

Safeguarding for Parents

Information Booklet



Introduction

'Cedar Mount Academy recognises its moral and statutory responsibility to safeguard and promote the welfare of students. We will endeavour to provide a safe and welcoming environment where children are respected and valued. We will be alert to the signs of abuse and neglect and will follow our procedures to ensure that children receive effective support, protection and justice.'

We have put together this booklet to give you some information about how we meet our safeguarding and child protection responsibilities. We have also included some tips to help you to keep your child safe.

Our Principal is Mr P. Rice

Telephone: 0161 248 7009 • Email: p.rice@cedarmount.manchester.sch.uk



Our designated person for child protection is Mrs M. Prescott

Telephone: 0161 248 7009 • Email: m.prescott@cedarmount.manchester.sch.uk



If you have any questions about this booklet, or if you would like to see our child protection policy please contact **Mrs Prescott**.

IF YOU ARE CONCERNED ABOUT THE SAFETY OR WELFARE OF YOUR CHILD, OR A CHILD YOU KNOW, YOU SHOULD ACT WITHOUT DELAY.

YOU CAN ASK FOR ADVICE, OR REPORT YOUR CONCERN TO:

Children's Social Care	Out-of-hours duty team
Tel: 0161 225 9293	Tel: 0161 255 8250 (Contact Centre)
Police	NSPCC child protection helpline
Tel: 0161 872 5050	Tel: 0808 800 5000

Many people worry that their suspicions might be wrong, or that they will be interfering unnecessarily. If you wish, you can telephone for advice without identifying the child. If the conversation confirms that you are right to be concerned you can then give the child's details. You will be asked for your name and address too, but the agencies will take anonymous calls, so if you really do not want to say who you are, you do not have to.

Remember, it is always better to be safe than sorry.

At Cedar Mount Academy we help to keep pupils safe by:

- Having an up-to-date safeguarding and child protection policy that is reviewed every year.
- Having other policies that safeguard our students:
 - Behaviour for Learning policy
 - Anti-bullying policy
 - Internet Safety policy
 - Attendance policy
 - Health & Safety polic
 - Safer Recruitment policy
 - Whistle blowing policy
 - Complaints policy
- Checking the suitability of all our staff to work with children through strict, safe recruitment protocols.
- Encouraging pupils to tell us if something is wrong.
- Adhering to health and safety regulations.
- Training **all** our staff to recognise and respond to child welfare concerns.
- Appointing a designated person who has a high level of training in child protection.
- Training a team of staff who have additional training in child protection
- Working in partnership with parents and carers.
- Sharing information with appropriate agencies if we have concerns.
- Managing and supporting our staff team.

Complaints Procedure

There may be an occasion when you need to tell us that something has gone wrong.

If you have a serious concern about the safety or welfare of your child or another pupil it may be dealt with under our child protection procedures. All other complaints, including those that may point to poor practice by a member of staff, will be dealt with firstly through the complaints procedure.

You should take any **serious concerns** about the behaviour of a staff member directly to the Principal. Examples of serious concerns include those involving violence, anything of a sexual nature or persistent bullying or humiliation.

Otherwise, the complaints procedure has three stages.

Stage one

You may firstly speak to the member of staff concerned in your complaint. For example, your child may have told you that she has been upset by Mrs X shouting at her. If you are able to telephone, or come into school (preferably at the end of the day) and speak to Mrs X, you may be able to resolve your worries. If speaking to the staff member does not resolve the issue, or if you do not want to speak to the staff member directly, you should then move to stage two.

Stage two

You should now discuss your complaint with the Principal. You can do this by telephone, email, letter, or arrange to meet at school. The Principal may need to make enquiries into your concern, including speaking with any people involved. She or he may also ask you to record your complaint on the school's complaints form. You will want the Principal to find out what has happened, and the time this takes will depend on a number of things. The Principal will agree with you the date by which she or he will contact you again. At this second contact, the Principal will either tell you that enquiries are continuing, or report that enquiries are complete and offer a suggested resolution.

Possible resolutions include:

- There was no evidence to support the complaint
- The complaint is upheld and:
 - An explanation will be offered.
 - An apology will be offered.
 - The staff member will undertake some training to rectify any deficit.
 - School procedures will be amended.

Stage three

If you feel that the resolution offered in stage two is inadequate, you may forward your complaint to the chair of governors. Provided the complaint is within the remit of the governing body, a complaints panel will meet and you will be invited to attend. The panel will listen to your complaint and your reasons for rejecting the previous resolutions. The panel can then either dismiss the complaint, or uphold the complaint, in full or in part, and offer some resolutions. You will be given a date by which a decision will be taken and you will be notified in writing. The letter should be in your preferred language.

