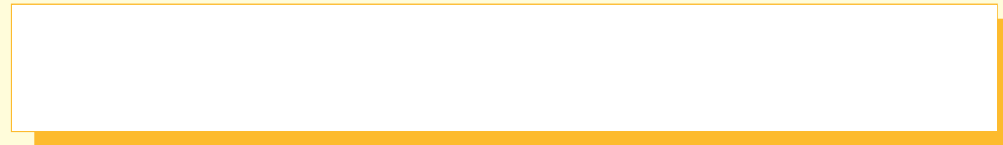


Who to contact if you have a Safeguarding concern

Customer First: 08456 023023 (weekdays 8.00am - 6.45pm)
01473 299669 (after 6.45pm and before 8.00am and weekends)

Suffolk Police: 01473 613500
Emergency: Do not delay 999
Local Contact Information:



The Voluntary and Community Sector's Commitment to Safeguarding Children & Young People

ASKING THE RIGHT QUESTIONS?

A parents / carers guide to knowing that the activities their children or young people attend are safe places

If you need help to understand this information in another language please call the number below.

إذا تحتاج إلى مساعدة لفهم هذه المعلومات في أي لغة أخرى فالرجاء الاتصال على الرقم التالي.

Arabic

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

જો તમારે આ માહિતી બીજા ભાષામાં સમજવા માટે જોઈતી હોય, તો કૃપા કરી નીચેના નંબર પર ઈમર્જન્સી કરો.

Gujarati

بەم زانیاریەشیتنی ئە بە تێگەشتی هە یارمەر پێویستیت بەگەیه بەکەرەوهی خوازم ژمارەندی بەهیه پەزمان کێ نێر شکایه

Kurdish

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

If you would like this information in another format, including audio tape or large print, please call **08456 066 067**.

Produced by the Suffolk Safeguarding Children Board in partnership with member organisations Young Suffolk and the Diocese of St. Edmundsbury & Ipswich

ASKING THE RIGHT QUESTIONS?

The welfare of your child is always paramount. As a parent/carer you have a right to feel confident that these activities they attend are well managed and safely run.

Here are some questions that may help you.

How do I know that the staff are safe to work with my child?

Paid and voluntary staff who regularly work with children and young people should have been interviewed, provided two references and should have completed an enhanced criminal record bureau check.

Are the staff trained?

Paid and voluntary staff should have undergone induction or relevant training for the activities they are responsible for leading. They should have attended safeguarding training within the past three years and they should be aware of Equal Opportunities and Health and Safety requirements. At least one member of staff present should have completed First Aid training.

What policies do they have to help keep your child(ren) safe?

The 'safeguarding' (or 'child protection' as it may still be referred) policy is the key document in which the group states how they will strive to keep your child safe. The policy and procedures should be reviewed at least annually and comply with the most recent legislation. It should be less than five years old and you should be able to see it on request.

How should those working with my child behave towards them?

All organisations should have a "code of conduct" for their work with children and young people, so that all paid and voluntary staff know the importance of listening to and respecting your child and the expected standards of behaviour that ensure all children will be treated with respect and dignity e.g. appropriate use of physical contact with children, know how to address bullying, and the broader commitment to ensuring their welfare.

What should I do if my child has specific needs?

Make sure that you tell the leader of the group or activity about any support needs that your child might have e.g. your child may have allergies or need to use an asthma inhaler whilst at the activity.

What is a consent form and why do I have to complete one?

All organisations need to have contact information to ensure that if there is an accident or there are health related needs the leader can access the form to contact you. This information should be securely stored. In addition they may ask if they can use photographs to display in publicity or use electronically in emails or on websites. If there is an excursion you should receive detailed information of what is happening and where and when.

What has the organisation done to minimise any risks to my child?

There should be written evidence of a "risk assessment" which should show that they have considered all possible dangers and taken action to reduce the risk. Make sure that the organisation has the appropriate insurance cover.

If I wish to make a complaint what should I do?

The organisation should have a complaints procedure. If they do not, put your complaint in writing to the leader. If you are still unhappy, contact the umbrella organisation.