

# TREGS Day Care and Educational Centre

## Policies and Procedures

### TREGS Day Care and Educational Centre Safeguarding and Child Protection Policy and Procedures

**This safeguarding policy includes our commitment to child protection. It outlines in details our procedures and practices in managing our approach in safeguarding children and their family. The policy and procedures integrates the London Borough of Newham's Safeguarding Board local guidance which includes the protocols for working with vulnerable children and families.**

TREGS Day Care and Educational Centre follows best practice in appreciating that abuse may happen in a number of ways. These are:

1. Physical Abuse.
2. Sexual Abuse.
3. Neglect
4. Emotional abuse

The Children Act 1989 requires that if the local authority has 'reasonable cause to suspect that a child who lives or is found in their area is suffering or is likely to suffer significant harm, they must make, or cause to be made, such enquiries as they consider necessary.....' Somebody may abuse or neglect a child by inflicting harm, or failing to act to prevent harm. Children may be abused in a family or in an institution or community setting, by those known to them or, more rarely, by a stranger. A child may suffer more than one category of abuse. The following definitions of child abuse recommended for registration are as stated in the joint government departments' document, 'Working Together to Safeguard Children' published in 2006.

**Physical abuse** may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

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

**Neglect** is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

**Emotional abuse** is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### ***Historical Abuse***

There may be occasions when a child will disclose abuse which has occurred in the past. This information will be treated in the same way as a disclosure of current abuse. The reason for this is that the abuser may still represent a risk to children now.

### ***Domestic Abuse***

Staff may be working with children experiencing violence or neglect at home. Children experiencing this may demonstrate many of the symptoms below. Staff and volunteers need to recorder there concerns and follow the reporting procedures.

### **Signs of possible abuse**

When considering whether there is evidence to suggest a child or young person has been abused there are a number of possible indicators (listed below). However, there may be other explanations, so it is important not to jump to conclusions but rather seek advice from Children's Services, the Police Child Abuse Investigation Unit or CCPAS. There may also be no signs or symptoms; this does not mean that a report of abuse is false.

### ***Signs Suggesting Physical Abuse***

- Any injuries not consistent with the explanation given for them

- Injuries that occur to the body in places which are not normally exposed to falls, rough games, etc.
- Injuries that have not received medical attention
- Neglect - under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc that do not have an accidental explanation\*
- Cuts/scratches/substance abuse\*
- Unusual changes in routine

➤ ***Signs Suggesting Emotional Abuse***

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy. Also depression/aggression, extreme anxiety
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

➤ ***Indicators of Possible Sexual Abuse***

- Any allegations made by a child concerning sexual abuse
- Child with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age inappropriate sexual play
- Sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults

- Inappropriate bed-sharing arrangements at home that cause severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
  - Eating disorders - anorexia, bulimia\*
  - Bed wetting and soiling
- \*These signs may indicate the possibility that a child or young person is self-harming, mostly by cutting, burning, self-poisoning. Staff should be equally vigilant regarding signs relating to children with disabilities or special educational needs and not automatically assume that any of the above relates to their impairment.
- **What to do if abuse is disclosed or suspected**
- ***If abuse is disclosed***
- Stay Calm
  - Don't ask questions, but listen to what the child has to say
  - Don't make promises you may not be able to keep i.e. 'not telling anyone else'.
  - Accept what you hear without passing judgement.
  - Reassure the child that that the people you will inform will be sensitive to their needs and concerned with protecting them. Tell the child what you are going to do.
  - Make careful notes (the circumstances, what the child said, what you said etc) as soon as possible, preferably within an hour and use the **actual words** used by the child. Include dates and times of incident/recording and keep the notes safely.
  - Contact the person responsible for child protection concerns or, in their absence, take action yourself without delay.
  - Listen and pass on to the church child protection co-ordinator - do not question or investigate.
  - The Child Protection Co-ordinator (or designated deputy) will contact Children's Services, the police or CCPAS
  - OFSTED will need to be informed