This is the final stage of the school-based complaints procedure.

If you are dissatisfied with the handling or the outcome of your complaint you have the right to contact the local authority or an external agency.

Relevant contact details:

Management Support to Schools
Children's Services
Overseas House
Quay Street
M3 3BB

Tel: 0161 234 5000

Internet and mobile safety

Mobile phones and computers are a part of everyday life for many children and young people. Used correctly, they are an exciting source of communication, fun and education but used incorrectly, or in the wrong hands they can be threatening and dangerous.

The risks include:

- Cyber-bullying, where hurtful texts or emails are sent to children.
- Children accidentally or deliberately accessing violent or sexually explicit websites, either on a computer or a mobile phone.
- Paedophiles talking to children by mobile phone or online and enticing them to engage in sexual conversations, photographs, video or actual meetings.

It probably is not practical to simply ban your child from using mobiles and computers as they may well try to find a way of using them, perhaps at a friend's house or in an internet café. They also need to learn how to manage the risks. Younger children will be much easier to supervise and you will decide if and when they should begin to use these technologies.

Here are some tips to help you to manage the risks.

- Try to put the computer in a family room where it will be easier for you to supervise your child's online activity.
- Ensure that your child knows they should never give their full name, address and contact details to people they chat to on the internet.
- Gently explain that some people they talk to on the internet may not be who they say they are and might say or do unpleasant or hurtful things.
- Investigate whether the 'parental controls' available from some internet service providers will be helpful.
- Consider installing software that can filter out inappropriate material.
- Talk to your child about their internet use. Ask them which sites they enjoy most, and why. Show you are interested, while understanding their need for some privacy.
- Impress on your child that they can talk to you if they are worried about something that has happened during their internet use.
- Make it very clear that your child must never arrange to meet someone they have chatted to online without your permission. Their new 'friend' might well be a local young person of similar age, but they might not.

For further advice and information visit:

Internet Watch Foundation: www.iwf.org.uk

Child Exploitation and Online Protection Centre: www.ceop.gov.uk

Stop It Now!: www.stopitnow.org.uk

You may be alerted to question your child's online activity if they are:

- Spending more and more time on the internet.
- Being secretive – reluctant to talk about their internet activity, closing the screen page when you are close by.
- Spending less time with the family, or giving up previous hobbies and interests.
- Losing interest in their schoolwork, regularly failing to complete homework.
- Starting to talk about 'new friends' that you have not met and who do not visit your home.
- Overly possessive of their mobile phone or computer – perhaps overreacting if someone picks it up or asks to borrow it.
- Showing fear or discomfort when their phone rings, or quickly turning it off without answering undergoing a change in personality that you cannot attribute to any obvious cause.

Remember that none of these signs prove that your child is at risk in any way, but if you notice anything that confuses or worries you try talking things over with them. They may well tell you to stop fussing. They may be laid back.

In any case, think about their demeanour and attitude as well as what they say.

If you are still concerned, contact one of the helping agencies listed in the back of this booklet.

Ten tips for keeping your temper

Children and young people can be infuriating sometimes. They need to be taught the right way to behave and sometimes they test parents to the limit. The trouble is, if we lose our temper too often they may become frightened – or they may realise they have found just how to wind us up.

When you feel you are losing your temper or are ready to shout or lash out, try these tips to calm down. They may defuse the situation and give you time to consider how best to handle it.

- Take some deep breaths.
- Count to 10.
- Close your eyes for a moment, to decide what to say.
- Depending on the age of your child, tell them calmly but firmly to go to their room.
- Turn on some music – nothing too loud.
- Sit down.
- Hug a pillow!
- If another adult is present, hand over to them.
- Phone a trusted friend/relative.

Child abuse and what to look for

No parent wants to think about the possibility of their child becoming a victim of abuse, and most children are never abused. Even so, it is important for parents to be aware of the possibility and to know that help is available if the unthinkable does happen.

Although there is always a lot of media focus on ‘stranger danger’, the abduction of children is rare and the threat from strangers is quite small. You should still ensure that your child knows the rules about keeping safe when they are out alone.

Most children know their abusers. They may be family members or friends of the family, someone who works with the child or someone who lives in the community.

There are four types of abuse: physical, emotional and sexual abuse, and neglect.

There are many signs, or indicators that a child might be suffering abuse. There may be injuries, but it is more likely that you will notice some change in your child’s behaviour.

