision of its employees and volunteers. The adoption and implementation of a children and young person's Act 2008, facilitates the management of the risk associated with this duty. It also aims to inform employees and volunteers how to safeguard children, young people, and vulnerable adults whilst at the same time protecting themselves and CYCA.

The Social services and wellbeing (Wales) Act 2014 defines a 'child' as a person under the age of 18. The Management of Health and Safety Regulations 1999 regard a 'child' as a person who is not over the minimum school leaving age and a 'young person' as a person who has not attained the age of 18. For the purpose of this policy and related documents, a 'child' is under 16 and a 'young person' is over 16 but under 18. Both children and young people are included in this policy and related documents.

A vulnerable adult is defined (under the Protection of Vulnerable Adults Regulations 2002) as a person aged 18 or over who has one or more of the following conditions (a) a learning or physical disability; or (b) a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; or (c) a reduction in physical or mental capacity.

CYCA work with Local safeguarding children's board to bring agencies together to safeguard and promote the welfare of children and young people in Carmarthenshire.

Implementation

It is impossible to ensure that a child, young person or vulnerable adult would never come to any harm. However, employees and volunteers who implement this policy and follow the guidelines should be confident that all steps possible will be taken to protect them from harm.

All CYCA employees and volunteers are requested to consider the policy, disseminate it as appropriate and apply the relevant parts of the model procedure whilst undertaking any activity where children, young people or vulnerable adults are involved.

Support to Staff and Volunteers

CYCA will provide training in child protection issues for all employees and volunteers responsible for the implementation of this policy and manage the Disclosure Barring Service (DBS) checks for all staff and volunteers.

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Policy Statement

CYCA aims to adopt the highest possible standards and take all reasonable steps in relation to the safety and welfare of the children, young people and vulnerable adults that the organisation interacts with.

This policy does not seek to discourage such interaction. This policy seeks to support such interactions and to offer assurances to employees and volunteers that through implementation of this policy, CYCA seeks to protect children, young people and vulnerable adults and to keep them safe from harm when in contact with CYCA's employees and volunteers (whether acting in a paid or unpaid capacity).

Code of Practice

The following code of practice applies to all CYCA employees and volunteers in relation to children, young people and vulnerable adults whether acting in a paid or unpaid capacity:

Avoid unnecessary physical contact.

- It is not good practice to take a child, young person or vulnerable adult alone in a car on journeys, however short.
- Do not take a child or vulnerable adult to the toilet unless another adult is present or only if another adult is aware (this may include a parent or group leader).
- If you find you are in a situation where you are alone with a child, young person or vulnerable adult, make sure that others can clearly observe you.
- Avoid personal relationships with a child, young person or vulnerable adult.
- Do not make suggestive or inappropriate remarks to or about a child, young person or vulnerable adult, even in fun, as this could be misinterpreted.

If a child, young person or vulnerable adult accuses an employee or volunteer, you should report this immediately to the Manager and/or Board of Trustees.

If you are the recipient of any complaint or accusation from a child, young person or vulnerable adult, it is important to listen without making or implying any judgement as to the truth of the complaint or accusation.

If a child, young person or vulnerable adult makes a complaint, or if there are other reasons for suspecting abuse, you should not attempt to investigate this yourself, but should report to the Manager and/or Board of Trustees.

Participate in the training available to you to support you in your interactions with children, young people and vulnerable adults.

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Remember that those who abuse children, young people and vulnerable adults can be of any age (even other children and vulnerable adults), gender, ethnic background or class, and it is important not to allow personal preconceptions about people to prevent appropriate action taking place.

Good practice includes valuing and respecting children, young people and vulnerable adults as individuals, and the adult modelling of appropriate conduct - which would exclude bullying, aggressive behaviour, racism, sectarianism or sexism.

Model Procedure

1. Dissemination of the child, young person & vulnerable adult protection policy and code of practice
2. Risk assessment
3. Recruitment and selection procedures
4. Reported suspicions and allegations
5. Training
6. Responsibility

1. Dissemination of the child, young person & vulnerable adult protection policy and code of practice

Management and/or Board of Trustees will inform all employees and volunteers at the time of their appointment of the child, young person & vulnerable adult protection policy and code of practice.

Management and/or Board of Trustees should from time to time remind employees and volunteers who work with children, young people and & vulnerable adults of this policy and code of practice and its application.