**NOTE: See below if allegations implicate a volunteer or member of staff**

***If abuse is suspected***

- Volunteers should inform the key person of their concerns (see note below)
  - The key person will keep monitoring the child's behaviour, making a note of particular concerns (when, where and what happened)
  - Discuss concerns with the Child Protection Officer (or designated deputy). The child's parents will be seen at the earliest opportunity to ascertain if there is a known reason (i.e. family bereavement, change of family make-up)
  - You should remember that parents may not have picked up on your concerns or be aware that there is a potential problem. In cases where other family members or friends are causing the abuse parents are often the last to know.
  - After discussion with the Child Protection Officer, any member of staff can contact a relevant agency for advice, to discuss concerns and seek guidance before proceeding with reporting
  - The Child Protection Officer will then instruct you as to how to proceed and if appropriate will inform the parents/carers that suspicion or concerns are going to be reported. This might not always be possible and such informing should not put you or the child at risk. Reasons for not informing parents/carers need to be placed in a written note.
  - If Social Services are contacted, they should let you know how that they are responding to the information given. It is unlikely that you will be told the specific course of action unless there are direct implications for you or the Nursery. If you, or the Child Protection Officer, has not been informed that the matter is being dealt with, it may be appropriate to contact the Referral and Assessment team to ask what consideration and action has been taken.
  - Early Helps is a new tools being used now in Newham. This tools is to help to prevent and support family by identifying a needs that could lead to safeguarding at as early as possible.
- **NOTE: See below if concerns implicate a volunteer or member of staff**
  - ***If a member of staff or volunteer is suspected of abuse or inappropriate behaviour***
  - If it appears that a member of staff or volunteer has:
    - Behaved in a way that has harmed a child, or may have harmed a child or,
    - Possibly committed a criminal offence against or related to a child, or,
    - Behaved in an inappropriate way towards a child which may indicate that he or she is unsuitable to work with children

➤ **Then these procedures must be followed**

- Record all concerns and report them to the senior worker
- If the senior worker is implicated then report concerns to Nursery Manager
- The senior worker (or their line manager) should take steps to ensure that during the remainder of the working day that particular member of staff or volunteer is not left in sole charge of the children or any child
- At the earliest opportunity, contact one of the committee members responsible for child protection
- The committee member responsible for child protection will contact the Designated Officer within the Early Years and Childcare Service who will contact the Local Authority Designated Officer (LADO) to ask for advice and how to proceed and to give details of the concern
- OFSTED will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.
- While support will be offered to the staff member involved, the staff and committee will ensure that the agencies concerned are given all the assistance in pursuing any investigation.
- Disciplinary proceedings may be implemented during or as a result of such investigation following the appropriate Nursery procedures.

➤ ***Support for staff and volunteers***

- The nursery management team will fully support staff in following this procedure. Following an allegation or investigation, staff and volunteers can talk to any member of the child protection committee and/or any of the appropriate agencies,

➤ **Recruitment of staff and volunteers**

- The nursery acknowledges that paedophiles and those who pose a threat to children may be attracted to employment or volunteering opportunities that allow them access to children. We also acknowledge that good practice dictates that all staff and volunteers within the nursery need to be cleared by the Criminal Record Bureau. As part of this policy we will ensure that:
- All staff and volunteers will be checked under enhance disclosure through the Criminal Records Bureau on joining the team, to be reviewed every 3 years

- Two references will be taken up prior to appointment for new staff and a medical reference may also be required
- Volunteers undertaking 'nursery rota' sessions do not usually require references prior to assisting in the nursery
- Staff and volunteers will be able to work under supervision prior to receipt of their CRB check, after which they will be able to work unsupervised in accordance with nursery procedures.
- Staff will be expected to attend training to keep up to date and informed on child protection issues.
- Volunteers are required to read and agree to abide by the nursery policies and procedures as laid out in their volunteers' handbook.

### **Implementation and monitoring of this policy**

- The nursery management team will agree a member of the nursery staff with responsibility for child protection matters and an appropriate deputy.
- The nursery will have a child protection standing committee which will include the responsible person; their deputy, a representative from the College Executive Management and provision for independent advisors.
- The standing committee will review this policy annually, to ensure it is being implemented. Appropriate action will be taken if deemed necessary, through consultation with relevant agencies

TREGS Day Care and Educational Centre promotes the development, well-being, welfare, health and safety of all the children within our care setting. We recognise and respect the diversity of our service users.

Whilst family cultural differences will be respected, they will not be viewed as a valid explanation for causing harm to a child.

When concerns for a children's protection, well-being, welfare, health and safety arises, the management and staff team will instantly consider making a referral to Children's Social Care.

Although we will always aim to work in partnership with parents, our paramount responsibility is towards the child as outlined in 'What to do if you're worried a Child Is Being Abused' guidance.'

