

HANHAM TODDLERS PRE-SCHOOL

Title	Allegations	Reference	P2-25
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1.0 Policy

1.1 The Pre-School takes allegations against members of staff or any other person attending the Pre-School very seriously, whether the allegation relates to harm or abuse committed on the premises or elsewhere and aims to provide an environment for fair and just investigations into such claims.

2.0 Scope

2.1 This procedure defines the process to follow when an allegation is made against a member of staff or any other person attending the Pre-School.

3.0 Referenced Documents

Statutory Framework for the Early Years Foundation Stage
Keeping Children Safe in Education 2022
 P1-2 Record Retention
 P2-17 Confidentiality Procedure

4.0 Definitions

The Pre-School: Hanham Toddlers Pre-School

Board of Trustees: the body that has the overall responsibility for the day-to-day running of the Pre-School, comprising the Trustees, including the Pre-School Manager(s).

Approved	Print Name	S Rouch	Position: Manager
	Signature	Signed copy held in Master Procedure Manual	Date: 13 March 2023
Authorised for Issue	Print Name	K Ricketts	Position: Chair
	Signature	Signed copy held in Master Procedure Manual	Date: 13 March 2023
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<p>5.0 Procedure</p> <p>5.1 <u>Contents</u></p> <p>5.1 Contents</p> <p>5.2 Introduction</p> <p>5.3 Receipt of an Allegation</p> <p>5.4 Whistleblowing</p> <p>5.5 Investigation</p> <p>5.6 Records</p> <p>5.2 <u>Introduction</u></p> <p>5.2.1 All allegations shall be handled with the strictest of confidence in accordance with the Confidentiality Procedure, 2-17.</p> <p>5.2.2 As defined in the <i>Parent/Carer Induction Pack</i>, allegations against members of staff, any other representative of the Pre-school, any other person attending the Pre-School, or any other person coming into contact with the Pre-School, by any means, shall be requested to be received, preferably in writing.</p> <p>5.2.3 A designated Safeguarding Lead shall be identified.</p> <p>5.3 <u>Receipt of an Allegation</u></p> <p>5.3.1 A record of receipt of all allegations, however made or received, shall be made using the Complaints Record Form (Form F5) containing the following information:</p> <ul style="list-style-type: none"> • the date on which the complaint was received • the name of the complainant (if known) • how the complaint was received • the affected standards • a description of the complaint <p>Note: The allegation may be received verbally, in an electronic form eg. E-mail, a formal letter, or could be anonymous.</p>			
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	<p>5.3.2 If an allegation is received by a member of staff, they shall record it as described in paragraph 5.3.1 and discuss it with the Designated Safeguarding Lead (DSL). If the allegation were to concern the DSL, the issue shall then be discussed with the Pre-School Board of Trustees Safeguarding Lead, in addition to the LADO.</p> <p>On receipt of an allegation, the Trustee Safeguarding Lead shall notify the Manager(s) and convene a meeting of the Board of Trustees immediately.</p> <p>5.3.3 All allegations against members of staff, or any other person attending the Pre-School, shall be treated as any other complaint and recorded using the Complaints Record Form (Form F5) as detailed in Paragraph 5.3.1.</p> <p>5.3.4 All such allegations and the action taken shall be referred to <i>OfSTED</i> within 14 days of the allegation being made:</p> <p style="padding-left: 40px;">Early Years Complaints Helpline: 0 300 123 1231</p> <p style="padding-left: 40px;">Address: Piccadilly Gate Store Street Manchester M1 2ND</p> <p style="padding-left: 40px;">e-Mail: enquiries@ofsted.gov.uk</p> <p>5.3.5 If the incident is considered by the Board of Trustees to be of a serious nature, (eg. as a result of an allegation of child harm, abuse or neglect), and concerns a member of staff, volunteer, student, trainee or Parent Helper, the individual(s) involved shall be suspended from attending the premises with immediate effect, pending investigation.</p> <p>If the incident concerns a visitor to the Pre-School, or an individual attending a non Pre-School event at the premises, the individual(s) involved shall be excluded from the premises, pending investigation.</p> <p>5.3.6 The incident shall also be referred to the South Gloucestershire Local Authority Designated Officer (LADO) or the Police Public Protection Unit.</p> <p style="padding-left: 40px;">LADO Contact Details:</p> <p style="padding-left: 40px;">Telephone: 0 145 486 8508 Out of Hours: 0 145 461 5165</p> <p style="padding-left: 40px;">e-Mail: lado@southglos.gov.uk</p> <p style="padding-left: 40px;">Police Public Protection Unit Contact Details:</p> <p style="padding-left: 40px;">Telephone: 0 117 945 5969</p>		
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5.3.7	<p>In the case of a member or members of staff, volunteer(s), trainee(s), or Parent Helper(s), they shall be visited by the Chair and a member of the Board of Trustees, (a Manager, if appropriate), and informed of the situation, including the notice of suspension in writing.</p>		
5.3.8	<p>In the case of a student or students, their place of education shall be visited by the Chair and a Manager to inform them of the situation, in writing and to discuss.</p>		
	<p>The handling and support of any ongoing investigation shall be the responsibility of their place of education.</p>		
	<p>The Pre-School shall keep a record of the incident as defined in Section 5.6.</p>		
5.3.9	<p>In the case of a visitor or visitors, the incident shall be handed over to the relevant Authorities, in writing, to handle.</p>		
	<p>The Pre-School shall keep a record of the incident as defined in Section 5.6.</p>		
5.3.10	<p>In the case of a non Pre-School visitor or visitors, the incident shall be handed over to the relevant Authorities, in writing, to handle and the Landlord(s) shall be visited by the Chair and the Manager to inform them of the situation, also in writing, and to discuss.</p>		
	<p>The Pre-School shall keep a record of the incident as defined in Section 5.6.</p>		
5.3.11	<p>If the case is considered by the Board of Trustees, to be of a less serious, low level concern, not requiring the member(s) of staff involved to be suspended, the member(s) of staff shall be informed of the situation, by the Chair and another member of the Board of Trustees, (a Manager, if appropriate), prior to attending their next scheduled Pre-School session.</p>		
5.3.12	<p>Ultimately, the Manager(s) shall be informed of all low level concerns raised for consideration regarding how to respond.</p>		
	<p>Where appropriate, this can be done by the DSL and/or the Chair/Trustee responsible for Safeguarding.</p>		
	<p>The Pre-School shall keep a record of all low level concerns as defined in Section 5.6.</p>		
5.3.13	<p>Where a low level concern involves a member of staff, The Pre-School shall consult with Access and Response to clarify whether the incident exceeds the Harm threshold and act accordingly on their advice.</p>		
	<p>Access and Response Contact Details:</p>		
	<p>Telephone: 0 145 486 6000</p>		

