



Safeguarding Policy



If safeguarding is effective, it:

- protects children from maltreatment,
- prevents impairment of children's health or development,
- ensures that children are growing up where they are safe and cared for, and
- enables everyone to take action to ensure all children have the best outcomes.

At Mill Grove Pre-school, we take great care in fostering an environment in which your child is safe and in which any suspicion of abuse is promptly and appropriately responded to. We do this in the following ways:

Safer Recruitment

When advertisements are needed; we post the job description and person specification in appropriate and certified Early Years forums.

Applicants for posts within the pre-school shall be made aware that the position is NOT OPEN to those who have been convicted of a crime that prevents them from working with children - in accordance with the **Rehabilitation of Offenders Act 1974**.

All applicants will be interviewed before a position is offered and will be asked to provide at least two references, one of which will be from their previous employer and both of which shall be followed up. If the applicant has moved rapidly from one job to another, or has gaps within their employment history, explanations will be sought. Original I.D. documents and qualification certificates must also be produced.

Potential employees that have been living or working abroad will require further checks from the Embassy or High Commission of the country they were in, which will include that country's relevant CRB checks, a 'Certificate of Good Conduct' and any references from their over-see's employment.

All applicants will be subject to a six-month probationary period and will not be confirmed as permanent staff or have unsupervised access to the children, until the Manager is confident that the applicant can be trusted, which includes a relevant and **enhanced, clear DBS check** being obtained and their subscription to the Update Service.

Until this information is obtained; the individual will not have un-supervised access to the children OR be asked to carry out intimate care tasks such as toileting.

As part of our induction process, staff will be required to partake in and demonstrate understanding of the following:

- Safeguarding, including FGM and Prevent Duty
- Health & Safety including Food Hygiene
- Paediatric First Aid
- GDPR Awareness
- Positive Language, Positive Handling, Quality Interactions
- *The Growth of Love* by Dr Keith White (x5 Child Development Themes)

We have a procedure in place for staff that are consistently not following our policies and procedures which can lead to disciplinary action.

Staff attend regular zoom meetings where we discuss team issues, events, roles and responsibilities within the setting. All Staff are trained on all of our main policies and their own roles and responsibilities in this regard. Our six-month probationary period: regular in-house training, CPD, staff meetings, feedback, supervisions, and appraisals include frequent updates and discussion around safeguarding issues – All ensure that staff understand the high standards that we expect, which must be always transparent.

Prevent Abuse by Means of Good Practice

- All visitors are asked to sign into our Visitors Book, recording their name, reason for visit, date, and time, along with a contact number. I.D. is checked and personal devices are not carried on their person whilst children are on site and in accordance with our Use of Electronic Devices Procedure.
 - The layout of the rooms and spaces we use allows for constant supervision. No child is left alone with staff for prolonged amounts of time, without being visible to others.
 - All vetted staff take on intimate care duties when needed. We keep doors open and encourage dialogue, eye contact and singing when administering Nappy Changing/Toileting Support, which not only helps children to feel at ease, but also keeps staff within sight and hearing of colleagues.
 - Vetted staff who supervise afternoon naps often need to cuddle or stroke a child's forehead to encourage relaxation in preparation for sleep time. We usually have two or more staff present in the hall during nap time and our 'open door' policy means that any 1-1 sleep supervision is limited, with colleagues regularly offering support when there are a few tired little people at the same time!
 - We introduce key elements of keeping children safe into our programme to promote their personal, social, and emotional development. This learning helps them to grow strong, resilient and are 'listened to' - so that they develop an understanding of how and why to keep safe.
 - We create a culture of value and respect for individuals, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
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Support 'Whistle Blowing'

Whistleblowing is when staff report suspected wrongdoing at work. Officially this is called 'making a disclosure of public interest'.

If staff do not feel as though they can approach the Preschool Management Team, or the Directors of Mill Grove with a concern, they are able to contact outside agencies for advice and support.

