



Zac's Club Limited

Safeguarding Children Policy and Procedure

Aim:

To ensure the best care for the children for whom we are responsible and protect them from harm.

Introduction:

The welfare, protection and safety of every child in our care is a major priority and responsibility for every member of staff. Zac's Club Limited is a data controller for the purpose of the Data Protection Act and GDPR. We collect information from you and may receive information from your child's previous education establishment. We hold this personal data and use it to:

- Support our learning for the children.
- Monitor and report on the child's progress
- Provide the appropriate pastoral care

This information includes your child's contact details, characteristics such as ethnic group, special educational needs and any medical information. We will not give information about you to anyone outside the establishment without your consent unless our rules permit it.

We are required by law to pass some of your information to the Local Authority; North Yorkshire County Council, and to the Department for Education (DfE). If you want to see a copy of the information we hold and share about you then please contact us.

We are committed to following the North Yorkshire Safeguarding Children's Partnership, and North Yorkshire LEA's child protection procedures and guidance. Staff access training from the Safeguarding Children Partnership, and other organisations offering approved training at both a basic and more advanced level. Everyone in our setting recognises their responsibilities towards the children in their care, with procedures in place to follow if we suspect abuse or neglect. We will refer to Social Services where appropriate, work with other agencies, attend and provide reports for child protection conferences and contribute to any Child Protection Plan if necessary. There is a Safeguarding Officer appointed for each setting, and a duty Safeguarding Officer in their absence to ensure appropriate actions or referrals can be undertaken during any

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session. Safeguarding Officers must have attended the Level 2 Safeguarding course and have received update training at least every two years.

1. Staff roles

- Our main responsibility is to the children within our care.
- A member of staff is available as a point of referral at the Before, After School Club and Holiday Club on matters of child protection who has received appropriate training and will support any member of staff regarding any concerns they may have. For Zac's Club, Riccall this is Manager Lauren Moughan, Zac's Club Escrick the manager Levi Kelton is available for referrals, or alternatively our website details our safeguarding leads.
- We will work with other appropriate agencies in Child Protection issues.
- Staff will attend Child Protection training, either in house or through e-learning through the Safeguarding Partnership and update their knowledge every 2 years.
- Records regarding Safeguarding will be stored confidentially and locked in the setting cupboard.
- Staff are responsible for ensuring they know what action to take if they suspect abuse, including appropriate lines of referral.
- All new staff will read and sign policies and procedures of the company, acknowledging content, and their understanding of them.
- Staff will be aware of where to find contact numbers of relevant agencies.
- Following the introduction of The Early Help Service in North Yorkshire, details of this service will be offered to families where appropriate for the benefit of both the family and the child, and to assist in bringing agencies together.
- All staff follow a rigorous recruitment procedure to ensure their suitability to work with children. Zac's Club take up references and ensure staff undertake a DBS check and that this check goes "live" before they undertake full duties when working with children. Until all checks are completed no staff will be able to work unaccompanied, nor assist in toilet or personal care duties and will be always supervised. They are advised at the time of interview that if any checks come back and cause us concern, we may need to retract our offer of employment.
- It is our policy that staff do not work alone at the setting. At least two members of staff are always on duty in the setting and work together in the same area. A working alone policy covers instances

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when staff may need to be left on their own for very short periods of time.

- Staff are aware of our Whistle Blowing policy and are encouraged to report any concerns over a colleague's conduct and behaviour.