2. Risk assessment

All employees and volunteers that intend to work with children, young people or vulnerable adults should ensure that they understand the implications of this policy and code of practice before commencing any interaction.

A designated and capable individual should complete a risk assessment before any new or changed interaction involving children, young people or vulnerable adults.

The risk assessment is not only a way to mitigate or remove any potential risks, but it may also be a prompt to consider best working practices.

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The risk assessment should:

- Incorporate the standard health and safety risk assessment;
- Identify the nature, length and frequency of the contact;
- Consider children, young people and adults who are particularly at risk;
- Consider whether any children, young people or vulnerable adults have allergies, are on medication, have any specific needs (physical or mental), behavioural difficulties;
- Identify any potential areas for harm and detail action to prevent harm occurring, which might include consideration of alternative working practices;
- Undertake Disclosure Barring Service checks (DBS) for new employees and volunteers that have personal contact with children, young people or vulnerable adults and to undertake renewals of DBS checks for existing staff and volunteers, every 3 years. Mobile DBS are checked by the manager, using the DBS check system and applicants pay for their own registration annually.

Example of possible outcome of risk assessment

High Risk	<i>Required Action</i>
Employees and volunteers who have regular and close access to children, young people or vulnerable adults or have sole charge of children, young people or vulnerable adults or have regular access to detailed information about children, young people or vulnerable adults, but may not have any contact	CYCA should undertake risk assessment, minimise risk and disseminate child, young person & vulnerable adult protection policy and code of practice For new employees and volunteers, undertake additional enhanced checks in recruitment and selection process, including Disclosure Barring Service(DBS) and additional references
Low Risk	<i>Required Action</i>
Employees, volunteers and visitors who occasionally assist with activities	CYCA should undertake risk assessment and minimise risk by eliminating any sole supervision or 1:1 interaction with children, young people or vulnerable adults Disseminate child, young person & vulnerable adult protection policy and code of practice

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3. Recruitment and selection procedures

Where the risk assessment has identified that employees and volunteers are likely to have regular contact with or encounter children, young people and vulnerable adults (which might include regular processing of information), rigorous recruitment and selection procedures and checking processes into their eligibility would be required. Such processes would be compliant with CYCA's equal opportunities policy.

In addition to any standard recruitment and selection procedures CYCA should;

- a.** Obtain two written references to ascertain what contact the applicant has had with children, young people or vulnerable adults and whether any concerns have arisen. Confirm the authenticity of referees by production of referee's letterhead or company stamp.
- b.** Request the applicant should submit at least two items of evidence to confirm their identity. This might include at least one item of photographic evidence (e.g. a current passport or a new-style UK driving licence) and at least one item of address related evidence (e.g. a utility bill or financial statement). Where an applicant claims to have changed name (e.g. through marriage, adoption or statutory declaration), evidence of such a change should be sought.
- c.** Instruct the applicant to complete the section of CYCA's application form, which asks about criminal convictions.

- If the appointment is exempted from the Rehabilitation of Offenders Act 1974, you should instruct the applicant to declare all convictions (spent and unspent). Broadly, the list of exceptions to the Act covers:
 - Those whose duties involve work with children, young people and vulnerable adults
 - Certain professions in areas such as health, pharmacy, and the law
 - Senior managers in banking and financial services
 - Appointments to jobs where national security may be at risk.

d. Follow these steps where there is a requirement for a criminal record check from the Disclosure Barring Service (DBS) as part of their disclosure service.

- N.B. Where disclosure is required, but the applicant has a substantial record of overseas residence, or little or no previous residence in the UK there might be limited value in seeking a disclosure. The DBS will offer guidance about the availability of checks in foreign countries. Where these are available, ask the applicant to apply for this check and submit the check to the recruiter.

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Information for applicants requiring a DBS check

- Your advertisement should state that 'The successful candidate will be required to apply for a DBS. A mobile DBS will be checked by the manager using an online checking service.
- Inform every applicant of CYCA's child, young person & vulnerable adult protection policy at the commencement of the process.
- Inform every applicant of the DBS's code of practice.
- Instruct every applicant to complete the section of CYCA's application form which asks about criminal convictions.

Submission for disclosure

Contact the named and registered person within CYCA with responsibility for actioning DBS checks. The Mobile DBS will be checked on the online checking service.