A worker can report things that aren't right, are illegal or if anyone at work is neglecting their duties, including if:

- someone's health and safety are in danger
- there is damage to the environment
- a criminal offence has taken place
- Mill Grove Pre-school is not obeying the law e.g., not having the right insurance
- Wrongdoing is being covered-up

Who to Contact

1. If appropriate, employees should discuss any concerns with the **Manager** (who is also the Designated Safeguarding Lead (DSL) in the first instance.
2. If they cannot discuss this with their manager, another senior member of staff should be approached (e.g., **Deputy Manager** – who is the deputy DSL)
3. If this is not possible, concerns can be raised with the **Directors of Mill Grove** - Keith & Ruth White - 020 85042702 // keith@millgrove.org.uk .

Employers may NOT be approached if the 'Whistle Blower' feels the Employer: Will cover it up / Would treat them unfairly if they complained (or) Have not acted on previous information or concerns.

1. If an employee does not feel as though any of the above contacts would be appropriate, they can contact a member of the **local authority advisory team** (Early Years Childcare and Improvement Team - EYCIT) in Redbridge **EYCIT (West Locality)** Telephone: 07741 892603

Dismissal and Whistleblowing

A worker cannot be dismissed because of whistleblowing. If they are, they can claim unfair dismissal – they'll be protected by law if certain criteria are met. Types of whistleblowing **eligible for protection** (these are called '**qualifying disclosures**') include:

- That someone's health and safety is in danger
- Damage to the environment
- A criminal offence
- That the company isn't obeying the law
- That someone is covering up wrongdoing

Who is Protected:

The following people are protected:

- Employees, Agency workers, People that are training with an employer, but not employed (and Self-employed workers, who are supervised or working off-site)

A worker will be eligible for protection if they think what they're reporting is true and they report this to the correct person. From 25th June 2013, a new law says that a whistle-blower should also believe that their disclosure is in the public interest.

Who isn't Protected:

Workers aren't protected from dismissal if:

- They break the law when they report something (e.g., they have signed the Official Secrets Act)

Notify Ofsted

Ofsted will be informed of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether that allegation relates to harm or abuse committed on the premises or elsewhere), or any other abuse which is alleged to have taken place on the premises, and of the action taken in respect of these allegations.

Ofsted will be informed of these allegations as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made (a registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence). **Ofsted telephone number: 0300 123 1231**

Acknowledge Allegations against staff, volunteers etc.

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include allegation of abuse.
- We respond to any inappropriate behaviour displayed by members of staff or any other person working with the children, which includes:
 - inappropriate sexual comments.
 - excessive one to one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.
- We follow the guidance of the RSCP when responding to any complaint that a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child.
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.

We refer any such complaint immediately to the [Local Authority Designated Officer \(LADO\)](#) to investigate: The LADO helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible.

Who to Contact: Helen Curtis **Tel:** 020 8708 5350 **E-mail:** helen.curtis@redbridge.gov.uk
Address: Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NN

We also report any such incident to Ofsted, as well as what measures we have taken. We are aware that it is an offence not to do this.

- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- If a member of staff is under suspicion, the **Manager** and **Designated Safeguarding Lead** will respond and act in accordance with the wishes of police and social services investigators. This may mean suspending staff from duty. Where the management team and children's social care agrees it is appropriate in the circumstances, the Director of Mill Grove, will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. *Note: This is not an indication of admission that the alleged incident has taken place, but is to protect the staff, as well as children and families throughout the process.*

Disciplinary action

Where a member of staff or volunteer has been dismissed due to engaging in activities that have caused concern regarding the safeguarding of children or vulnerable adults, we will notify the Independent Safeguarding Authority (ISA) of relevant information, so that individuals who pose a threat to children (and vulnerable groups) can be identified and barred from working with these groups.



Supporting our Families

It is our firm belief that **a secure family will create the best environment for a child** and so when there are signs that a parent/carer is vulnerable; (for example - a mother who has just had another baby and appears to be struggling to cope... or a family with English as their second language who seem isolated)... we will come alongside to offer support where needed/desired and with the permission of the main carer(s), we will utilise community resources such as the local Children's Centre in order to access focused help e.g. New Mum's Support group, English classes or Parenting courses. Where possible, we may attend the first class with the parent/carer. With permission, we may also seek to 'link-up' parents within the pre-school who could be a part of the solution (e.g., a family with the same native language).

