

Child Protection & Safeguarding Children & Vulnerable Adults

Purpose

ActiveMe 360 works with children and vulnerable adults as part of its activities. This policy and associated documents set out how ActiveMe 360 will meet our responsibilities and give clear guidance to team members, volunteers, visitors and parents, setting out our legal obligations to safeguard and promote the welfare of all children and vulnerable adults we engage with.

All team play a vital role in recognising signs of possible abuse or neglect through their interactions with children and vulnerable adults. It is important that all team know how to respond if they have concerns. Our team will foster an environment where children are encouraged to talk and are listened to. Any concerns will always be taken seriously.

We will;

- Promote and prioritise the safety and wellbeing of children and vulnerable adults.
- Protect children and vulnerable adults who receive our services. This includes the children of adults who use our services.
- Provide assurance to parents, carers and other parties that we take reasonable steps to manage risks and keep children and vulnerable adults safe.
- Ensure that everyone understands their roles and responsibilities in respect of safeguarding and is provided with necessary information, training and support.
- Prevent the employment of individuals in work with children and/or vulnerable adults where they have been barred by the DBS or are deemed by ActiveMe 360 to pose an unacceptable risk to vulnerable groups.
- Ensure appropriate action is taken in the event of any allegations or suspicions regarding harm to children or vulnerable adults arising from contact with team members, volunteers, other participants who we engage or other stakeholders.

Persons affected

This policy statement applies to anyone working on behalf of ActiveMe 360, including directors, senior managers, team, volunteers, sessional workers, agency team and students.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that

seeks to protect children and vulnerable adults in England. ActiveMe 360 recognises that it has responsibilities for the safety and care of children under the following:

- [Children Act 1989 and 2004](#)
- [What to do if you're worried a child is being abused 2015](#)
- [Working Together to Safeguard Children 2023](#)
- [Keeping Children Safe in Education' \(KCSIE\)](#)

The organisation will act in accordance with all relevant legislation including the:

- [Terrorism Act \(2000\)](#)
- [Modern Slavery Act 2015.](#)

Policy Statement

ActiveMe 360 has a statutory responsibility to safeguard and promote the welfare of all children and vulnerable adults. *Keeping Children Safe in Education*

defines this as:

- providing help and support to meet the needs of all children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children's mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes

We believe that:

- All children and vulnerable adults regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation has an equal right to protection from all types of harm or abuse and should never experience abuse of any kind.
- Everyone involved in working with children and vulnerable adults has a responsibility to promote the welfare of all children and vulnerable adults, to keep them safe and to practise in a way that protects them.

We recognise that:

- Safeguarding is the responsibility of everyone who works with children and vulnerable adults, and we are an important part of the wider safeguarding system. ActiveMe 360 plays an essential role in making children and vulnerable adults feel safe and secure.
- The welfare of the child and vulnerable adult is paramount.

- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues such as the long-term effects of the Covid-19 pandemic and the current cost of living crisis.
- Working in partnership with children their parents, carers and other agencies is essential in promoting people's welfare.

We will seek to keep children and vulnerable adults safe by:

- Ensuring all team members have a full DBS check through ActiveMe 360 C.I.C.
- Valuing, listening to and respecting all children and vulnerable adults.
- Appointing a Designated Safeguarding Lead and Deputy Designated Safeguarding Leads to ensure successful implementation of this policy.
- Reviewing and updating child protection and safeguarding policies and procedures which reflect best practice. These are shared with all who work on behalf of the organisation.
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, parents, families and carers appropriately.
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- Developing and implementing an effective online safety policy and related procedures.
- Completing a risk assessment process which involves identifying risks and means of reducing or eliminating these.
- Implementing the required actions identified by the risk assessment process and reviewing the effectiveness of these on a regular basis.
- Sharing information about child protection and safeguarding best practice with team and volunteers, children and their families via our online child protection management system (CPOMS) leaflets, posters, group work and one to one discussion.
- Providing effective management for team and volunteers through supervision, support, training and quality assurance measures.
- Implementing a code of conduct for team members and volunteers.
- Using our procedures to manage any allegations against team members and volunteers appropriately.
- Ensuring that we have effective complaints and whistleblowing measures in place.
- Ensuring that we provide a safe physical environment for children, vulnerable adults, team and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- Recording and storing information professionally and securely.

