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| Policy Name 04. Safeguarding Policy | | Effective from | October 2021 |
| Last reviewed | October 2021 | Agreed by BoT | October 2021 |
| Reviewed by | Chris Raby Andrea Clarke Karen Belmont | Next review | October 2022 |

04 - Safeguarding Policy

INTRODUCTION

Children have the right to be protected from harm. As a charity with children and families Playskill' safeguarding policies and procedures are an important part of protecting children and young people. They are supported by good governance, health and safety, financial management, staff supervision and management.

Playskill promote children's right to be *strong, resilient and listened to* by creating an environment in our sessions that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.

Playskill promote children's right to be *strong, resilient and listened to* by encouraging children to develop a sense of autonomy and independence.

Playskill promote children's right to be *strong, resilient and listened to* by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.

Playskill help children to establish and sustain satisfying relationships within their families, with peers, and with other adults.

Playskill work with parents to build their understanding of and commitment to, the principles of safeguarding all our children.

OBJECTIVE(s)

The purpose of this policy statement is to

- protect children and young people who receive Playskill's services from harm. This includes the children of adults who use our services
- to provide staff, trustees and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection

RESPONSIBILITIES

Director and Deputy Director of Playskill:

- It is the responsibility of the Director and Deputy Directors of Playskill to ensure that this Policy is implemented

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All Playskill employees and volunteers:

This policy applies to anyone working on behalf of Playskill, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students. This policy apply in any form Playskill is delivered including remote operations

IMPLEMENTATION

This policy includes the following section

Safeguarding children

- 1.1 Safeguarding children and child protection
- 1.2 Looked after children
- 1.3 Confidentiality and client access to records
- 1.4 Information sharing
- 1.5 Missing child
- 1.6 Use of mobile phones and cameras
- 1.7 Maintaining children's safety and security on premises
- 1.7a The Prevent Duty and British Values
- 1.8 Making a complaint

Appendix 1 - Procedure for safeguarding children when working remotely (using video calls)
 2 – Pink forms for reporting concerns of child abuse internally in Playskill
 3 – Body chart for describing physical injuries to a child

Additional Relevant Playskill Policies to Safeguarding –

- Employment Policy
- Whistleblowing Policy
- Induction Policy
- Disciplinary Policy & Code of Conduct

1.1 Safeguarding children and child protection

(Including managing allegations of abuse against a member of staff)
 (Including protection from extremism (The Respect Agenda and Prevent Strategy) and protection from Female Genital Mutilation)

Policy statement

Playskill will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life

Procedures

We carry out the following procedures to ensure we meet the requirements of our Safeguarding Children Policy.

Key commitment 1

- Playskill is committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.
- Playskill recognises abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

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Staff and volunteers

- Our designated person (a member of staff) who co-ordinates child protection issues is:

Andrea Clarke DSL – Director / Paediatric Physiotherapist

In addition – Karen Belmont Deputy Director

- Chris Raby Safeguarding Trustee / Lucy Sharpe Deputy Safeguarding Trustee

- We ensure all staff and parents are made aware of our safeguarding policies and procedures.
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service (DBS) before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- Volunteers do not work unsupervised.
- We abide by the Protection of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- We have procedures for recording the details of visitors to the setting.
- We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.
- Staff members are alert to harmful behaviours by influential adults in a child's life. This may include discriminatory and / or extremist discussions between parents, family and / or staff members.
- Staff members are able to identify children who may be vulnerable to radicalisation. They know what to do in these circumstances: contact Hertfordshire CSF on 0300 123 4043 or Police 999 if urgent.
- Staff members are able to identify children who may be at risk of being subject to Female Genital Mutilation (FGM). FGM is illegal in this country and involves the partial or total removal of external female genitalia for non-medical reasons. The practice may take place in this country or children may be taken abroad. FGM is most common among many African communities. If any concerns contact Hertfordshire CSF on 0300 123 4043 or Police 999 if urgent action needed.

Key commitment 2

Playskill is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' (HMG 2015).

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.