We regularly offer gentle advice and parenting tips when asked, or it appears that there is a need. During and after Covid, the Preschool has also run an on-line Parenting Course based on the **five themes of child development** (mentioned below) which mirror Maslow's hierarchy of Needs and help to create a platform through which parents can network and discuss their parenting struggles without judgement.

Supporting Staff Welfare

We make sure that Staff Welfare is one of our top priorities; that Mill Grove is a warm and welcoming place to work and that we not only focus on work-related matters, but on the whole person. We have a training programme that includes, 'The Growth of Love' – which is a self-reflective course in order for staff to understand how their own life experiences affects their current practice. **The five topics include Security, Boundaries, Significance, Community and Creativity.** Our Ethos of Respect, Communication and Support is woven through each and every policy, procedure and practice. Staff are 'listened to' and valued for their individual contribution that they make to the team. Trusting relationships are built between staff, and so Management are naturally aware and supportive of any struggles that an employee may be facing whether work related or otherwise. Our regular staff meetings, personal feedback, supervisions, and appraisals demonstrate the commitment we have to making sure our standards remain high and our conduct transparent.

Keeping Records when there are concerns, but not suspicions

Whenever concerning changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up, quite separate from the usual on-going records of a child's progress and development. The record will include, in addition to the name, address and age of the child: timed and dated observations, describing objectively the child's behaviour/ appearance, without comment or interpretation; where possible, the exact words spoken by the child; the name and signature of the recorder. These records will be kept in a separate file and will not be accessible to those other than the pre-school manager and other members of staff as deemed appropriate, such as the child's Key Person. These records will help to build up a picture of the child's welfare and if concerns escalate into suspicion of abuse, then the following process shall be followed.

Respond appropriately to suspicions of abuse

It may be helpful for parents/carers to know that the law (Children Act 1989) requires **all** staff to pass on information which raises concern that a child may be at risk from non-accidental injury, neglect, emotional or sexual abuse.

This procedure is intended to protect children, and early years settings are encouraged to take the attitude that where there are grounds for concern, **it is better to be over-cautions than to risk a child's safety**. They therefore have an unavoidable duty to contact Social Services.

Occasionally, this duty means that the Preschool risk upsetting some parents by reporting a concern which on investigation, proves to be unfounded. In these circumstances, it is hoped that...

...parents/carers will appreciate how difficult it is to carry out this delicate responsibility and accept that the Manager was acting solely **in the best interests of the child**.

All staff are trained to be aware of **behavioural and physical indicators** that suggest possible abuse. Staff are aware of the procedures to be taken if they believe a child has been abused or is at risk of abuse.

Should any member of staff have any fears about a particular child, they will immediately take up the matter with the Manager and Designated Safeguarding Lead, who may decide that further advice is needed. We will consider discussion with parents/carers in the first instance and respect for confidentiality will be kept at all times.

If there is any **suspicion of abuse** this will be recorded, and the Manager will contact social services without undue delay. All staff will co-operate with any investigation and will act in accordance with the wishes of the police and social services.

If a Pre-school parent is under suspicion, the **DSL** – or in their absence, **Deputy DSL** – will act in accordance with the wishes of police and social services investigators.

All such suspicions and **investigations will be kept confidential, shared only with those who need to know**, which would usually be the child's Key Person, the Pre-school Management Team and the Directors of Mill Grove.

Where abuse is suspected within the home, the pre-school will continue to welcome the child and family while investigations proceed.

With the proviso that the care and safety of the child is paramount, the pre-school will do all it can to support and work together with the child's family.

Interagency co-operation

The Children Act 2004 outlines the importance of liaising with outside agencies regarding the safeguarding of children. HM Government's updated **'Working Together to Safeguard Children' 2018** provides the procedure to be followed in the event of a concern that is to be reported.

In light of this, the pre-school will maintain ongoing contact with the relevant parties, including the names and contact details of the social care workers that are directly involved with the case to ensure that it would be easy, in any emergency, for the pre-school and the Local Authority Social Care Workers to work well together. Records will also be kept of **the relevant NSPCC contact (0800 800 5000)**, or other contacts as appropriate.