- Ensuring children, vulnerable adults and their families know about our safeguarding policy and what to do if they have a concern.
- Building an open and positive safeguarding culture where team, volunteers, sessional workers, agency staff, students and children know how they are expected to behave and feel confident and comfortable to share concerns.
- Requiring new team members, volunteers and other stakeholders to familiarise themselves with this policy. All team should review this policy at least every 6 months.

Our Safeguarding Approach

At ActiveMe 360, safeguarding is not just a policy, it is a culture. It is the foundation of everything we do. We believe that every child has the right to feel safe, to be heard, and to thrive. Our approach is built on trust, proactive relationships, and clear, confident action.

We create spaces whether in schools, clubs, holiday camps, or wraparound care, where children feel safe, secure, and supported. We listen without judgment, we act with integrity, and we always put the needs of the child first.

What Safeguarding Looks Like at ActiveMe 360

A Trusted Environment:

Every child knows who they can speak to and trusts that they will be listened to. All team create open, supportive environments where children feel comfortable sharing any concerns, big or small.

Skilled and Ready Teams:

All team, volunteers, and regular visitors are trained to recognise signs of abuse or neglect, understand how to respond to disclosures, and know exactly what to do next. Safeguarding is embedded in every induction and revisited regularly through training and reflection.

Clear, Honest Conversations:

We never promise to keep secrets. We explain clearly and age appropriately what will happen when a child shares something with us so they always feel informed and in control.

Empowered Children:

Through our work, we help children develop the skills, confidence, and awareness they need to keep themselves and others safe both physically and emotionally.

Strong Partnerships:

We work closely with parents, carers, schools, local authorities, and safeguarding professionals to ensure a joined-up approach to protecting children. Collaboration and transparency are key.

Training That Makes a Difference

We ensure everyone receives the right level of safeguarding training for their role, with a strong focus on awareness, confidence, and action.

Anyone working or volunteering directly with children must, at minimum, complete safeguarding awareness training that enables them to:

- Understand what safeguarding is, why it matters, and their role in keeping children safe
- Recognise the signs that a child may be at risk or in need of support
- Respond appropriately and report concerns through the correct channels
- Respect the dignity and voice of every child in all interactions
- Apply our Safeguarding Children Policy with clarity and confidence

This is not box ticking. It is about building a team that knows what to do, when to do it, and why it matters.

Understanding the Prevent Duty

We also recognise our role in supporting the Prevent Duty, as set out in Section 26 of the Counterterrorism and Security Act 2015. This duty applies directly to certain organisations (e.g. schools, local authorities, NHS trusts) and as a registered childcare provider ActiveMe 360 shares the responsibility to help safeguard children and vulnerable adults from radicalisation or exposure to extremist views.

We raise awareness across our teams so that early signs of vulnerability or concern are recognised and the right support is put in place. It is another part of how we create safe spaces for children to grow, learn, and thrive.

Related policies and procedures

This policy statement should be read alongside our organisational policies and procedures, including:

- Procedures for responding to concerns about a child or young persons wellbeing
- Dealing with allegations of abuse against a child or young person
- Role of the designated safeguarding officer
- Managing allegations against team and volunteers
- Safer recruitment policy and procedures
- Code of conduct for team and volunteers
- Anti bullying policy and procedures
- Online safety policy and procedures for responding to concerns about online abuse
- Photography and image sharing guidance
- Child protection records retention and storage policy
- Whistleblowing policy

Contact details



- NSPCC Helpline: 0808 800 5000
- Childline: 0800 1111.

