

KEEPING CHILDREN SAFE

Protocol Consultancy Services are committed to creating a happy and safe environment for our children to learn.

This resource will help you to understand how we keep your children safe by telling you:

- How children can be harmed
- What we must do to keep you child safe from harm
- What you must do as a parent to help your child be safe and enjoy training

Child Protection

This is an important subject in which all staff receive regular training. Our priority is to work with you but there may be times when we have to involve other people. Everybody has a responsibility to keep all children under the age of 18 safe.

Harm is identified in four ways:

Physical—This is when a child is deliberately hurt or injured.

Sexual—This is when a child is influenced or forced to take part in a sexual activity. This can be a physical activity or none physical, e.g. being made to look at an inappropriate image.

Emotional—This is when a child is made to feel frightened worthless or unloved. It can be by shouting, using threats or making fun of someone. It can also be when children see their parents, or visitors to the home, fighting or using violence.

Neglect—This is when a child is not being taken care of by their parents. It can be poor hygiene, poor diet, not keeping appointments for additional support, not coming to school or being left home alone.

Useful Contacts:



Susan Tipton
Managing Director



Craig Higham
Operations Director



Pauline Dodsworth
Administration Manager



Adrian Hunt
Business Development Manager

Child Protection

A child should be able to attend training and feel safe so that they can achieve their very best.

- Protocol has a designated senior person for Safeguarding, Susan Tipton, who has had extra training to know what to do when a concern is brought to them



- We will always listen to you and work closely with you if we are concerned about your child but, sometimes, we may not be able to discuss our concern. Protocol has a safeguarding policy which tells you more about this and when we must speak to the police or children's services. Please ask us about how you can see a copy of this policy
- We will help your child to learn about keeping themselves safe. Lessons can include anti-bullying, e-safety and drug and alcohol awareness. As part of these lessons your child will be told what to do if they are worried or concerned about their safety



What Parents Must Do

Parents are the most important people to keep their children safe. You should always:

- Feel confident to raise concerns about your child
- Talk to a member of the Protocol team if you need help or support
- Read our policies about safety issues.
- Let Protocol know if your child has a medical condition
- Let Protocol know if you have any court orders relating to the safety of your child
- Let Protocol know if there is a change in your circumstances such as a house move, a new contact number, a change of name, a change of parental responsibility
- Let Protocol know if your child is going to be absent and the reasons why



Safeguarding Issues

Attendance—your child's attendance is monitored daily and significant absences are always followed up by the Managing Director. Protocol has an attendance policy that you should read and understand.

Bullying—Protocol takes all cases of bullying very seriously and will work with children and families to try and resolve any problems. Protocol has an anti bullying policy that you should read and understand.

Health and Safety—Everyone at Protocol has a responsibility to keep adults and children in a safe environment. Protocol has a clear health and safety policy which everyone must follow. Protocol have fully trained first aiders to deal with any accidents in the premises.

E-safety—Protocol recognises that technology plays an important role in the education of children and is committed to safeguarding children in the virtual world.

Complaints—If you have any complaints about how Protocol is working with you or your child please feel confident to speak to us. The Managing Director will always be happy to speak to you to resolve any difficulties. It is better to speak to us as soon as you have a concern so that it does not become a bigger issue. If you do not feel the matter has been resolved, you can raise your concerns with the governing body.