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- All staff and volunteers will be checked under enhance disclosure through the Criminal Records Bureau on joining the team, to be reviewed every 3 years
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- Staff and volunteers will be able to work under supervision prior to receipt of their CRB check, after which they will be able to work unsupervised in accordance with nursery procedures.
- Staff will be expected to attend training to keep up to date and informed on child protection issues.
- Volunteers are required to read and agree to abide by the nursery policies and procedures as laid out in their volunteers' handbook.

### **Implementation and monitoring of this policy**

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When concerns for a children's protection, well-being, welfare, health and safety arises, the management and staff team will instantly consider making a referral to Children's Social Care.

Although we will always aim to work in partnership with parents, our paramount responsibility is towards the child as outlined in 'What to Do if you're Worried a Child Is Being Abused' guidance.'

If a child arrives at the setting with bruises and injuries, the staff team should ensure

- Immediate medical attention if necessary
- If possible, ask parents/carers how the bruises and injuries occurred
- Explanations, however puzzling should be accepted and accusations should not be made

- Make a written record including diagrams of observations and explanation given. Having a witness wherever possible.
- Referrals should be made on the Southwark Inter-Agency Referral Form. Further information can be obtained from the 'What to do if you are worried a child is being abused' booklet
- The Emergency duty team can be contacted if out of office hours.
- Share this information or concerns with the designated/registered person with minimal delay
- It is the responsibility of the management team/designated person to contact Social Care and Ofsted

### **Procedures for Suspicion of Abuse**

- Listen to the child, parent/carer or other informant. Reassure but do not quiz them.
- Ask open-ended questions. For example 'how did it happen'?
- Do not physically examine the child
- Record what has been said, notice or witnessed.
- Where appropriate tell the informant that you will need to share this information with the designated/registered person.
- Be discreet and only speak to those who **need to know**
- Do not talk to the parents/carers or alleged abuser if the concerns are of sexual/abusive nature or if talking to the parents/carer would potentially put the child at risk
- Do not make assumptions about whom the allegation might concern.
- Talk openly with parents/carers with regards to your concerns.
- If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other children.
- Confidentiality is paramount
- Share this information or concerns with the designated/registered person with minimal delay
- It is the responsibility of the management team/designated person to contact Social Care

NEWHAM SOCIAL SERVICES

Safeguarding Children Team

0208 430 2000 / 02033734600

Police: 101 or 0208 534 1212

LADO: Nick Pratt ([nick.pratt@newham.gov.uk](mailto:nick.pratt@newham.gov.uk)) and his contact number is **0203 3733803**.

Triage Website: <https://www.newham.gov.uk/Pages/Services/Child-protection.aspx>

## **TREGS Day Care and Educational Centre Whistle Blowing Policy**

TREGS Day Care and Educational Centre promotes and encourages Staffs and Parents/Carers to raise any concerns about any area of our services, practices and procedures.

The responsibility of Whistle blowing rests with all members of staff team, parents /carers and other service users who is aware or has concerns regarding unacceptable practices within our setting.

The following procedures should be followed:

- Identify the bad practices
- Are there witnesses who will support you
- Record what exactly was witnessed
- Confide in someone objective and trustworthy
- Get the support of colleagues
- Get the support of an independent organisation
- Use formal procedures for complaints
- Keep copies of all correspondence and relevant information

TREGS Day Care and Educational Centre operates within legal requirements and regulations and expects all employees to co-operate in this by adhering to all laws, regulations, policies and procedures. Any employee becoming aware of another employee acting inappropriately is obliged and encouraged to report this activity.

TREGS Day Care and Educational Centre is committed to the values of accountability, but the determined perpetrator may find a way round systems and procedures. It is therefore necessary for all managers and staff to be aware of what is required in the event of suspicions.

This document sets out the procedure for employees who wish to notify any suspicions and also how the nursery should respond.

### **Purpose**

- • To encourage employees to feel confident in raising serious concerns, to question and act upon their concerns about practice
- • To provide them with a method of raising concerns and receive feedback on how this is being followed up
- • To ensure employees receive a response to their concerns and they are aware of how to pursue them if they are not satisfied
- • To reassure employees that they will be protected from possible reprisals or victimisation if they have reasonable belief that they have made any disclosure in good faith

## Scope

This policy applies to all employees and applies equally to those designated as casual, temporary, agency authorised volunteers or work experience.

The grievance procedure is in place to enable employees to lodge a concern relating to their employment. The Whistle Blowing Policy is intended to cover major concerns that fall outside the scope of other procedures.