Female Genital Mutilation (FGM)

Staff are aware that the illegal practice of FGM is a very real risk to young girls, including those in their infancy. Staff are trained to identify signs of FGM abuse and report this according to procedure.

Bullying and Victimisation

It is important to acknowledge that bullying and victimisation can be subtle and manifest itself in a variety of ways. This is why we pay particular attention to 'Positive Behaviour', 'Positive Language' and 'Positive Handling' within our staff training and we also encourage 'Kind Words' and 'Gentle Hands' among the children. We promote inclusive and kind behaviour by modelling it to others in the first instance and then creating scenarios through which it can grow; e.g. team-building and problem solving. We work together with adults and children alike to discourage negative behaviours and attitudes towards others by using group training/activities and one to one support. We celebrate kind and friendly behaviour through songs, stickers, verbal praise, and rewards such as being a 'Special Helper'.

Prevent Duty

The provider, management and staff at Mill Grove Preschool understand and comply with the Counterterrorism and Security Act 2015, to have **"due regard to the need to prevent people from being drawn into terrorism"**. **This duty is known as the Prevent duty.** We are aware of the increased risk of online radicalisation, to radicalise young people, children, and their families using social media and the internet. As with managing other safeguarding risks, staff are alert to changes in behaviour which could indicate that colleagues, children, and their families need help or protection. Children and adults at risk of radicalisation may display different signs or seek to hide their views. Staff will use their professional judgement in identifying children and adults who might be at risk of radicalisation and act proportionately. Even very young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour.

General safeguarding principles apply to keeping children safe from the risk of radicalisation as set out in the relevant statutory guidance, Working Together to Safeguard Children.

If you are concerned that a member of staff/family or child in the setting is at risk of radicalisation, please contact, prevent@redbridge.gov.uk or rscp@redbridge.gov.uk ... Or you can dial call 101 and ask for the Prevent Duty Officer (National). **If there is a risk of immediate harm or danger to a child or young person, you should contact the Police via 999 or the Police Anti-Terrorist Hotline via 0800 789 321.**

Note: As a setting, we understand that some people/groups have concerns regarding Prevent Duty because there is a risk that negative attention, fear, and suspicion may be targeted towards specific religious/cultural groups. We would therefore like to emphasise that our obligation under the Counter Terrorism and Security Act 2015 known as 'Prevent Duty' – is a neutral and unbiased one. We attend and receive regular training/updates in this regard and ensure that as a team we remain aware of the dangers linked to stereotyping any specific group/individual.

Holidays, Absence, and Illness

We monitor children's attendance times closely as irregularities here can be an indication that something is wrong. We ask parents to fill in a detail of absence on the 'Family' app. when there is planned travel which includes the dates, purpose, and destination. For unplanned absence, we ask parents to stay in close contact with us, letting us know the reason and expected return date. We ask parents to provide proof of prescribed medicine and fill in a Medical Permission form if medicine needs to be administered upon their return. We keep records of absence and lateness, with communication notes to identify any patterns or concerns.

Child Sexual Exploitation (CSE)

We understand that child sexual exploitation can happen in a variety of ways and young children are highly vulnerable in this area. We seek out relevant and up to date information to further our knowledge of how to notice signs of CSE to help prevent it.

Special Educational Needs & Disability

We understand that children with Special Educational Needs and Disability (SEND) may be less able to communicate if they are experiencing abuse. We therefore seek to build trusting relationships with all children, using various means to promote expression of feelings (E.g. Books and Emotion games, PECS and Signing) and ensure that signs of discomfort and distress are noted and addressed. Changes in usual behaviour are a common indicator that there is something wrong and staff are trained to recognise such indicators at their earliest stage.

What should you do if you are concerned about a child?

If you have a concern about the welfare or safety of a child you should contact the Redbridge M.A.S.H. on: Tel: 020 8708 3885 // Email: cpat.referrals@redbridge.gov.uk Address: Redbridge MASH, Redbridge Children and Families, Lynton House, 255-259 High Road, Ilford, IG1 1NY More info at: <https://www.redbridge.gov.uk/adult-and-childrens-services/child-protection/>



Use of Electronic Devices

We take steps to ensure that there are effective procedures in place to protect children and other vulnerable persons from the unacceptable use of mobile phones and cameras in the setting or the use of social networking sites.