Receipt of disclosure

The named applicant will receive outcome of disclosure and will have to inform the Manager and/or Board of Trustees. The DBS number will be recorded in the staff personal file (in locked cupboard) and dated by the registered person as required by CSSIW regulations.

The Manager and/or Board of Trustees should,

- Discuss any matter revealed in a disclosure with the preferred applicant;

- Resolve where the applicant disputes the information provided in a disclosure, before selection decision;
- Not discuss any information released by the police to an employer by separate letter, with the applicant.

The Manager and/or Board of Trustees should be aware that selection criteria should state various factors. Disclosure should be part of the overall selection process and not the sole decision factor. To maximise safe recruitment, use several selection techniques, for example an application form, interview, references and DBS. Recruiters should also note that disclosures do not carry a guarantee of accuracy. Neither do they have a pre-determined period of validity.

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Offers of appointment

- Obtain the required DBS prior to a formal offer of employment. This would be a condition of employment.
- Discuss any withdrawal of a conditional offer of employment when the applicant had failed to reveal information directly relevant but subsequently revealed in a disclosure with the Manager and/or Board of Trustees.
- The Manager and/or Board of Trustees Should consider withdrawal of a conditional offer of employment only after careful consideration of the information revealed in the disclosure.
- Withdraw a conditional offer of employment to a childcare position if the disclosure revealed that the individual is not a fit and proper person to work with children.

4. Reported suspicions and allegations

Only the Manager and/or Board of Trustees should deal with reported suspicions and allegations.

CYCA follow the All Wales Child Protection Procedures and a copy of the procedures is kept in each venue.

Any concerns will be reported according to the Local Safeguarding Children Board (LSCB) without delay.

Dealing with suspicions

- Concerns for the safety and well-being of children, young people and vulnerable adults could arise in a variety of ways and in a range of different settings. (For example, a child may report or display signs of abuse; someone may hint that a child is at risk or that a colleague is an abuser; an individual may witness or hear about abuse in another organisation.
- Employees and volunteers should raise any suspicions or concerns regarding possible child abuse with the Manager and/or Board of Trustee without delay.

Dealing with allegations

There might be occasions where a child, young person or vulnerable adult accuses a member of staff of physically or sexually abusing them. It is essential to action quickly and professionally all cases of suspected abuse by a member of staff or volunteer and the Manager and/or Board of Trustees must be notified immediately

HANDLING SUSPICIONS AND ALLEGATIONS

In dealing with suspicions and allegations, the employee or volunteer would follow clear procedures, taking the following steps:

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- Volunteers will immediately inform the most senior employee they are working with.
- *Employees will:*
 - Complete CYCA's incident form, writing down everything that has given cause for concern and say why. This should be done as soon as possible, and certainly within 24 hours of the allegation;
 - Keep records of all conversations, meetings attended, and letters received and telephone calls relating to the allegation;
 - Record any dates and times of incidents or observations and any contact had with the child, younger person or vulnerable adult and/or parents or carers. Only the facts would
 - be recorded, not personal opinions or assumptions unless supported by facts;
 - Record any explanation for any injuries of behaviours given by the child, young person or vulnerable adult and/or member of staff or volunteer;
 - Record who the child, young person or vulnerable adult has come into contact with and in what context since the allegation (where known);
 - Reported immediately to Manager/ Board of Trustees.
- *Management and/or Board of Trustees will:*
 - Store these records in a secure place, accessible only by the Manager and/or Board of Trustees.
 - Contact the Local Safeguarding Children Board (LSCB) for advice or Social services.
 - Assist the social services team and police with their enquiries should a referral be advised by the social services team.
 - Take action to suspend a responsible individual if and allegation is made against them until a full investigation has been conducted.

Handling allegations

When a child, young person or vulnerable adult discloses information about abuse to employee or volunteer it may be done obliquely rather than directly and be limited in detail.

(The volunteer will immediately inform the most senior employee they are working with)

An abused child, young person or vulnerable adult is likely to be under severe emotional stress and makes any disclosure in confidence.

The employee would need to display tact and sensitivity in responding. and would need to reassure the child, young person or vulnerable adult, and retain his or her trust, whilst explaining the need to inform other professionals.