We are committed to reviewing our policy and best practice annually or after any updates or incidents that may arise in the interim period.

Definitions

A child is any person under the age of 18.

Adults aged 18 and over have the potential to be vulnerable (either temporarily or permanently) for a variety of reasons and in different situations. An adult may be

vulnerable is he/she;

- Has a learning or physical disability; or
- Has a physical or mental illness, chronic or otherwise, including an addiction to alcohol or drugs; or
- Has a reduction in physical or mental capacity; or
- Is in receipt of any form of healthcare; or
- Is detained in custody; or
- Is receiving community services because of age, health or disability; or
- Is living in sheltered or residential care home; or
- Is unable, for any other reason, to protect himself/herself against significant harm or exploitation.

Safeguarding and promoting welfare means;

- Providing help and support to meet the needs of children as soon as problems emerge.
- Protecting children and vulnerable adults from maltreatment, including online.
- Preventing impairment of children and vulnerable adults' health and development.
- Ensuring children and vulnerable adults have the provision of safe and effective care.
- Taking action to enable children and vulnerable adults to have the best outcomes.
- Child Protection is part of this definition and refers to activities undertaken to prevent children suffering, or being likely to suffer, significant harm.

Abuse is a form of maltreatment. Somebody may abuse or neglect a child or vulnerable adult by inflicting harm, or by failing to act to prevent harm. Abuse may occur in a family or in an institution or in a community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse is a form of abuse that may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. While a clear focus of child-on-child abuse is linked to sexual abuse and harassment, physical assaults and initiation violence and rituals from pupil to pupil can also be abusive. The principles from our anti-bullying policy will be applied in these cases, with recognition that any police investigations will need to take priority.

Emotional abuse is the persistent emotional maltreatment of a child or vulnerable adult such as to cause severe and adverse effects on the child's or vulnerable adults emotional state and/or development. It is sometimes called psychological abuse. Types of emotional abuse include intimidation or threats, criticism, undermining, being made to feel guilty, economic or financial abuse or exploitation, telling someone what they can and cannot do, bullying (including cyberbullying).

Sexual abuse involves forcing or enticing a child or vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or vulnerable adult is aware of what is happening. The activities may involve physical contact, including assault by penetration or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving the looking at, or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child or vulnerable adult in preparation for abuse (including via the internet).

HSCP have developed a child-on-child abuse toolkit to provide schools and organisations with additional guidance: [Child on Child abuse - Hampshire SCP](#) as well as the child sexual abuse toolkit: [Child Sexual Abuse - Hampshire SCP](#).

Neglect is the persistent failure to meet a child's or vulnerable adults basic physical and/or psychological needs, likely to result in the serious impairment of their health and development. It may involve failure to provide adequate food, clothing or shelter, protect a child or vulnerable adult from physical and emotional harm or danger, ensure adequate supervision, or ensure access to appropriate medical care or treatment.

Female genital mutilation is the partial or total removal of external female genitalia for non-medical reasons, also known as female circumcision or cutting. Religious, social or cultural reasons are sometimes given for FGM, however it is child abuse, is dangerous and is a criminal offence.

Child trafficking is child abuse involving the recruiting and moving of children who are then exploited. Many are trafficked from overseas but it can also involve being trafficked from one place in the UK to another. Children may be trafficked for sexual exploitation, fraud, forced marriage, forced labour or criminal exploitation.

Domestic abuse is any type of controlling, bullying, threatening or violent behaviour between people who are or were in an intimate relationship. Types of abusive behaviours can include emotional, sexual, financial, psychological and physical. Childrens exposure to domestic violence is a form of child abuse.

Recognising and responding to concerns

It can be hard for a child or vulnerable adult to speak out about abuse. Often, they fear negative consequences.