2. Arrangements for the protection of each child, including arrangements to safeguard children from abuse and neglect.

- Zac's Club is committed to ensuring the welfare and safety of all children in the setting. The setting will, in most circumstances, endeavour to discuss all concerns with parents about their child/ren, however there may be exceptional circumstances when the setting will discuss concerns with Social Care and/or the Police without parental knowledge (in accordance with Child Protection procedures). The setting will, of course, always aim to maintain a positive relationship with parents.
- All parents/guardians are required to complete online registration packs prior to their child commencing sessions with us, and for all sections to be completed. They are also required to update us through their online account of any change in details or update a member of staff who will make an entry on our software. • If a child's behaviour is noticeably different to that of other children, staff will speak with parents to try and understand why the behaviour may be different, and how to support. Any reports or findings noted because of such discussions will be stored confidentially in the safeguarding folder.
- Parents/guardians will be asked about any unexplained marks or bruising and asked to complete an accident/incident report with a member of staff and sign. Such forms are reviewed regularly to establish if there any patterns forming, or regular occurrences of such incidents.
- Any comments which a child makes that causes concern will be acted upon. We will discuss in private with the parents, and if we feel referrals are needed, we will do so.
- If deterioration in a child's well-being is noticeable, we will work together in partnership with parents/carers and offer support as appropriate. If we feel that the child is at any risk, we will make referrals to the appropriate agencies.

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- As also stated in our uncollected child policy, North Yorkshire Emergency Duty Team will be contacted if after one hour from closing, a child remains uncollected.
- If upon collection we suspect a parent to be under the influence of alcohol or illegal drugs, we will ask that somebody else come and assist in the pick-up.
We will not release a child if we feel that they are in any danger or risk of harm.
- Any concerns staff have will be shared with the person nominated as the point of referral in the setting, for Zac's Club Riccall, this is Lauren Moughan (setting Manager)
- The Most senior member of the management team will be the first point of call or the Deputy manager, director in their absence. All designated safeguarding leads are detailed on our website.
- In cases of Child Protection issues, staff involved will be offered help from the Manager and Director, and any other outside agencies (MAST) that can offer support such as counselling etc. When contacting the North Yorkshire Multi-Agency Screening Team (MAST) for a consultation you will be put through to a qualified social worker where your query will be discussed, with the child's details remaining anonymous.

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3. Procedures following an allegation of abuse or neglect.

- It is not the responsibility of the staff of Zac's Club Limited to investigate or decide if abuse has occurred. This includes child on child allegations as well as any allegations of adults abusing children.
- If we have concerns about the welfare or safety of a child, the person nominated as the point of referral in the setting will call the **Selby Children's Social Care Team on 01609 535633** to enquire if the child is subject to a Child Protection Plan. If this is the case, they will ask for the name of the person within Children's Social Care who is dealing with the case and liaise with them to establish how we can support the child and their family.
- If the child is not subject to a Child Protection Plan, they will still be able to speak to a duty social worker for advice and support. The number is the same for out of hours enquiries, and the **Emergency Duty Team 0300 131 2 131**. The person nominated as the point of referral in the setting will discuss their concerns with the social worker, and request their advice, and where appropriate make a formal referral. The North Yorkshire Safeguarding Children Partnership with details of information needed to raise concerns about the welfare of a child, and requirements to document the referral is displayed in the Policies and Procedures file, and Safeguarding file at Before and After School Club.

4. Procedures for how and when parents will be informed about concerns and actions.

- If we suspect a problem exists, we will contact the parent/guardian straight away and will discuss with them in private at the setting.
- We will discuss our findings/concerns, explaining how we now need to proceed, and our legal obligation to follow the appropriate procedure.
This could be using the Children and Families Universal Referral Form, a referral to Early Help or a referral to the Children and Families Service.

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We are committed to working together with parents in the best interests of the child and keeping them safe and will communicate as much as possible in order to resolve any issues effectively.

5. Early Help Team

- Families can be supported through the Early Help Team where there is not an immediate danger, but there are signs that the family needs additional support for their family to ensure children remain safe from harm.
- Early Help should be used by Safeguarding Practitioners following reference to the Social Care Team, and this has been the agreed course of action, or where it is considered additional help and support is required but does not need emergency referral to the Social Care Team.
- The Early Help Team contact the parent, and an assessment is made after you have completed the Early Help Assessment form with the parent. It is important that you discuss the help that can be provided, and the process with the parent to ensure the appropriate support can be offered, and their consent given. A copy of the form is available on the safeguarding children website by searching Early Help Assessment Form.
- **The Early Help Team contact number is: 0300 131 2 131.**
- The Early Help Team should not be used where you have an immediate and urgent concern regarding a child, and it is essential that the procedures in section 3 are followed first if this is the case.