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DO	DO Not
<ul style="list-style-type: none">• Be accessible and receptive.• Listen carefully.• Take it seriously.• Reassure the child, young person or vulnerable adult that they are right to tell.• Negotiate getting help.• Find help quickly.• Make careful records of what was said using the child's, young person's or vulnerable adult's own words as soon as is practicable following the disclosure. Date, time and sign the record. This record would be used in any subsequent legal proceedings.• Inform Management and/or Board of Trustees who will contact Social Services.	<ul style="list-style-type: none">• Jump to conclusions.• Directly question the child, young person or vulnerable adult or suggest words for him/her to use.• Try to get the child, young person or vulnerable adult to disclose all the details.• Speculate or accuse anybody.• Make promises you cannot keep.• Fail to inform the Manager and/or Board of Trustees• Fail to discuss with Social Services.

5. TRAINING

CYCA will provide employees and volunteers with training on the safeguarding of children, young people & vulnerable adults policy and on its application.

Staff will undertake training every 3 years, either in person or online.

6. RESPONSIBILITY

Accountability and responsibility for the adoption and implementation of the policy will rest with the Manager and/or Board of Trustees.

Investigation into any reported suspicions and allegations will rest with Manager and/or Board of Trustees.

Dilemmas of Confidentiality

- Children, young people and vulnerable adults must not be promised confidentiality but they must be re-assured that information would only be shared on a need to know basis.
- CYCA employees may have to negotiate with the child, young person or vulnerable adult and tell them honestly that they may not be able to keep the conversation confidential. Sometimes this could result in the child, young person or vulnerable adult not wanting to say any more at this point, which is their right.

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- Where an employee or volunteer might have concerns that a child or vulnerable adult is being abused or are at risk of being abused (whether the child, young person or vulnerable adult says anything or not) they have the responsibility to report their concerns to the Manager and/or Board of Trustees
- CYCA employees are used to handling confidential information about children but it may create conflict when they have to disclose such information. In cases of actual or suspected abuse, the best interests of the child, young person or vulnerable adult are paramount.

IDENTIFICATION OF DANGER SIGNS

In order to help with your identification of the danger signs relating to Children, Young People & Vulnerable Adult abuse, below is a list that defines the various categories of abuse and neglect. The examples within the definitions should help you to identify major external symptoms.

Physical Abuse

'Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child, young person or vulnerable adult. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This situation is commonly described using terms such as factitious illness by proxy or Munchausen syndrome by proxy.'

Emotional Abuse

'Emotional abuse is the persistent emotional ill-treatment of a child, young person or vulnerable adult such as to cause severe and persistent adverse effects on the child's, young person's or vulnerable adult's emotional development. It may involve conveying to children, young people and vulnerable adults that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age and/or developmentally inappropriate expectations imposed on children. It may involve causing

children, young people or vulnerable adults frequently to feel frightened or in danger, or the exploitation or corruption of children, young people or vulnerable adults. Some level of emotional abuse is involved in all types of ill treatment of an individual, though it may occur alone.'

Sexual Abuse

'Sexual abuse involves forcing or enticing a child, young person or vulnerable adult to take part in sexual activities, whether or not the child, young person or vulnerable adult is aware of what it is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include non-contact activities, such as involving children, young people or vulnerable adults in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children, young people or vulnerable adults to behave in sexually inappropriate ways.'

Neglect

'Neglect is the persistent failure to meet a child's, young person's or vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of the child's, young person's or vulnerable adult's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child, young person or vulnerable adult from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's young person's or vulnerable adult's basic emotional needs.'

PHOTOGRAPHS, VIDEOS, WEBSITES AND WEBCAMS

Introduction

Normally, photographs and videos are a source of pleasure, pride and enhanced self-esteem for children, young people and their families.

Although digital technology, including the widespread use of mobile telephones as digital cameras, has vastly increased the use, and potential misuse, of photography, in the main children, young people and vulnerable adults are abused by someone they know. There is a residual risk of a vulnerable individual being targeted for abuse through identification by a stranger. It is possible to minimise this risk by taking reasonable steps to ensure the appropriateness of the photograph and protect the identity of the individual.

These guidelines seek to raise awareness of the potential dangers to children, young people and vulnerable adults, while offering practical advice that is reasonable and proportionate.