It is vital that children and vulnerable adults are able to speak out and that whoever they tell takes them seriously, and acts on what they have been told. Even if a child or vulnerable adult does not tell someone about what has happened to them, there may be other indicators that something is wrong. People who work with children and vulnerable adults need to be able to recognise the signs and know how to respond appropriately.

Identifying concerns

Disclosure is the process by which children and vulnerable adults start to share their experiences of abuse with others. It can take place over a long period of time.

Disclosure can happen in a number of ways;

- **Directly** – making specific verbal statements about what has happened to them.
- **Indirectly** – making ambiguous verbal statements which suggest something is wrong.
- **Behaviourally** – displaying behaviour that signals something is wrong.
- **Non-verbally** – writing letters, drawing pictures or trying to communicate in other ways.

Sometimes children or vulnerable adults will make partial disclosures of abuse, meaning they give some details but withhold other information because of fear of repercussions, wanting to deflect blame or feelings of shame or guilt.

Other barriers to disclosure include;

- Feel they will not be taken seriously.
- Feeling of embarrassment.
- Worry about confidentiality.
- Lack of trust in people around them.
- Worry that they will make the situation worse.
- Finding formal procedures overwhelming.

Spotting general signs of abuse;

- Regular flinching in response to sudden but harmless actions.
- Showing inexplicable fear of particular places or making excuses to avoid particular people.
- Knowledge of 'adult issues', i.e. alcohol, drugs and/or sexual behaviour which is inappropriate for their age or stage of development.
- Angry outbursts or behaving aggressively toward others.
- Becoming withdrawn or appearing anxious, clingy or depressed.
- Self-harming or suicidal thoughts.
- Changes in eating habits or developing eating disorders.
- Regularly experiencing nightmares or sleep problems.
- Wetting the bed or soiling their clothes.
- Risky behaviour such as substance misuse or criminal activity.

- Running away or regularly going missing from home or care.
- Not receiving adequate medical attention after injuries.

Signs of physical abuse;

- Bruising – on cheeks, palms, ears, arms, feet, back, buttocks, tummy, hips, backs of legs; multiple bruises in clusters; bruising looking like it was caused by fingers, hand or object like a belt or shoe; oval shaped bite marks.
- Burns or scalds – i.e. cigarette or clear shape of an object.
- Fractures.
- Frequently injured persons and if they are unexplained or the explanation does not match the injury.

Signs of neglect;

- Children or vulnerable adults who appear hungry.
- Poor hygiene – dirty or smelly clothes.
- Lack of supervision.
- Poor language, communication or social skills for their stage of development.

Signs of sexual abuse;

- Anal or vaginal soreness or itching.
- Bruising or bleeding near genital area.
- Discomfort when walking or sitting down.
- Unusual discharge.
- Sexually transmitted infections (STI).
- Pregnancy.

Signs of emotional abuse;

- Be overly affectionate towards strangers or people they have not known very long.
- Not appear to have close relationships with parents or carers.
- Lack of confidence or become anxious.
- Struggle to control emotions.
- Self-harm.
- Signs of female genital mutilation (FGM);
- A long holiday abroad or going 'home' to visit family.
- Relative or cutter visiting from abroad.
- A special occasion or ceremony to 'become a woman' or get ready for marriage.
- A female relative being cut – a sister, cousin, mother or aunt.
- Missing school repeatedly or running away from home.

A girl who has had FGM may;

- Difficulty walking, standing or sitting.

- Spend longer in the bathroom.
- Appear withdrawn, anxious or depressed.

Signs of child trafficking;

- Spends lots of time at home doing chores.
- Rarely leaves their house, has no freedom or time for playing.
- Is orphaned or living apart from their family.
- Is not sure which country or city they are in.
- Is reluctant to give details of accommodation or personal details.
- Has no documents or they are falsified.

Signs of domestic abuse;

- Children who witness it may become aggressive.
- Display anti-social behaviour.
- Suffer from depression or anxiety.
- Not do well at school.