If you notice anything that concerns you, talk to your child to see if you can find out what is happening. Remember that, if your child is being harmed, she or he may be too frightened to tell you. If your child becomes distressed or you are not happy with the explanations, you could talk to an adult you trust or call a helpline or children's social care services. Our designated person at school will also try to help.

Some signs to look for are:

- Bruises or other injuries.
- A change in behaviour – from quiet to loud, or from happy-go-lucky to withdrawn.
- Pain or discomfort.
- Fear of a particular person, or a reluctance to be alone with them.
- Secrecy around a relationship with a particular person.
- Reluctance to discuss where they go, or who they are with.
- Sexual talk or knowledge beyond their years.
- Being watchful, or always on edge.
- Losing interest in their appearance, hobbies or family life.
- Alcohol or drug taking.
- Having money and refusing to say where it has come from.
- Wetting the bed.
- Becoming clingy.

Contact details of people who may offer support are on the '**Sources of support and information**' page of this booklet.

Sources of support and information

Child protection – national	Child protection – local
<p>NSPCC helpline: 0808 800 5000</p> <p>Childline: 0800 1111</p> <p>Child Law Advice Line: 08088 020 008</p> <p>Africans Unite Against Child Abuse (AFRUCA) 0844 660 8607 www.afruca.org</p>	<p>Manchester Contact Centre: Telephone: 0161 255 8250 Fax: 0161 255 8266</p>
Bullying – national	Bullying – local
<p>NSPCC helpline: 0808 800 5000</p> <p>Childline: 0800 1111</p> <p>Kidscape: 08451 205 204 www.kidscape.org.uk</p>	<p>Charlotte Leather: 07804 083742 Charlotte.leather@manchester.nhs.uk</p>
Mental health – national	Mental health – local
<p>Young Minds: 0808 802 5544 www.youngminds.org.uk</p> <p>Mental Health Foundation: 020 7803 1100 www.mentalhealth.org.uk</p> <p>Mind: 0845 766 0163 www.mind.org.uk</p>	<p>Trust HQ, Chorlton House, 70 Manchester Road Chorlton-cum-Hardy, Manchester, M21 9UN Telephone: 0161 882 1000 Fax: 0161 882 1001 Complaints (tel): 0161 882 1355</p>
Parents' support – national	Parents' support – local
<p>ParentlinePlus: 0808 800 2222 www.parentlineplus.org.uk</p>	<p>Parent Confidential Helpline: 0161 209 8356 (Mon - Fri 10am-3pm) Answer phone available when lines are closed: 0161 209 8356 Email: Parents@manchester.gov.uk General enquiries: 0161 245 7300 Address: The Parent Partnership Service, Westwood Street, Moss Side, M14 4PH</p>

Sexual harm and sexually harmful behaviour – national	Sexual harm and sexually harmful behaviour – local
<p>Stop It Now! 0808 1000 900 www.stopitnow.org.uk</p> <p>The AIM Project (for children with sexual behaviour problems): www.aimproject.org.uk</p>	<p>AIM Project, Quays Reach, 14 Carolina Way, Salford, Manchester, M50 2ZY Email: rita.aimproject@nspcc.org.uk Telephone: 0161 743 4665/4666 Fax: 0161 743 4646</p>
Internet safety – national	Internet safety – local
<p>ChildNet International: www.childnet.com</p> <p>Child Exploitation and Online Protection: 0870 000 3344 www.ceop.gov.uk</p> <p>Internet Watch Foundation www.iwf.org.uk</p> <p>Think U Know: 0870 000 3344 www.thinkuknow.co.uk</p>	<p>Mick Wilson Customer & Business Support Manager, Manchester City Council Children's Services, Overseas House, Quay Street, Manchester, M3 3BB Telephone: 0161 234 7109 Internal: 801 7109 Textphone: 0161 234 7452 Fax: 0161 274 7070</p>
Local agencies	
<p>Police: 0161 872 5050</p> <p>Children's Social Care: 0161 225 9293 Out of Hours Duty Team: 0161 255 8250</p> <p>Local authority designated officer for Child Protection: Majella O'Hagan, QAPMU, Victoria Mill, Miles Platting, Manchester, M40 7EL Telephone: 0161 203 2393 • Switchboard No: 0161-203-3232 Fax No: 0161 203 2282 Email: majella.o'hagan@manchester.gov.uk</p> <p>Hospital: Manchester Royal Infirmary, Oxford Road, M13 9WL Telephone: 0161 276 1234 www.cmft.nhs.uk</p>	