Social Networking –

- Staff and volunteers are advised that it is inappropriate to discuss any aspect of their involvement with the Pre-school or place any images relating to their position at Mill Grove on social networking sites; this includes children, staff, activities, and naming Mill Grove on any sites. Staff and volunteers should familiarise themselves with **support guidance found on reputable websites such as:** <https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-guidance-for-practitioners>
- Failure to adhere to our procedure could potentially lead to disciplinary action and referral to the Local Authority Designated Officer at Redbridge council.

Personal mobile phones

- Personal mobile phones belonging to members of staff/volunteers are kept within a secure cupboard/staff box, away from the children whilst on site.
- **We have walkie-talkies to communicate with each other whilst in different parts of the premises and both teams have a Pre-school mobile as back-up.**
- Members of staff ensure that the telephone number of the setting is known to immediate family and other people who need to contact them in an emergency.
- In the event of an emergency, personal mobile phones may be used in the privacy of the kitchen, or other such areas not frequented by the children with the permission of the manager.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. There is an exception if a visitor's company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children.

Smart Watches & Devices

- Staff and volunteers are advised that smart watches and other smart devices are not permitted to be worn on their person during working hours and whilst children are on site. Any such devices must be stored securely within our secure cupboard/staff box and away from the children.

Smart phone and iPad usage

- Photographs and recordings of children are only taken for valid reasons e.g., to record their learning and development or to use for displays within the setting and these are regularly monitored by the Manager.
 - Photographs or recordings of children are only taken on equipment belonging to the setting.
 - At Special events, parents are reminded that where recordings and photographs involve others, they are requested NOT to be shared on social media.
 - Staff are required to sign a 'Code of Conduct' which details responsible access to electronic data and strict security measures that must be adhered to in this regard.
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Missing Child Procedure

In the event of a child going missing:

- As soon as it is noticed that a child is missing, the key person/staff member alerts the manager.
- The manager calls the police and reports the child as missing and then calls the parents/carers.
- The manager will carry out a thorough search of the building and garden.
- The register is checked to make sure no other child has gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could have wandered out.
- The manager talks to the staff to find out when and where the child was last seen and records this.
- The manager contacts the Directors of Mill Grove, Keith/Ruth White and reports the incident. The Director comes to the setting immediately to carry out an investigation, with the management team where appropriate.

The investigation:

- Staff keep calm and do not let the other children become anxious or worried.
- The manager speaks with the parents/carers, supported by other staff as needed.
- The Directors carry out a full investigation taking written statements from all staff on duty.
- The key person/staff member writes an incident report detailing:
 1. The date and time of the report.
 2. Staff/children in the vicinity and who (if applicable) had specific responsibility for the child.

3. When the child was last seen on the premises.
 4. What has taken place since the child has gone missing.
- A conclusion is drawn as to how the breach of security happened.
 - If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's social care may be involved if it seems likely that there is a child protection issue to address.
 - The incident is reported under RIDDOR arrangements (Reporting of Injuries, Disease and Dangerous Occurrences); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
 - In the event of disciplinary action needing to be taken, Ofsted is informed.
 - The insurance provider is informed.

Managing People

- The staff will feel worried about the child, especially the key person or individual with designated responsibility for the child at that time. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- Staff may be the understandable target of anger and they may be afraid. The manager needs to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
- Parents/Carers will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the manager. When dealing with a distraught and angry parent/carer, there should always be two members of staff, one of whom should be the manager, and the other should be the Director of Mill Grove. No matter how understandable the anger may be, aggression or threats towards staff are not tolerated and the police should be called.
- The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- In accordance with the severity of the outcome, staff may need counselling and support. If a child is not found, or is injured or worse, this will be a very difficult time. The Director will use his/her discretion in deciding what action to take.
- Staff must not discuss any missing child incident with the press without taking advice.

Uncollected Child Procedure -----

If a child is not collected by an authorised adult at the end of a session/day, the setting ensures that the child is cared for safely by experienced and qualified practitioners who are known to the child and receives a high standard of care to cause as little distress as possible.