Responding to abuse

- Listen carefully, avoid commenting on the matter or showing any reactions like shock or disbelief which could cause the person disclosing to stop.
- Let them know they have done the right thing.
- Tell them it is not their fault.
- Say you will take them seriously.
- Maintain a non-biased approach – all matters must be investigated fully and in line with ActiveMe 360 procedures.
- Make notes of the disclosure on a 'Incident form' and share this with the DSL and/or DDSL. Include;
 - Child or adults' details (name, age, address).
 - What the child or adult said or did that gave you cause for concern, include exact words where possible.
 - Any information the child or adult has give you about the alleged abuser.
- Do not talk to the alleged abuser.
- Explain what you will do next – if age appropriate explain that this will need to be reported to someone who can help.
- Do not delay reporting the abuse – all incidents of disclosure should be reported immediately/at the earliest possible opportunity the companies DSL and/or DDSL.

Obtaining Consent

Children should be given the opportunity to decide whether they agree for their personal information being shared. If a child does not have capacity to make their own decisions ask a parent or carer – unless doing so would put the child at risk of harm

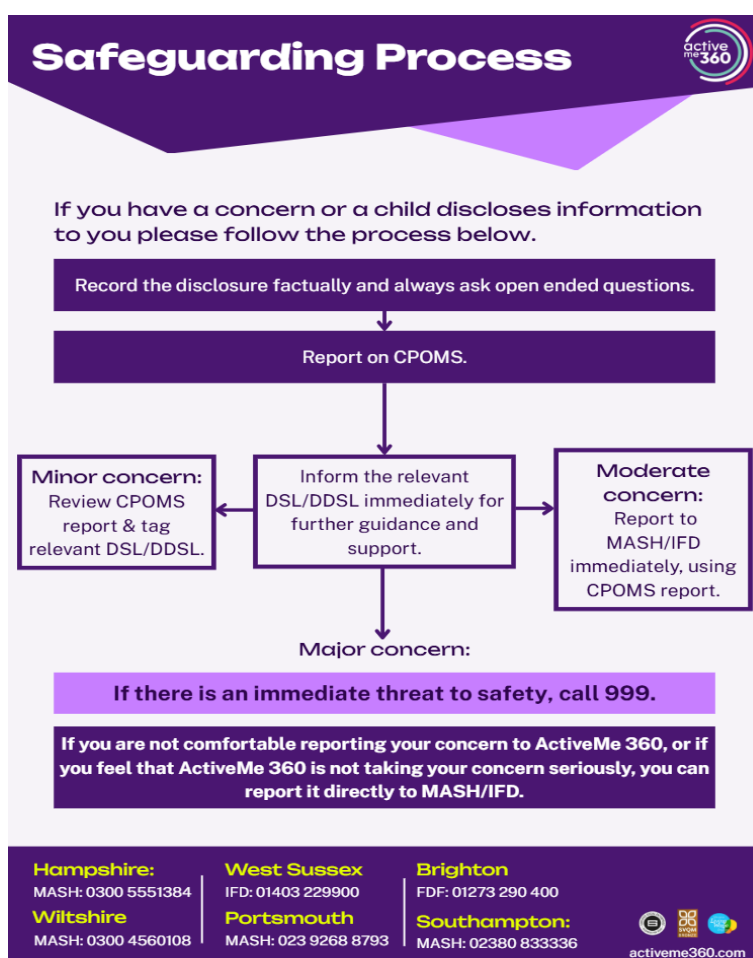
You should always get consent to share information about an adult – unless doing so would put them or someone else at risk of harm or affect the investigation of a crime. If you are not given consent to share information you should still go ahead if you are concerned a child or vulnerable adults safety or wellbeing is at risk. If you are sharing information without consent keep a written record explaining;

- The steps you took to obtain consent.
- The persons reasons for not giving consent (if known).
- Why you felt it was necessary to share information without consent.