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Tel: 07572 465504 www.playskill.org

Registered Charity no. 1122745

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- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the child's therapist/key worker makes a dated record of the details of the concern and discusses what to do with the group leader who is acting as the 'designated person'. The DSL should be informed immediately, or Deputy if they are not contactable. The information is stored on the child's personal file using the pink form see Appendix 2.
- We refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation. **(Hertfordshire Children, Schools and Family telephone 0300 123 4043). If risk of immediate danger or harm ring police 999.**
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children.
- We use a pink detailed Playskill reporting form including a body chart as required when making a referral to children's social care or other appropriate agencies.

Recording suspicions of abuse and disclosures

- Where a child or carer makes comments to a member of staff that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect that member of staff:
 - listens to the child or carer, offers reassurance and gives assurance that she or he will take action;
 - does not question the child;
 - makes a written record that forms an objective record of the observation or disclosure that includes:
 - the date and time of the observation or the disclosure;
 - the exact words spoken by the child/carers as far as possible;
 - the name of the person to whom the concern was reported, with date and time; and
 - the names of any other person present at the time.
- These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.
- It is not the responsibility of anyone who is a staff or volunteer member of Playskill to decide whether an allegation of child abuse is to be investigated.
- It is their responsibility to report any concerns to the DSL or deputy DSL who will then lead the case and determine the actions required.
- There should be no circumstances where any allegations are discussed with anyone else, either within the team or with parents / carers. This information is strictly confidential and is on a need-to-know basis only
- It is the role of the Safeguarding officer to ensure any further investigations as deemed necessary are carried through
- If a complaint is made towards a team member after an investigation has occurred there would either be a criminal investigation, a safeguarding investigation or a disciplinary investigation
- If a complaint is made towards a parent, carer, other child or a young person, the safeguarding officer would take appropriate steps to ensure a full and proper investigation is carried out

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- Any information gathered would be written down in line with data protection laws and stored in a locked and secure place away from the group premises
- If there are any suspicions that a child has been deliberately harmed by a team member it must be reported to either the Director, Deputy Director or trustee for Safeguarding.
- If however, you feel unable to do this because of organisational abuse then contact the NSPCC whistle blowing helpline line for advice, Telephone number 0800 0280285

Informing parents

- Parents / carers are normally the first point of contact.
- If a suspicion of abuse is recorded, parents/ carers are informed at the same time as the report is made, except where the guidance of the Local Safeguarding Children Board does not allow this.
- This will usually be the case where the parent /carer are the likely abuser. In these cases, the investigating officers will inform parents. This will be addressed with guidance from local safeguarding team.

Liaison with other agencies

- We work within the Hertfordshire Safeguarding Children Board online guidelines.
- 'What to do if you're worried a child is being abused (2015)' is a DFE online publication for staff if they have concerns.
- The contact details for the local National Society for the Prevention of Cruelty to Children (NSPCC) are available online.
- If a referral is to be made to the local authority social care department, we act within the areas Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

Allegations against staff

- We ensure that all parents/ carers know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone working/visiting the premises occupied by the setting, which may include an allegation of abuse.
- We follow the guidance of the Hertfordshire Safeguarding Children Board/ NSPCC when responding to any complaint that a member of staff, or volunteer within the setting, or anyone working/ visiting the premises occupied by the setting, has abused a child.
- We respond to any disclosure by children or staff of abuse by a member of staff or volunteer within the setting, or anyone working/ visiting the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We co-operate when required entirely with any investigation carried out by children's social care team in conjunction with the police.
- Where the trustees and children's social care team agree it is appropriate in the circumstances, we will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the

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alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

Disciplinary action

- Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will notify the Independent Safeguarding Authority (ISA) of relevant information so that individuals who pose a threat to children (and vulnerable groups), can be identified and barred from working with these groups.

Key commitment 3

Playskill are committed to promoting awareness of child abuse issues throughout its training and learning programmes for adults. It is also committed to empowering young children, through its early childhood training, promoting their right to be strong, resilient and listened to.