### These include:

- • Conduct which is an offence or a breach of law
- • Disclosures related to miscarriages of justice
- • Dangerous procedures or practice risking Health and Safety, including risks to the public as well as other employees and children
- • Damage to the environment
- • Dangerous Practices
- • The unauthorised use of public funds
- • Fraud or corruption
- • Practice which falls below established standards or practice
- • Action which is contrary to the code of conduct for employees Sexual or physical abuse of children or others
- • Other unethical conduct

## Procedure description

The following important principles are contained within this policy:

- • The code is complementary to the Code of Conduct for Employees (to be drafted)
- • It contains the provisions that are required from the Public Interest Disclosure Act 1998
- • TREGS Day Care and Educational Centre is committed to tackling malpractice and employees should know that any matter regarding malpractice and other illegal acts will be dealt with seriously
- • A trade union or employee representative or other representative of their choice may accompany any employee involving this procedure
- • If a matter results in any disciplinary action, the Disciplinary Procedure will apply

The Whistleblowing Policy encourages and enables employees to voice their concerns without fear of victimisation, subsequent discrimination or disadvantage.

Employees are often the first to see or suspect something that may be seriously wrong within the nursery. However they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the authority. They may also fear harassment or victimisation.

The Governing Body will not tolerate any harassment or victimisation and will take appropriate action to protect employees when a concern is raised in good faith.

### **Maintaining good practice**

TREGS Day Care and Educational Centre is committed to the highest standards of openness, honesty and accountability. In line with that commitment we encourage employees, and others that we deal with, who have serious concerns about any aspect of the nursery work to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis.

Expected standards of conduct and practice derive from a variety of sources including:

- • Job descriptions
- • Policies, Procedures and Guidelines
- • Professional standards
- • Legal requirements and guidelines
- • Inspection standards and reports
- • Code of Conduct

The above list is not exhaustive, but indicates the framework within which the nursery deliver its services. Employees should ensure that they are aware of the standards expected of them. If they are in any doubt they should discuss this with their manager or supervisor.

The system for maintaining good standards is founded on proper induction, supervision and appraisal, team meetings and briefing sessions, training and development and, where necessary, the positive use of the Capability and Disciplinary Procedures

TREGS Day Care and Educational Centre recognises that the decision to report a concern can be a difficult one to make. If what employees are saying is true, they should have nothing to fear because they will be doing their duty to their employer and those who are providing a service.

TREGS Day Care and Educational Centre will not tolerate any form of harassment or victimisation and will take appropriate action to protect employees when they raise a concern in good faith.

Any investigation into allegations of potential malpractice will not influence or be influenced by any disciplinary or redundancy procedures that already affect them.

### **Promoting good practice**

There are several ways of promoting good practice as follows:

- • We should lead by example. No one is perfect but it is hard to criticise others if our own practice is slip shod

- • We should know what the nursery's policies and procedures expect of us and inform others who do not
- • We should take the initiative to propose new procedures and amend old procedures
- • Where employees are in a caring role they should ask for procedures that make it "normal" to express concern about "care" standards
- • We should ask questions. If a colleague does something strange we should question it. There is no need for aggression but by asking why something is done in a certain way and how it will improve the service will ensure standards are maintained
- • We should keep up to date, read professional journals, attend seminars (where appropriate) join discussion groups or joint professional groups
- • We need to talk to fellow professionals to learn from best practice
- • Cooperate as fully as possible with any investigation into work practices arising from complaints from parents / carer and share any knowledge or concerns
- • Know what is happening in the department, read memoranda and newsletters
- • Do not wait until something becomes a major problem. Act early, if we do not we may be condoning bad working practices.

## Concerns

### Confidentiality

All concerns will be treated in confidence and every effort will be made not to reveal employees' identities if that are their wish. However, this cannot be guaranteed, if the matter is considered by an external body, outside of the nursery's control, e.g. legal proceedings.

### How to raise a concern

When an employee feels concerned about bad practice he or she will need to identify the issues carefully. An employee must be clear about the standards against which he or she is judging practice:

- • Is it illegal?
- • Does it contravene professional codes of practice?
- • Is it against government guidelines?
- • Is it against the nursery guidelines?
- • Is it about one individual's behaviour or is it about general working practices?
- • Does it contradict what the employee has been taught?
- • Has the employee witnessed the incident? If so he or she should write it down
- • Did anyone else witness the incident at the same time? If so they should write it down.