The Preschool will already have used all the contact numbers and information on the child's Admission Form, which includes:

- Home address and telephone number – if the parents do not have a telephone, an alternative number is requested, e.g., a neighbour or close relative.
- Mobile telephone number.
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

*Note: A unique, private password chosen by the parent, is written on their child's Admission Form when they join us. This can be shared *by the parent*, to another trusted adult, should they need to pick up and be unknown to us. Where possible, we also ask for a photo of the collecting adult to be sent to the Pre-school mobile or make a call ourselves to the parent before releasing the child into another adult's care. Other information on a child's Admission form can also be used to help verify a collecting adult's identity. We carefully observe a child's body language around the 'new' adult.*

*If a parent is not able to collect the child as planned, they are requested to inform us as soon as possible, so that we can begin to take back-up measures. We provide parents with our two mobile telephone numbers, our landline, and our email address for means of communication.

*If a child is not collected at the end of the session/day, we follow the following procedures:

- Staff communications and all other message facilities (voicemail, messages left at main office) shall be checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- For x1 hour after closing time, the child does not leave the premises with anyone other than those named on their Admission form, or who have been authorised by the parent via the password system.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's Social Services care team: REDBRIDGE – 020 8708 3885.
- The child stays at the setting in the care of two fully vetted workers until safely collected either by the parents or by a social care worker.
- Redbridge Social Care team will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.

*A full written report of the incident is recorded and kept on file.

*Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

*Ofsted may also be informed – 0300 123 1231

Intruder Policy

Definition of "Pre-school" in the context of Mill Grove:

- Mill Grove Charitable Trust owns a large piece of land, which includes various buildings and outdoor spaces.
- MAIN HALL: The Pre-school uses the Florence Barclay Hall as its base and are the *main users* of this indoor space.
- ORCHARD: The Pre-school have invested heavily in this small garden; creating a mud kitchen, growing boxes, Reading Room, Toilet and Classrooms - and are the *main users* of this outdoor space.
- BIG GARDEN & PLAYGROUND: The Pre-school frequently use these other outdoor spaces and are *shared users* of these areas.

Definition of 'Other Users':

- Resident – a person who is permanently living on the premises (*All residents are known to the Pre-school and are DBS checked*)
- Guest – a person who is staying at Mill Grove for a limited time (*e.g., Family with a disabled child, using the Rose Walton Centre facilities for short-term therapy*)
- Visitor – a person that is a 'day' guest (*e.g., Senior Citizen who attends the Thursday Luncheon*)
- Staff – a person who is employed by Mill Grove on a regular and ongoing basis (All employees are known to the Pre-school and are DBS checked)
- Volunteer – a person who volunteers at Mill Grove either on a long term or short-term basis (*e.g., Senior Citizen who grew up in Mill Grove when it was an orphanage that returns regularly to offer their time/help*). All long-term volunteers are known to the Pre-school.



Statement regarding 'Other Users':

Due to the fluid nature of Mill Grove and the number of people accessing the facilities, it is not possible to DBS check every individual.

There is an understanding between the Pre-school and Other Users of Mill Grove that during Pre-school hours, our main spaces are avoided.

Mill Grove has a 'family' kitchen/dining room and lounge that is specifically for Residents, Guests, Visitors, Staff/Volunteers, and is located at the far end of Mill Grove. *The Pre-school do not access these facilities unless specifically invited to do so on scheduled occasions (e.g., Sharing Harvest bags with the Senior Citizens).*

Procedure regarding 'Shared Spaces':

In the instance that other users may need to access a shared space being used by the Pre-school (e.g., walk through the Orchard to reach the Big Garden), staff maintain close supervision levels with children, and may encourage a friendly 'hello' with a known person.

- *NB> Staff are usually informed by the Mill Grove Office when maintenance work is taking place but are aware that spontaneous jobs may need to occur.*
- In the instance that Other Users may need to access and remain in a shared space being used/planned to be used by the Preschool (e.g., Caretaker doing maintenance work), staff negotiate the situation wisely; either requesting the job be done at another time or changing plans and using a different space altogether.

Definition of an Intruder

An intruder is a person or persons on the premises that have not followed the correct visiting procedures established by Pre-school. An intruder may or may not be a safety hazard to the Pre-school.