Training

- We seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff know the procedures for reporting and recording their concerns in the setting.
- There will always be one qualified first aider on site (adult and paediatric)

Our promise to our staff, volunteers, parents and carers:

- To ensure that all staff and volunteers attend an updated Safeguarding Training module within 3 months of joining us and for that to be renewed every three years, ensuring they are fully trained and up-to-date in best practice of Safeguarding. For the Director /deputy and safeguarding trustee these updates are to be biannual for level 2, every two years for level 1.
- All the trustees will attend a safeguarding-training module and have an enhanced disclosure undertaken by the Disclosure and Barring Service (DBS).

Planning

- The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being visible to others.
- We introduce key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may grow to be *strong, resilient and listened to* and that they develop an understanding of why and how to keep safe.
- We create within the setting a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.

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Support to families

- We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
- We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child and liaising at all times with the local professionals involved with their care.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the data protection policy and only if appropriate under the guidance of the Local Safeguarding Children Board/ Hertfordshire safeguarding team.

Legal framework

Primary legislation

- Children Act (1989 s47)
- Protection of Children Act (1999)
- The Children Act (Every Child Matters) (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Working together to Safeguard Children (2018)

1.2 Looked after children

Policy statement

Playskill is committed to providing quality provision based on equality of opportunity for all children and their families. All members of staff are committed to doing what they can to enable 'looked after' children in their care to achieve and reach their full potential.

Definition of 'Looked after Children' (LAC): *Children and young people become 'looked after' if they have either been taken into care by the local authority, or have been accommodated by the local authority (a voluntary care arrangement). Most LAC will be living in foster homes, but a smaller number may be in a children's home, living with a relative or even placed back home with their natural parent(s).*

We recognise that children who are being looked after have often experienced traumatic situations; physical, emotional or sexual abuse or neglect. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons for children to be taken in to the care of the local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives that has impact on their emotional well-being.

In our sessions we place emphasis on promoting children's right to be strong, resilient and listened to. Our policy and practice guidelines for looked after children are based on these

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two important concepts, attachment and resilience. The basis of this is to promote secure attachments in children's lives as the basis for resilience. These aspects of well-being underpin the child's responsiveness to learning and are the basis in developing positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

Principles

- The term 'looked after child' denotes a child's current legal status; this term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
- Where a child who normally attends our setting is taken into care and is cared for by a local foster carer, we will continue to offer the sessions for the child.

Procedures

- The designated person for looked after children is the Designated Safeguarding Lead (DSL), **Andrea Clarke**.
- Every child who may be in need of additional support is allocated a support worker and this is no different for a looked after child. The designated person ensures the support worker has the information, support and training necessary to meet the looked after child's needs.
- The designated person and the support worker liaise with agencies, professionals and practitioners involved with the child and his or her family and ensures appropriate information is gained and shared.
- Playskill recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent's or foster carer's role in relation to the setting without prior discussion and agreement with the child's social worker.
- At the start of involvement there may be a professionals' meeting that will determine the objectives of the involvement and draw up a care plan that incorporates the child's learning needs. This plan is reviewed after two weeks, six weeks and three months. Thereafter at three to six monthly intervals.
- The care plan needs to consider such issues for the child as:
 - the child's emotional needs and how they are to be met;
 - how any emotional issues and problems that affect behaviour are to be managed;
 - the child's sense of self, culture, language/s and identity – how this is to be supported;
 - the child's need for sociability and friendship;
 - the child's interests and abilities and possible learning journey pathway; and
 - how any special needs will be supported
- In addition, the care plan will also consider:
 - how information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with whom and how it will be recorded and stored;
- with the social worker's agreement and as part of the plan, the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun-days etc., alongside the foster carer.

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- Initially the child's well-being is the focus of observation, their sociability and their ability to manage their feelings with or without support.
- Concerns about the child will be noted in the child's file and discussed with the foster carer.
- If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded in the child's file and reported to the child's social care worker according to the setting's safeguarding children procedure.
- Regular contact should be maintained with the social worker throughout the placement.
- Transition to school will be handled sensitively and the designated person and or the child's support worker will liaise with the school, passing on relevant information and documentation.