Who an employee should raise concerns with, depends upon on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, there may be exceptional occasions when they are concerned about poor, or bad care practice by colleagues at work or where they are aware of a colleague acting in a way that is illegal, immoral, or unethical.

As a first step, an employee should normally raise concerns with their immediate manager/supervisor. However, if their concern is about their manager they should contact Early Years or Ofsted.

Once an employee is certain that bad practice exists the following action should be considered:

- • Concerns may be raised verbally or in writing. Employees who wish to make a written report should give the background and history of the concern and the reason why they are particularly concerned about the situation. The earlier concerns are expressed the easier it is to take action
- • If the employee wishes he or she may ask for a private confidential meeting with the person to whom he or she wishes to make the complaint
- • An employee may take another person with them as a witness or for support
- • The employee should take to the meeting – if possible - dated and signed written supporting statements from anyone who can confirm the allegations.
- • When making the complaint verbally, the employee should write down any relevant information and date it. Keep copies of all correspondence and relevant information.
- • The employee should ask the person to whom he or she is making the complaint what the next steps will be and if anything more is expected of them.
- • Ask to be informed of the outcome of the investigation into the complaint

Although employees are not expected to prove beyond doubt the truth of an allegation, they will need to demonstrate to the person contacted that there are reasonable grounds for their concern.

For further advice and/or guidance, please contact your manager

An employee may wish to consider discussing their concern with a colleague first and they may find it easier to raise the matter if there are two people who have had the same experience or concerns.

Employees may ask their trade union or professional association representative to advise them, or be present during any meetings or interviews in connection with the concerns they have raised.

Employees will not be victimised, disciplined or disadvantaged in any way for raising genuine concerns. All employees have legal protection under the Public Interest Disclosure Act 1998. This Act protects employees from victimisation by their employer as a result of raising genuine concerns both inside and outside their organisation. However, this does not apply where allegations are found to be malicious or deliberately false. Such behaviour will be dealt with under the Disciplinary Procedure,

Employees also have the right to raise matters of concern under the Grievance Procedure

Anonymous Allegations

This policy encourages employees to put their name to any allegation whenever possible.

Concerns expressed anonymously are much less powerful but will be considered at the discretion of the nursery.

In exercising its discretion the factors to be taken into account would include

- • The seriousness of the issues raised
- • The credibility of the concern
- • The likelihood of confirming the allegation from attributable sources

How the nursery will respond

The individual manager hearing the concern is encouraged to take advice from their Personnel Provider.

Do not forget that testing out your concerns is not the same as either accepting or rejecting them.

Where appropriate, the matters raised may:

- • Be investigated by management, internal audit, or in conjunction with Personnel through the disciplinary procedure,
- • Be referred to the police
- • Be referred to the external auditor
- • Form the subject of an independent inquiry

In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and if so what form it should take. The overriding principle the nursery will have in mind is the public interest. Concerns or allegations, which fall within the scope of specific procedures (for example, child protection or discrimination issues), will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted.

Within ten working days of a concern being raised, the manager hearing the concern will write to the employee, and:

- • Acknowledge the concern has been received
- • Indicate how the matter will be dealt with and who will be involved
- • Where possible, give an estimate of how long it will take to provide a response
- • Tell the employee whether any initial enquiries have been made
- • Check whether he or she needs any personal support
- • Tell the employee whether further investigations will take place and if not why not

The amount of contact between the officers considering the issues and the employee will depend on the nature of the matters raised, the potential difficulties involved and the clarity

of the information provided. If necessary, the nursery will seek further information from the employee, as part of the investigation process.

TREGS Day Care and Educational Centre will take steps to minimise any difficulties which employees may experience as a result of raising any concerns. For instance, if they are required to give evidence in criminal or disciplinary proceedings, the nursery will arrange for them to receive support.

TREGS Day Care and Educational Centre accepts that individuals need to be assured that the matter has been addressed. Thus, subject to legal constraints and the bounds of confidentiality, we will inform them of the outcome of any investigation, and the action that is to be taken against those whose action caused the concern. Also if appropriate, what changes are to be made to monitor procedures to ensure that a similar concern is not raised in the future.

#### Untrue Allegations

If employees make an allegation in good faith, but it is not confirmed by the investigation no action will be taken against them. If however, they make an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against them. In such cases, the Disciplinary Procedure will apply.