Issues of Consent

The Data Protection Act 1998 affects the use of photography, since an image of an individual is personal data for the purpose of the Act. Consequently, it is necessary to obtain consent from the individual, or parent, guardian or carer, in the instance of children, young people

and vulnerable adults, for any photographs or video recordings to be utilised for CYCA's promotional activities. Consent can be given by any young person, aged 16 to 18, on their own behalf, but for any child aged under 16 consent should be obtained from the parent, guardian or carer.

Because media opportunities can sometimes present themselves at short notice and it is helpful to have consent confirmed/refused in readiness. Therefore, if photographs are likely to be taken during any activity, it may be convenient for CYCA to seek consent before its commencement. If the intention is to seek publicity for the programme or activity it is vital to ensure consent is in place.

Safeguarding Policy continued

A signed consent form should be obtained from the parent, guardian or carer, and kept on file, covering all cases where images of children, young people or vulnerable adults may be used for publication by CYCA. Consent gained for photographs or videos may not extend to website or webcam use. Therefore, if the intended use of photographic images is for this purpose, it is important to gain specific consent. The parent, guardian or carer retains the right to withdraw consent at any stage, but they need to do so in writing.

Planning photographs of Children and Young People

Images and details of children, young people and vulnerable adults published together present the possibility that people outside of CYCA could identify, and then attempt to contact, the child, young person or vulnerable adult directly. The measures described below should minimise the risk of such unsolicited attention.

- Where possible, use general shots of group activities rather than close up pictures of individual children, young people or vulnerable adults. Consider the camera angle; photographs taken over the shoulder, or from behind are less identifiable.
- Use images of children, young people and vulnerable adults in suitable dress, and take care when photographing sporting activities to maintain modesty. It may be appropriate, for instance, to photograph a group in tracksuits.

Identifying Children and Young People

In situations where consent is unclear, the DfES advice is:

- If the child is named, avoid using the photograph. If the photograph is used, avoid naming the child.

In the light of this advice, it is advisable to:

- Use the minimum information. Ask whether it is necessary to accompany a picture with the title of the activity at CYCA, rather than the names.
- Avoid using photograph when fully naming a child or young person in any published text, whether in CYCA publications, website, or in the local press.

Using Photographs of Children Supplied by a Third Party

- Copyright does not apply to images for private family use. However, copyright does exist in commercial photographs and it rests with the photographer.
- Copyright is a right that the photographer automatically enjoys as the creator of the work to prevent other people exploiting the work and to control how other people use it.
- Before using a photograph supplied by a third party, it is important to check that the third party owns the copyright in the photograph and obtain written permission to use it. To use a photograph without the copyright owner's permission could lead to an action for copyright infringement.
- Images downloaded from the Internet are subject to copyright.
- Third Parties will generally be under the same obligations as CYCA to obtain parental consent to the use and distribution of photographs. It is important to ask the third party to guarantee that all relevant consents were given and that the third party is entitled to provide the image.

Use of Images of Children by the Press

There are occasions when the press take photographs. Parents, guardians and carers, as well as the children, young people and vulnerable adults, need to be aware of the potential risks, so they can make an informed decision about whether to agree to their children, young people and vulnerable adults being featured in the press and whether their full name should accompany the photograph.

The way the press use images is controlled through relevant industry codes of practice as well as the law. However, if it is felt necessary in the circumstances, it is sensible to check politely that broadcasters and press photographers are aware of the sensitivity involved in detailed captioning, one to one interviews, and close or sports photography.

Videos

Specific consent needs obtaining before a child, young person or vulnerable adult appears in a video.

Websites

The use of photographic images on websites is an area which gives particular concern because of the potential misuse of images. With digital photography, there is the remote possibility that images of children, young people and vulnerable adults could be produced, manipulated, and circulated without the family's knowledge. There is also a risk that children, young people and vulnerable adults might be exploited, and CYCA might be criticised or face action.

It is important to take care with identification, and to respect parental/carer views on the use of any photography of children, young people and vulnerable adults on a website.

Webcams

The regulations for using webcams are similar to those for CCTV (closed-circuit television). This means that the area in which there is use of the webcam must be well signposted and people must know that the webcam is there before they enter the area, in order to consent to being viewed in this way. Children, young people and vulnerable adults need to give consent, as well as the parents and carers of all the affected children, young people and vulnerable adults.

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In gaining consent, it is important to explain why the webcam is there, the use to which the images will be put, who might want to look at the pictures and what security measures are in place to protect access.

