

## Visitor Procedures

- Visitors must enter and sign in at the reception.
- Visitor badges must be worn at all times.
- Visitors should remain under the supervision of a designated member of staff while at Sunbeams.
- All visitors must sign out at the reception and return their visitor pass before leaving Sunbeams.

Visitors wishing to speak to a particular member of staff should telephone or email to make an appointment.

If you are seeking an urgent appointment, please contact the office and we will arrange for you to see a member of the management team.

## Phones

The use of personal phones is not permitted unless there is an emergency.

## Trustees

Trustees are aware of their role in safeguarding children.

## Policies

Safeguarding Policies are reviewed annually and are available on request.



**A world in which Autism is celebrated.**

## Policy statement

Our setting will work with children, young people, parents/carers and the community to ensure the rights and safety of children and young people and to give them the very best start in life.

This leaflet contains information about our expectations of you while visiting Sunbeams. If you are unclear about anything in it please speak to any of the contacts named within.

Please keep the leaflet in a safe place so that you can read it again if you need to.

If you are concerned about the safety of any child, young person or vulnerable adult in our setting, you must report this to one of the Designated Safeguarding Leads (DSL).

If you are concerned about the conduct of a member of staff (Allegations against Staff / Whistleblowing Policy), you must contact the manager or deputy.

**Safeguarding officer** contacts numbers:

Sue Carr (lead) 07484 085777

Sarah Southernwood 01493 442181

Lisa Hutt 01493 442181



**A world in which Autism is celebrated.**

# Safeguarding Information Leaflet for Visitors

All staff and Trustees at Sunbeams fully recognise that they have a duty to ensure arrangements are in place for safeguarding and promoting the wellbeing of children, young people and vulnerable adults



Norfolk Safeguarding  
Children Partnership

<http://www.sunbeamsplay.org.uk>

Registered as Sunbeams Play Charity  
No: 1152188



### If a child discloses they might be subject to abuse:

- **React calmly** do not show shock, disbelief or anger
- **Listen carefully** to the child, particularly what is said spontaneously.
- Do not promise confidentiality. Explain to the child that you must pass on the information if you are worried about their safety.
- **Do not ask** leading questions or make judgements. Clarify and check your concern if you feel that you are not sure, by using, for example “tell, explain, describe or outline” but as soon as you believe that there might be a genuine issue, ask no further questions. This would compromise further enquiries.
- **Reassure** the child that they are doing the right thing.
- **Record** carefully what the child says in their own words including how and when the account was given. Date, time and complete a Concern Form which is available from the Main Reception. This will be passed on to one of the Designated Safeguarding Leads.

If you feel that a child, young person or vulnerable adult may be at risk of harm but are not sure, then inform one of the Safeguarding Leads immediately.

They will offer advice and take appropriate action.

Child abuse can happen to any child, young person or vulnerable adult regardless of elements such as gender, culture, religion, social background, ability or disability.

A copy of the schools Safeguarding Policy is located in the main office.

### Types of harm

We all have a responsibility to keep children, young people or vulnerable adults safe, both at home and in school.

Harm is identified in four ways:

**Physical** - when a child is deliberately hurt or injured.

**Sexual** - when a child is influenced or forced to take part in a sexual activity. This can be a physical activity of non-physical, e.g. being made to look at an inappropriate image.

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

**Vulnerable adults** (over the age of 18) are at risk of being abused, harmed or threatened. Any concerns about a young person or an adult should be reported to the Safeguarding Lead.

### Staff Conduct

If you are concerned about the conduct of a member of staff, following an observation or disclosure, the following actions must be taken:

- Immediately inform the Safeguarding Lead
- In her absence, immediately inform her deputies.
- In an emergency call 999

### Keeping Yourself Safe

Be careful how you interact with or speak to a child, the child may interpret it differently.

- Be professional.
- Avoid physical contact with children unless you are preventing them from immediately harming themselves or others.
- Avoid being on your own with a child, always ensure that a door is open and that you are visible to others.
- It's best not to do anything for a child or young person that they can do for themselves.
- Always tell someone if a child touches you or speaks to you inappropriately.
- Log down the incident, time and date it happened and pass to one of the Safeguarding Team.
- If you have concerns about the conduct of staff, it is your responsibility to inform the management.