If you are not sure at any point please contact the DSL or DDSL immediately for support. At ActiveMe 360 our priority is the safety and wellbeing of everyone we engage with, we will support you at every step of an investigation provided your reporting of a concern is not malicious in intent.

Reporting concerns

If you believe a child or adult to be in immediate danger, please call 999.



If a child or adult is suffering or at risk of suffering significant harm you should report this and share information immediately.

If a child or adult is not in immediate danger;

1. Where you have a concern about an adult working or volunteering at ActiveMe 360 please refer to the procedure detailed in our Whistleblowing and Safer Recruitment Policies.
2. Where you have a concern about, or an allegation of abuse has been made against a child or young person involved in ActiveMe 360 activities you need to consider the needs of everyone involved.

You should;

- Talk to the child(ren) involved and obtain as much factual information as possible, you should listen carefully, be reassuring, explain what you will do next and remember a child behaving abusively is a child in need of support.
- Take notes of any allegations and conversations using an Incident Report Form.
- Speak to the DSL or DDSL immediately for advice and support.
- The DSL or DDSL will make a decision as to whether there is a child protection concern and liaise/report this concern to relevant external agencies. A Child Protection concern is when there is a significant difference of power between the child displaying the abusive behaviour and the child being abused, i.e. there is a 2 year age difference.
- The child's parents or carers should be told what has happened at the earliest opportunity, as long as it does not increase the risk to the child. When telling the parents or carers you may wish to;
 - First talk to the parents or carers without the child present, but ensure you summarise everything with the child present.
 - Help the child to tell their parents or carers in their own words with you present for support.
- Once you have informed the parents or carers ask them to sign and date the incident report form you have completed, ensuring no personal details of any other children or people involved are recorded.
- If the parents or carers have further questions or require more information, please refer them to the DSL or DDSL.

Once a concern has been reported the DSL and/or DDSL will support and/or take over any resulting investigation, including reporting any concerns and/or Child Protection referrals to a statutory agency. Company policy is to confirm this in writing within 48 hours.

Safer Recruitment

Safer recruitment is a set of safe practises to help us recruit team and volunteers who are suitable to work with children and vulnerable adults.

ActiveMe 360 is committed to ensuring only suitable candidates will be employed to work or volunteer with the children and vulnerable adults we engage through our activities. This sits alongside our commitment to safeguard and promote the welfare of everyone in our care.

Aims & Objectives

- To help deter, reject or identify people who might abuse or pose a risk to children and vulnerable adults in our care.
- To ensure the best possible team are recruited on the basis of their merits, abilities and suitability for the position.
- To ensure all applicants are considered equally and consistently.
- To ensure no applicant is discriminated against or treated unfairly.
- To ensure compliance with all relevant legislation, recommendations and guidance.
- To ensure the company meets its commitment to safeguarding and promoting the welfare of everyone we engage.

All team members involved in the recruitment and selection of team are responsible for complying with the provisions of this policy. Failure to do so may result in disciplinary action being taken.

If a member of the team involved in the recruitment process has a personal or familial relationship with the applicant they must declare it as soon as possible.

Recruitment & Selection Procedure

1. **Advertisement of the role** – to ensure equality of opportunity and encourage a wide field of applicants as possible any role will be advertised externally. Any advertisement will make clear our commitment to safeguarding and promoting the welfare of everyone we engage.
2. **Job Description & Person Specification** – this will clearly and accurately set out the duties and responsibilities of the job role, and the person specification will detail the skills, experience and abilities required to perform the role, including specific reference to suitability to work with children and vulnerable adults.
3. **Application Form** – all applicants will be required to fill in a company specific application form containing questions about their academic, full employment history, suitability for the role and include a declaration regarding convictions and working with children and vulnerable adults.

