

## WHAT TO DO IF...

...You suspect (or receive an allegation that) a child or young person is being abused or neglected:

- Inform your Designated Safeguarding Lead (DSL) or a Deputy DSL without delay.
- Record and date any facts that support your suspicions and give those to the DSL or DDSL.

...A child discloses to you that they have or are being abused or neglected:

**Listen** – allow the child to speak without interruption; accept what is said; clarify but do not probe or ask leading questions. Do not attempt to investigate yourself.

**Reassure** – be calm and attentive and alleviate feelings of guilt and isolation without passing judgement. Stress that it is the right thing to tell but do not be drawn into criticising the alleged perpetrator.

**Explain** – do not promise to keep what is said secret. Explain what has to be done next and who has to be told.

**Write it down** – record dates and facts as you know them, using the child's own words where you can. Sign and date the record.

**Refer** – tell the DSL or DDSL (or Chair of Governors) and provide your record without delay.

## RAISING A CONCERN

Harm to a child can be caused by a:

- Parent/Carer
- Family member/friend
- Another child
- Stranger
- Member of Staff/Volunteer\*

Regardless of the source or nature of harm you **MUST** report any concern you have.

### WHO TO CONTACT

Your Designated Safeguarding Lead (DSL) is Katharine Ellwood

Your Deputy DSLs are  
Amy Orr, Beverley Murphy  
and/or Dani Roe

Contact your DSL/DDSL at school  
on 01442 866249

\* If the concern involves a member of staff or volunteer you should report this to the Head Teacher.

If your concern involves the Head Teacher, you should inform the Chair of Governors. Your Chair of Governors is Elizabeth O'Reilly – Tel 07979 428910

**You must refer - not investigate**



**Greenway Primary  
& Nursery School**

## CHILD WELFARE AND SAFEGUARDING POCKET GUIDE FOR VOLUNTEERS AND VISITORS

Volunteers and visitors to Greenway need to know how to support the school in delivering a safe environment for themselves and for our children.

As an adult coming into contact with children in our school, YOU also have a duty to respond if you have a concern about a child's welfare.

## DEFINITION

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.
- Promoting on-line safety.

## WHAT MUST YOU DO?

As a visitor or volunteer at Greenway, it is important that you understand:

- The role you have in helping to create a safe environment for all children.
- What to do if you have concerns about the welfare of a child.
- How to respond if a child discloses information about abuse or neglect.



## AT GREENWAY YOU SHOULD

- ✓ Treat everyone fairly with respect and understanding.
- ✓ Provide a positive role model of the Golden Values for everyone to follow.
- ✓ Respect a child's right to privacy.
- ✓ Recognise and allow for the needs of children with learning difficulties and disabilities.
- ✓ Encourage children and adults to point out attitudes or behaviours that they do not find acceptable.
- ✓ Avoid all inappropriate physical contact.
- ✓ Consider whether your actions could be misinterpreted, no matter how well intended.
- ✓ Recognise that particular caution may be needed in sensitive situations (e.g. bullying, after bereavement, loss or a change in family circumstances).
- ✓ Be aware, and support the aims of, processes and procedures in Greenway's Behaviour Policy and Safeguarding Policy (which are on the school website).

## AT GREENWAY YOU SHOULD NOT

- ✗ Permit abusive behaviour between children (e.g. bullying, racial harassment, name calling, or rude or abusive language).
- ✗ Have any inappropriate physical, verbal or online contact with children.
- ✗ Jump to conclusions about others without checking facts.
- ✗ Show favouritism to any individual.
- ✗ Be drawn into inappropriate attention seeking behaviour (e.g. crushes or tantrums).
- ✗ Make suggestive remarks or gestures.
- ✗ Believe 'it could never happen here/to them/ to me'.
- ✗ Ignore signs of abuse or neglect regardless of what they are or how you come to be alerted to them.
- ✗ Interview a vulnerable child on your own.
- ✗ Investigate a concern. All concerns must be referred to the Designated Safeguarding Lead (DSL) or their Deputy. See over for details.
- ✗ Use personal electronic devices (including smart watches) for personal use in public areas of the school (except in the staff room) between the hours of 8.30am and 3.30pm.