#### Responsible officer

The proprietor has the overall responsibility for the maintenance and operation of the Whistle Blowing policy in respect of concerns raised formally outside the management of the nursery. The proprietor maintains a record of concerns raised and the outcome, but in a form which does not endanger your confidentiality and reports as necessary to the nursery. In respect of concerns raised internally within the nursery the manager will maintain a record of concerns raised and the outcome and will report as necessary to the proprietor.

#### How matters can be taken further

If the employee is not satisfied with the outcome, they may take the matter to the Chair of Governors if they have not already been involved. Within ten days the Chair of Governors will write to the employee to acknowledge the concern has been received and indicate the steps that will be taken. The Chair of Governors may choose to set up a small group of governors to investigate. The Chair of Governors will then inform the employee of the outcome on the same basis as above.

This policy is intended to provide employees with a way to raise concerns within the nursery. If they are not satisfied and they feel it is right to take the matter outside the nursery.

If the employee is dissatisfied with the response from the nursery and subject to the concern being a matter covered by the Act he/she can raise the matter, as appropriate with one of the following:

- • An individual's local councillor, (if he or she lives within the Council's
- boundary)

- • The external auditor
- • The Audit Commission
- • The individual's trade union
- • The local citizens advice bureau
- • Relevant professional bodies or regulatory organisations
- • A voluntary organisation
- • Your solicitor
- • The police
- • "Public Concern at Work", is a voluntary organisation who offer confidential legal advice to employees of any organisation. The service is offered free and they can assist in helping individuals to decide if and how to take a concern forward. Tel no: 0207 404 6609.

If employees take their concerns outside of the nursery, this policy does not apply. They should take advice about their rights and responsibilities. Employees should also make sure that as far as possible the matter is raised without personal information relating to other employees being disclosed.

Any employee who unreasonably and without justification raises such issues on a wider basis, such as with the press, without following the steps and advice in this procedure may be liable to disciplinary action.

#### WHISTLE BLOWING HOTLINES

- OFSTED - **0300 123 1231**
- CHILD LINE – **0800 1111**
- EARLY YEARS TEAM – Newham – **020 3373 9653**
- BARNADO'S - **02890 672 366**
- PSNI – **02890 265 000**

TREGS Day Care and Educational Centre operates within legal requirements and regulations and expects all employees to co-operate in this by adhering to all laws, regulations, policies and procedures. Any employee becoming aware of another employee acting inappropriately is obliged and encouraged to report this activity.

TREGS Day Care and Educational Centre is committed to the values of accountability, but the determined perpetrator may find a way round systems and procedures. It is therefore necessary for all managers and staff to be aware of what is required in the event of suspicions.

## **TREGS Day Care and Educational Centre Confidentiality and Information Sharing Policy**

To meet the developmental needs of all the children in our care setting, it is important to share information with parent/carers, staff and other professionals. Only when information from different sources is put together can a child be seen to be in need or at risk of harm.

The staff and management team are obliged to share information in connection with an assessment of a child's needs under S17 of the Children's Act 1989 and Child Protection Act 2006.

The staff and management team has the right to share any information regarding child protection on a need to know basis.

The management and staff team will comply with all the requirements of the Data Protection Act.

The management and staff team will ensure that:

- Children's records, observations, pictures and other documents are not taken off the nursery premises.
- Parent's permission will be asked in writing before the use of any information regarding their children.
- Parents/Carers will have access (open access) to files and records of their children only.
- Issues relating to the setting, employee and service users are not to be shared or discussed with any individual or group not directly involved with the issues.
- Members of staffs directly or indirectly involved with the children are required to keep strict confidentiality.
- Personal issues will remain confidential to the people involved.

TREGS Day Care and Educational Centre works with many children and families and sometimes will be in contact with confidential information.

We will respect confidentiality in the following ways:

- Parent will have ready access to the files and records of their own children but will not have access to information about any other child.
- Issues to do with the employment of staff whether paid or unpaid will remain confidential to the people directly involved with making personnel decisions.
- Staff will not discuss the individual children, other than for purposes of curriculum planning/group management, with people other than the parent/carers of the child.

Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key worker or managers. Information given by parent/ carers to the managers or key person will not be passed onto other adults without permission.

Students on work experience or other recognised courses observing in TREGS Day Care and Educational Centre will be advised of our confidentiality policy and required to respect it.

All the undertaking above as subject to the paramount commitment of the nursery as is the safety and wellbeing of the child. Please see our child protection policy.

The nursery will comply with all requirements of the Data Protection Act.