1.3 Confidentiality and client access to records

Policy statement

Definition: 'Confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from another public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others.' (Information Sharing: Practitioners' Guide)

In our sessions, staff, managers and our Director can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality care and education in our sessions. We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children and family. There are record keeping systems in place that meet legal requirements; means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

Procedures

Confidentiality procedures

- We always check whether parents regard the information they share with us to be regarded as confidential or not.
- Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents with whom the person has 'confided'.
- Information shared between parents in a discussion or training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside.
- We inform parents when we need to record confidential information beyond the general personal information we keep (see our record keeping procedures) - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely (see our record keeping procedures).

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Client access to records procedures

- Parents may request access to any confidential records held on their child and family following the procedure below:
- Any request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Director
- Playskill commits to providing access within 14 days, although this may be extended.
- Andrea Clarke supervises the file for viewing.
- All third parties are written to, stating that a request for disclosure has been received and asking for their permission to disclose to the person requesting it. Copies of these letters are retained on file.
- 'Third parties' include all family members who may be referred to in the records.
- It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go directly to them.

1.4 Information sharing

"Fears about sharing information cannot be allowed to stand in the way of the need to safeguard and promote the welfare of children at risk of abuse or neglect. No practitioner should assume that someone else will pass on information which may be critical to keeping a child safe."

Information Sharing: Guidance for Practitioners (HM Government March 2015)

Andrea Clarke is the Designated Person and has a specific responsibility for implementing our Safeguarding policy. Safeguarding is the responsibility of everyone who comes into contact with children.

Policy statement

We recognise that parents have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances and reasons, when we are obliged to share information.

In most cases, when appropriate, information will be shared with partners with the full consent of parents. We are obliged to share confidential information without authorisation from the person who provided it or to whom it relates if it is in the public interest. That is when:

- it is to prevent a crime from being committed or intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

The decision should not be made as an individual, but with the back-up of the Director and relevant trustees.

The three critical criteria are:

- Where there is *evidence* that the child is suffering, or is at risk of suffering, significant harm.
- Where there *is reasonable cause to believe* that a child may be suffering, or at risk of suffering, significant harm.

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- To *prevent* significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime

1.5 Missing child

Policy statement

Children's safety is maintained as the highest priority at all times both on and off premises. Parents continue to have responsibility for their children when attending drop-in events, e.g.: parties, but we may have crèche responsibility while parents or carers attend a course or workshop. Every attempt is made through carrying out the exit/entrance procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

Procedures

Child going missing on the premises

- As soon as it is noticed that a child is missing the staff member must alert the Director or deputy.
- The Director or deputy will carry out a thorough search of the building and outside play area.
- The register is checked to make sure no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The Director or deputy talks to the staff to find out when and where the child was last seen and records this.
- The Director or deputy carries out an investigation immediately.

The investigation

- Staff keep calm and do not let the other children become anxious or worried.
- Andrea Clarke or deputy speaks with the parent(s).
- Andrea Clarke or deputy carries out a full investigation taking written statements from all the staff in the room or who were on an outing.
- Andrea Clarke or deputy write an incident report detailing:
 - The date and time of the report.
 - What staff/children were in the group and the name of the staff designated responsible for the missing child.
 - When the child was last seen in the group.
 - What has taken place in the group since the child went missing.
 - The time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- The insurance provider is informed.

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Managing people

Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.

The staff will feel worried about the child, especially the designated carer responsible for the safety of that child. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.

Staff may be the understandable target of parental anger and they may be afraid. Group leaders need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.

The parents will feel angry and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the group leader. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the Director. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated and the police should be called.

The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them.

In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The group leader will use their discretion to decide what action to take.

Staff must not discuss any missing child incident with the press without taking advice.

1.6 Use of mobile phones and cameras

Policy statement

We take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones and cameras in sessions.