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<p>5.4 <u>Whistleblowing</u></p> <p>5.4.1 The Pre-School shall provide the opportunity for concerns or allegations to be raised anonymously.</p> <p>5.4.2 <i>OfSTED</i> also provide a Whistleblowing Hot Line (WBHL) service:</p> <p style="padding-left: 40px;">Dedicated hotline – 0 300 123 3155 (Monday – Friday, 8am – 6pm)</p> <p style="padding-left: 40px;">e-mail – whistleblowing@ofsted.gov.uk</p> <p style="padding-left: 40px;">Address: WBHL <i>OfSTED</i> Piccadilly Gate Store Street Manchester M1 2WD</p> <p>5.5 <u>Investigation</u></p> <p>5.5.1 In cases where The Pre-School remains responsible for the investigation, the Chair shall hold independent meetings with all parties, as soon as possible, to investigate the allegation. The meetings shall be attended by the Chair, at least one other member of the Management Team and the parties involved. Both parties shall be informed that they are entitled to be accompanied at the meeting, if required.</p> <p>5.5.2 If deemed necessary, it may be decided to enlist the support of an external mediator, acceptable to all parties.</p> <p>5.5.3 The mediator shall meet independently with all parties and, although has no legal powers, can help to clarify the situation, and offer advice. The Chair shall also be present.</p> <p>5.5.4 An agreed written record of each meeting shall be made and signed by both the party present and the Chair.</p> <p>5.5.5 All parties shall be kept informed of events at all times throughout the investigation.</p> <p>5.5.6 Throughout the investigation all records and shall be kept by the Chair and shall remain strictly confidential at all times, (ref. Confidentiality Procedure P2-17).</p>			
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<p>5.5.7 Providing no further action is necessary a Complaint Summary Form (Form F6) shall be completed, containing the following information:</p> <ul style="list-style-type: none"> • the date on which the complaint was received • a description of the complaint • how the complaint was received • the conclusions to any investigation and any actions taken • referrals (if any) <p>5.5.8 In parallel to any investigations regarding individuals, the Chair and a member of the Management Team, (the Manager, if appropriate), shall also investigate how the incident occurred, to determine if and how it could have been prevented, and implement any improvements that may be identified.</p> <p>5.5.9 At the conclusion of an external investigation, conducted by the relevant Authorities, the Chair and the Manager shall consider the findings and determine if/what further preventive measures are required to be implemented.</p> <p>5.6 <u>Records</u></p> <p>5.6.1 At the conclusion of all activities all associated records shall be kept by the Manager for the appropriate period defined in the Record Retention Procedure P1-2 for complaints and allegations.</p> <p>6.0 Amendment Record</p> <p>First issue</p> <p>Issue 2:</p> <p>Replace L Bunting with S Rouch as Manager Replace N Bowman with L Hansom as Chair Remove reference to Deputy Manager in Section 4 Modify wording of Section 5.2.3 Update LADO contact details in Paragraph 5.3.6</p> <p>Issue 3:</p> <p>Section 3 - include reference to latest publication dates Signature Block - update name of Chair Section 4 - re-word Definitions to reflect the introduction of the Board of Trustees Paragraph 5.3.2 - replace <i>Management Team</i> with <i>Board of Trustees</i> Paragraph 5.3.5 - replace <i>Management Team</i> with <i>Board of Trustees</i> Paragraph 5.3.7 - replace <i>Management Team</i> with <i>Board of Trustees</i> Paragraph 5.3.11 - replace <i>Management Team</i> with <i>Board of Trustees</i> Paragraph 5.3.12 - insert new paragraph Paragraph 5.3.13 - insert new paragraph Paragraph 5.5.1 - remove reference to <i>Management Committee</i></p>			
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