Methods

- Any member of staff who observes an individual within Mill Grove premises who appears suspicious or out-of-place should either approach the individual (if safe to do so), ask for their name and purpose for being there, or should alert the Manager/Deputy for assistance.
- The person approaching the suspicious individual must determine if the intruder poses a safety hazard or just needs to be aware of the Pre-school procedure for visitors.
- While determining the status of the individual, every effort must be made to ensure children in our care are safe, feeling secure and where possible, continuing to be engaged in their current activities. If need be, children must be given reassurances as to their own and others safety and well-being.

Procedure: Visitor with legitimate business

- Identify the person and determine their purpose or need for being there.
- Ask the person to sign in as a visitor and alert the Manager/Deputy of their arrival.
- Ensure they are aware of the procedure for visitors for future reference.
- Review security to determine how the visitor gained entry.

Procedure: Intruder who may pose a safety hazard

- Ask a colleague to observe your approach to the intruder.
- Politely greet the intruder, identify yourself and ask purpose of the visit to Mill Grove.
- Explain that all visitors must sign in and escort the person to the Manager/Deputy or MG Office.
- Depending on the circumstances and the demeanour of the intruder, the Manager/Deputy will determine whether to call the Police to report the incident and then make every effort to do so.
- If the intruder appears agitated, irrational or refuses to leave; in a peaceful manner, staff will endeavour to calm the person by talking in a low and calm reassuring voice whilst also trying to gain the attention of another staff member to call the Police.
- If it is not possible for the Manager/Deputy to call the Police, a code word will be used to signify that emergency help must be called for, at which point, remaining staff should immediately contact the Mill Grove office and then call the Police.
- Children taken to a secure place, furthest distance from the intruder in a calm and organised way.

- If Police are called and the individual leaves or attempts to leave prior to the Police arriving, staff will NOT attempt to physically detain or restrain the person. Staff will instead contact the Police to inform that the individual has left the building, their direction and means of transport.
- If the individual stays until the Police arrive, inform the officers what has happened that led to the individual being with you so they can establish probable cause for arrest for trespassing. Also verbally ask the subject not to return to Pre-school whilst still in the presence of the Police.
- Review security immediately, log incident and actions as soon as possible, inform Directors of Mill Grove/Trustees of the incident.

Procedure: Intruder who is armed or otherwise poses a safety hazard

- Alert all staff members by using code word.
- Children taken to a secure place, furthest distance from the intruder in a calm and organised way.
- Contact the Police as soon as possible to report the incident.
- Give operator all the information regarding location of the intruder; physical and clothing description and the weapon involved.
- Advise the operator what we are doing to ensure the safety of the children/staff members.
- Remain on the line until the operator advises you to end the call.
- Until Police have arrived, monitor location of intruder.

When confronting an intruder, take another staff member with you. Ask a third member who is NOT involved, to alert the Manager/Deputy. Determine who will initiate contact with the intruder and who will be the back-up person. Both staff members should break off contact and leave when it is safe to do so. Attempt to direct intruder away from areas occupied by children. Use casual conversation or body language to calmly direct the situation. If the intruder shows a weapon, assure him/her that it is not necessary him/her to use it.

- Back away slowly and leave the area, holding both of your hands up, with palms facing the intruder.
- Remain calm and do not attempt to disarm the person.
- Once the Police arrive, provide them with the following information: Location of intruder. Description of intruder. Any known weapons. Any statements made by the intruder.

All other staff members and official visitors should remain where they are with the children unless otherwise directed by the police, reassuring, and engaging the children as appropriate. In any event there will be a thorough investigation of the incident and a report will be made by all staff involved. Inform OFSTED of the subsequent investigation, with due regard to both data protection and confidentiality policies.

Please Note: If the Intruder is within a 'shared space'; visible but at a safe distance from the children, then it is appropriate for the Manager/Deputy to contact the Mill Grove Office/Staff Team to obtain information about the individual and report any concern. In this instance, the handling of the situation will be taken up by Mill Grove staff, rather than the Pre-school. The Pre-school shall follow procedure as above and to the extent that is needed to keep children and staff safe.

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