Procedures

Personal Mobile Phones

- Personal mobile phones belonging to members of staff are not used on the premises when supervising children.
- If members of staff take their own mobile phones on activities at other venues, they must not make or receive personal calls as this will distract them from their duties.
- Members of staff will not use their personal mobile phones for taking photographs of children.
- Members of staff should not use their work mobiles when supervising activities unless in the event of an emergency.
- Parents are only permitted to take photographs of their own child in sessions. Parents are informed of this on induction to the groups.

Cameras and videos

- Members of staff must not bring their own cameras or video recorders into the sessions.
- Photographs and recordings of children are only taken for valid reasons, such as to record their learning and development, or for fundraising purposes with permission of the parents/carers..

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- Photographs or recordings of children are only taken on equipment belonging to Playskill. Camera and video use is monitored by the group leader
- Photographs and recordings of children are only taken of children if there is written permission to do so (as part of the individual child's registration).

Written information about children will be managed under the data protection policy.

Social Networking

Social networking enables the centre to communicate with families and advertise activities. Sites such as Facebook also enables staff to gather feedback on services and identify demand for new services. There are certain risks associated with social networking sites such as cyber bullying, stalking and identity theft.

- One member of staff holds responsibility for managing the Facebook account.
- The site' privacy features restrict access to only Playskill families.
- The member of staff ensures any inappropriate material or comments are removed promptly.
- Staff are alert to the potential for cyber-bullying and monitor comments published by parents. Any such incidents must be brought to the attention of the Director and where appropriate reported to the police.

Where members of staff link to the Playskill site from their own Facebook or similar accounts they must follow the guidelines in the code of conduct.

1.7 Maintaining children's safety and security on premises

Policy statement

We maintain the highest possible security of our premises to ensure that each child is safely cared for during their time with us.

Procedures

Children's personal safety

- We ensure all employed staff and volunteers (including trustees) have been checked for criminal records by an enhanced disclosure from the DBS.
- Adults do not normally supervise children on their own.
- All children are supervised by their parents or carers, or by staff.
- Whenever children are on the premises at least two adults are present.
- We carry out risk assessments to ensure children are not made vulnerable within any part of our premises, nor by any activity.
- Parents or carers are responsible for their children at drop-in sessions.

Security

- Systems are in place for the safe arrival and departure of children and adults.
- The times of the children's and adults' arrivals and departures are recorded.
- The arrival and departure times of staff, volunteers and visitors - are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are securely stored during activities.

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1.7(i) The Prevent Duty and British Values

Policy statement

The Prevent Duty is closely linked to British values and places a duty on all education establishments to assist in the fight against extremism or terrorism. Playskill has a similar duty to look out for any suspicious behaviour. We need to be alert to the risk of children and families being drawn into extremism. Through our everyday work we get to know children and families, so we should be able to recognise when something does not seem right.

The Prevent Duty

**Any concerns speak to Andrea Clarke or contact
Hertfordshire Children, Schools and Families on 0300 123 4043.
In an emergency call police on 999**

1.8 Making a complaint

Policy statement

Playskill believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our sessions and will give prompt and serious attention to any concerns about the running of the sessions. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our sessions to a satisfactory conclusion for all of the parties involved.

Please refer to Playskill complaints policy and procedure.

CHANGES FROM PREVIOUS VERSION

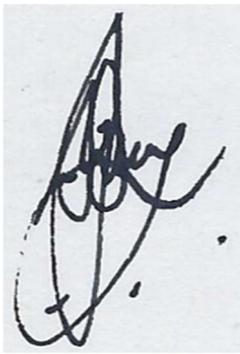
| Section | Change | Reason for Change |
|--------------|----------------------------|--|
| All sections | Updated format and wording | Changes to reflect new Policy template |

Policy prepared by: **Chris Raby - Trustee, Andrea Clarke – Director & Karen Belmont-Deputy Directors**
October 2021

Approval required by : Board of Trustees

Signed on behalf of Board of Trustees

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|--------------------------------|--------------|-----------------------|--------------|
| 04. Safeguarding Policy | | Effective from | October 2021 |
| Last reviewed | October 2021 | Next review | October 2022 |