DfES advice (July 2003) is that unless a webcam is a response to a specific threat or difficulty in relation to either crime or health and safety, it may pose more difficulties than it would actually resolve.

Parental Photography and Video Recording

Parents, guardians and carers may take photographs or making a video recording for their own private use. This includes any CYCA events and/or activities. They may not take photographs or to make a video recording for anything other than their own personal use (e.g. with a view to selling videos of a CYCA event and/or activity) without the consent of the other parents whose children may be captured on film. Without this consent, the Data Protection Act 1998 may be breached.

Photographs and Videos taken by Other Third Parties

It is important to ensure that people with no connection with CYCA do not have any opportunity to film covertly. Employees and volunteers should challenge anyone they do not recognise who is using a camera or video recorder during any CYCA event and/or activity.

The Storage of Photographs and Videos

Photographs and videos need treating in the same way as any other data. It is important to maintain securely any photographs and videos retained for CYCA use, and disposed of securely when no longer required.

Official CYCA Photographs and Videos

On occasions, an official photographer from outside of CYCA may take photographs. If this is the case, it is vital to assess the validity of the photographer or agency involved, and establish what checks or vetting has been undertaken. There needs to be appropriate levels of

supervision to safeguard the welfare of children, young people and vulnerable adults at all times when visitors are present on CYCA property or at CYCA events and/or activities.

Child Protection Policy and Procedures

CYCA will create an environment in which children are safe from harm and abuse; in which the welfare of the children is paramount and any suspicion of abuse is responded to promptly and appropriately.

In order to do this CYCA will:

- Comply with the Social services and Well-being(Wales) Act 2014
- Seek advice from the Local Safeguarding Children Board (LSCB, when required).
- Exclude known abusers
- Prevent abuse by means of good practice
- Respond appropriately to suspicion of abuse
- Keep accurate records
- Liaise with other bodies
- Support families
- Offer training

Exclude known abusers

All applicants and volunteers working with the children in CYCA will be subject to a DBS check. All staff as per CSSIW regulations will provide two references which confirm the applicant's suitability to work with babies and young children. All personnel both paid and volunteers will be subject to a probationary period.

Prevent abuse by means of good practice

Children will be supervised at all times by a responsible adult. Adults who have not been registered as 'fit person' will not take children unaccompanied to the toilet.

There are no circumstances in which children will be punished by smacking, slapping or shaking. Neither will humiliating and/ or frightening methods of punishment be used.

Children will not be left alone with visitors of the setting.

Children will only be collected from the setting by an authorized adult whose details are held by the setting.

The setting will hold regular meetings with all staff and volunteers working in the setting to facilitate the raising of any concerns. Any concerns are reported to Manager, who will follow the Local Safeguarding Children Board (LSCB) advice.

The setting will ensure all staff and volunteers have knowledge to enable them to keep accurate records, all records are kept in a locked cupboard.

Children are accompanied at all times by authorised adults when taking in The settings external activities. E.g. walks, visits, carnivals, swimming etc.

Respond appropriately to suspension of abuse

Change in a child's behaviour or injuries will be investigated. Parents will normally be the first point of contact.

If there are grounds for suspecting abuse, these will be referred to the social services Tel: 01554 742142.

All such suspensions/ investigations/ referrals will be kept confidential and shared only with those who need to know. These would usually be a member of staff, the leader, manager and committee chairperson.

Keep accurate records

Whenever worrying changes are observed in a child's behaviour or physical condition, or if there is an injury, a confidential record should be set up. The record will include (in addition to the child's name, address, age and date)

Observations of the behaviour/ appearance, without comment or interpretation. Exact words spoken by the child may be recorded, timed, dated and signed by the recorder.

Such records will be kept confidential and should not be accessible to anyone in the setting other than the leader, chairperson and other members of staff as appropriate.

Liaise with other bodies

The setting will operate within the CSSIW guidelines. Confidential records kept on children about whom there are concerns, should be shared with the social services department if it felt that adequate explanations for the child's condition have not been provided, or if the social services department requests access. The setting will cooperate with Police.

Support families

The setting will do all in its power to build trusting and supportive relationships between families, and volunteers within the setting.

Offer training

Staff and volunteers will attend Child Protection training sessions to enable them to recognise signs of abuse.