6. Procedures to follow when an allegation is made against a member of staff.

- In the event of an allegation being made against a member of staff, the person nominated as the point of referral in the setting (or the Director if the allegation has been made against the nominated person) must contact their Local Authority Designated Officer (LADO). The LADO can be contacted via email or phone. The phone number is: 01609 533080. Completed LADO referral forms must be sent to this email: lado@northyorks.gov.uk(mailto:safeguardingunit@northyorks.gov.uk). This would include any allegation that a member of staff has behaved in a way that has harmed, or may harm a child, or possibly committed a criminal offence against or related towards a child, or behaved in a way that indicates that he/she is unsuitable to work with children.

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The accused person should be told about the allegation as soon as possible. This may be delayed if the Police or Social Care need to be consulted to agree what information can be disclosed.

Zac's Club will work with the LADO to consider how the allegation should be investigated, and whether a Strategy Discussion should be held, if there is cause to suspect that a child is suffering or is likely to suffer significant harm. A strategy discussion would involve other agencies including Social Care, the Police, LADO, and Management within the setting, and considers not only the children directly involved in the allegation, but also any other children who could be at risk.

- If the threshold for significant harm is not met, but a criminal offence may have been committed, then an initial evaluation will take place with the police. The aim of these discussions is to share relevant information about the allegation and to determine whether an investigation needs to be conducted, and if so by whom. They are not part of any disciplinary procedure, and the accused person is not invited to attend.
- Suspension may be considered where necessary and appropriate to allow the investigation to take place. Where suspension is being considered, the member of staff will be invited to a meeting to discuss this course of action and will be invited to bring a representative with them.
- Various people will need to be informed of an allegation regardless of whether the accused person has been suspended or not. These will include the child concerned, their parents, and any party making an allegation, the accused person, the accused person's manager, the LADO, the Company Director and Ofsted. Decisions on who else should be informed will be made on a need-to-know basis.
- If a member of staff has been suspended and a decision has been made for them to return to work, then the individual's current circumstances need to be considered. A phased return to work may be suggested, or a mentor allocated to assist and support the member of staff on their return.
- Where appropriate, disciplinary action will be considered.
- Ofsted will be informed of any significant event which is likely to affect the suitability to care for children; any allegation of serious harm or abuse by a person looking after children, whether that is on

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the premises or elsewhere on 0300 1233155, or by emailing whistleblowing@ofsted.gov.uk

7. Safer Practice with Technology

- In view of an ever-changing world in respect of digital technology, it is extremely important to us that we safeguard children from any online dangers.
- All parents are required to give their written consent for their child/ren to be photographed (including digital video recordings) for the following purposes:
 1. *Maintain an Early Years Foundation Stage folder to follow child development and influence our planning for our youngest children.*
 2. *Wall displays in the setting. iii. Website or elsewhere online iv. Zac's Club Facebook page*
 3. *Press releases*
 4. *Scrap books to be used for public view for any visitors, and for the children to enjoy contributing to newsletters*
- Parents can give full or partial permission for the use of digital images (for example excluding permission to use in press releases, but for all other purposes)
- Images will be taken only on the Zac's Club iPad or mobile phone, (this policy must therefore be read in conjunction with our mobile phone policy). Images taken with these devices will be used for the intended purpose, and then either deleted if no longer required, or stored securely on the iPad, or Zac's Club Computer for library images.