Signed:

Name: Stuart Soloway, Chair of Board of Trustees

Date: October 2021

Appendixes:

- 1. Covid-19 Safeguarding**
- 2. Pink Form**
- 3. Body Map**

| | | | |
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Appendix to the Playskill Safeguarding Policy ; Covid 19 Pandemic

Andrea Clarke 07572 465504

Karen Belmont 07957782788

Chris Raby 07747800210

Safeguarding concerns on a video call could include;

- A change of mood or personalities in either parent
- Presence of an unexpected visitor in the home
- A change of presentation for example them wearing pyjamas during the meeting
- Background noise with tearful children
- Unaddressed medical issues involving the child
- Signs of injury
- Bereavement in the family due to the virus
- Persistent non- attendance without reason at sessions

1. Immediate Actions in the Event of a video call;

- a. If you are making a 1 to1 call with a parent and they become angry or distressed or the child becomes distressed please contact Andrea Clarke 07572 465504 Designated Safeguarding Lead, Karen Belmont 07957782788 or Chris Raby.
- b. If the parent becomes abusive or aggressive on a call please inform them briefly that you are terminating the call and state the reason and terminate the call. Then follow up with a call to the DSL.
- c. If the child or parent has an accident whilst on line you will need to contact the parent immediately by phone, so ensure you are aware of the parents contact details which are in the Teams/ Therapists/ General/ Contact details section.
- d. If you want to raise any concerns involving a member of the team of a safeguarding issue contact Chris Raby 07747800210
- e. If you witness an immediate problem which could involve immediate danger to a child that needs to be dealt with urgently call 999 and ask for the police. Then contact Andrea to report and follow up the event.
- f. For follow up calls with the Designated Safeguarding Team - If there is a safeguarding concern with a family first contact the family by phone to meet them with a video link and one other member of staff.

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2. *Recording information*

- a. Log all virtual interaction including the time and who was present at the treatment session on all notes.
- b. For specific child protection concerns please start a pink child protection form, from the safeguarding folder in the Therapists section of office 365 and put in the child's remote folder. All actions related specifically to child protection are logged here.
- c. Lone workers must share the information so that the DSL can join the session

3. *Best Practice and Working Remotely*

- a. Whenever possible there should be two members of staff participating in a session. If video calls are made alone, links should be shared with a DSL. With phone calls, these need to be discussed at the end of day meeting and documented as outlined above.
- b. Please only use Playskill email to send out links for video meetings or phone calls. All phone numbers should be blocked so parents do not get therapists personal details. If a text needs to be sent this should be done by Trev on the remote system or by Andrea.
- c. As of November 2020 the video calls moved from Zoom to Teams meetings.
- d. Any problems with video or phone calls interference report the issues to Andrea Clarke and Ayaz ayaz@playskill.org

Chris Raby, Andrea Clarke & Karen Belmont, Written October 2021

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CHILD PROTECTION INCIDENT REPORT FORM

| | |
|-------------------------------|--------|
| <u>Child's Details</u> | |
| Name: | D.O.B: |
| Address: | |

| | |
|--------------------------------------|--|
| <u>Parent / Carer Details</u> | |
| Name(s): | |
| Address(es): | |

| | |
|---|--|
| <u>Details of Incident / Concern</u> | |
| <i>Please include</i> | <ul style="list-style-type: none"> • <i>Details of incident including date and time</i> • <i>Description of concerns including any injuries observed & any changes in the child's behaviour</i> • <i>Whether information is first hand or the account of others</i> • <i>Details of any witnesses</i> • <i>Any other relevant details</i> |

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Details of Incident / Concern (cont)

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Appendix 7

Body Map

| | | |
|--|-------------------|--------------|
| Child's name: | | |
| Date of birth: | | |
| Date/time of skin markings/injuries observed: | | |
| Who injuries observed by: | | |
| Information recorded: | Date: | Time: |
| Name: | Signature: | |