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- Staff must not upload any images onto the internet (Facebook or website only) without checking the consent status for that child and must only use Zac's Club hardware for doing so. It is expressly forbidden that staff send any images to their personal email address for any reason or download to any personal device.
- The administrators of the Zac's Club Facebook page are restricted to management only, with the Director being the main user, and able to see who has uploaded what and when to the Zac's Club page.
- All staff, management, parents and prospective parents, and extended family are invited to like and comment on the page in respect of any approved entries. Any staff comments must be professional.
- Staff are not encouraged to friend customers to their personal Facebook page or make connections on any other social media network. Where a pre-existing personal relationship with a customer exists, staff should be mindful that they always represent the Company, even when using any social media such as Instagram, twitter etc as well as Facebook, even when outside of working hours, and must ensure that their entries do not in any way adversely affect Zac's Club, and the professional reputation of the setting.
- Where parents request social media connections with staff members on any form of social media because of the connection they have through Zac's Club, they should be politely directed to the Company Facebook page to like and receive lots of information to keep them up to date. Parents must also be discouraged from using social media to discuss their child, and any aspect of what happens in the setting with any member of staff. Such correspondence should be directed to the Company email address: admin@zacsclub.co.uk or parents can directly privately message the Club Facebook Page, where all enquiries are answered by a member of the management team.
- All Zac's Club electronic devices that connect to the internet are password protected, and passwords changed if ever compromised to anyone other than Zac's Club staff.
- Any use of any device that connects to the internet by children at the Club (e.g. the iPad to access a game) will always be fully supervised in the setting. The iPad is connected to the school

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broadband, which is controlled by North Yorkshire County Council, and as such will only allow restricted access to websites and has effective parental controls.

- Management will regularly check internet search history on all our devices for irregular entries and follow up any causes for concern. This may result in disciplinary action against staff where policies and procedures have not been adhered to.
- When using the iPad in the setting, safe use of the internet will be promoted when working with the children. This includes making children aware of how they are using the internet and keeping themselves safe online.

8. Confidentiality.

- All staff at Zac's Club must ensure that they always keep information confidential and meet their obligations under Data Protection Act including GDPR. All information concerning children must be kept confidential, and not disclosed to any third party unless necessary, and only where there are concerns regarding the safety and wellbeing of a child. Any staff in breach of our policy on confidentiality will be subject to disciplinary action.

9. Nappy Changing and Toileting

- It is essential that all of the children's privacy and dignity must be protected during toileting and nappy changing.
- Nappy changing is only usually needed with our younger preschool children, or our SEND children. All staff must be aware that our SEND children are more vulnerable, as some are less able to verbally communicate their toileting needs or are unable to. Children with additional needs may require an additional member of staff to aid with the toileting/nappy changing process, and in some cases, if necessary, where lifting or hoist is needed, or a child may exhibit distress or have generally higher needs, there should be two staff members to do this. A solo member of staff is authorised to change a child's nappy, as in many cases this is all that is required, especially as some children can be daunted, or can feel their dignity is affected by there being more than one person assisting them, however, that member of staff must have their DBS and have undergone the safe recruitment process prior to doing this. This is a requirement before starting employment with Zac's Club regardless. Staff must be sensitive to the individual needs of every child, they must be patient and respect the dignity of the child.

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For the latest information and contact numbers, we strongly recommend you refer to the Safeguarding Children website, as personnel and numbers may change over time. The latest information was checked at the time this policy was reviewed:

www.safeguardingchildren.co.uk/professionals/practice-guidance/

If you require more information about how the LA and / or DfE store and use this data, please go to the following websites:

www.northyorks.gov.uk/schoolrecords and <https://get-informationschools.service.gov.uk/Search?SelectedTab=Establishments>

If you are unable to access these websites, please contact the LA or the DfE as follows:

Data Management Officer

North Yorkshire County Council,
County Hall
Northallerton
North Yorkshire
DL7 8AL

Website: www.northyorks.gov.uk

Email: datamanagement.officer@northyorks.gov.uk

Public Communications Unit

Department for Education
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

Website: www.education.gov.uk

Email: info@education.gsi.gov.uk

Tel: 0870 000 2288

Online Safety Resource:

<https://www.childnet.com/resources/digiduckstories/>

Reference to other policies:

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- **Whistle Blowing Policy**
- **Recruitment Policy**
- **Lost Child Policy**
- **Confidentiality Policy**
- **British Values Policy**
- **Challenging Behaviour Policy**
- **Special Educational Needs Policy**
- **Mobile Phone Policy**
- **Staff Handbook**

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