4. **References** – a minimum of two completed and satisfactory references will be required before any employment is started with the company. Where possible at least one reference will be from a former employer where the applicant has worked with children and/or vulnerable adults.
5. **Interviews** – at least two people will sit on the interview panel. At least one interview will be held face-to-face, and questions will relate to the job role and items in the person specification.
6. **Identity Checks** – All applicants identity, right to work in the UK and qualification certificates will be checked at interview.
7. **Practical Interview** – where the job role requires delivery of services offered by the company the candidate will be required to carry out a practically observed session, this will assess competency for the role on offer.
8. **Making an offer** – all offers are subject to satisfactory completion of all vetting processes.
9. **Induction & Training** – Before starting any role all team will be required to undertake a company induction. Ongoing training and CPD will also be provided, and income cases be mandatory.
10. **Single Central Register** – a single centralised register of recruitment, vetting checks and copies of qualifications for all team will be kept up to date and retained using the companies online Human Resource Management system.

The Rehabilitation of Offenders Act 1974

This Act does not apply to positions which involve working with, or having access to children. Therefore, any convictions and cautions that would normally be considered SPENT must be declared when applying for any position at ActiveMe 360.

Enhanced Disclosure & Barring Service (DBS) Check

Before being deployed independently, all team at ActiveMe 360 must have an Enhanced DBS certificate with the employer set as 'ActiveMe 360'. Upon being offered a job at the company we will apply for an Enhanced DBS check through an umbrella company, in addition a barred list check will also be conducted.

Enhanced DBS checks will be made every 3 years from the date of issue of the previous certificate.

Team may wish to join the DBS update service for a fee of £13 per annum, this allows portability of DBS certificates across employers. Please speak to a Senior Manager for more information.

If a candidate has been a resident overseas for three months or more over the past 5 years, you should obtain a check of the candidates criminal record from the relevant

authority in that country. Guidance can be sought by the Home Office.

In some circumstances, ActiveMe 360 may deploy a new team member without an ActiveMe 360 DBS, however, the organisation will ensure the following steps have been taken;

- A new enhanced DBS check has been initiated through ActiveMe 360 C.I.C.
- A risk assessment has been undertaken, shared with the relevant people and counter signed by the DSL.
- Identified any unexplained gaps in employment. If this is the case, the team member will not be deployed until their new DBS check has been completed.
- ActiveMe 360 will not use an existing DBS if there has been a break of more than 3 months in service.
- Checked the details of the existing DBS check and cross-referenced address and date of birth from other identity documents.
- Seen and have on record the original DBS check (not a photocopy) and tried to contact the person who requested the original check, to confirm if any other information was released through a separate letter. IF other information was released, ActiveMe 360 will not let the new team member start work until their new DBS check has been completed
- Not accept an existing DBS that is too old.
- Made sure that the person does not have unsupervised access to children, until the new DBS check can confirm the person's suitability.

Dealing with concerns

If a concern is raised by a reference obtained, a self-disclosure form or an Enhanced DBS check, a decision on whether to employ or not employ someone will be made on a case by case basis by the Directors of the company. All information on the applicant will be kept in the strictest confidence and only shared with those who need to know.

A risk assessment process will be conducted to decide whether the applicant is suitable to work with children and/or vulnerable adults. Any concerns will be discussed with the applicant as part of the risk assessment; consideration will be given to;

- The nature, seriousness and relevance of the offence.
- How long ago the offence occurred.
- The length of the sentence.
- Whether the offence was an isolated incident or part of a pattern or history of offending.
- Whether there has been a change in circumstances.
- Decriminalisation and remorse.
- Whether the role provides opportunities to re-offend.

- Any legal constraints relevant to the role, for example if the person has lost their driving license and the role requires driving.

Anti-Bullying Policy

ActiveMe 360 works with children and families as part of its activities. The purpose of this policy statement is;

- To prevent bullying from happening in our organisation.
- To make sure bullying is stopped as soon as possible if it does happen and those involved receive the support they need.
- To provide information to all team, volunteers, children, adults and others we engage about what to do to prevent and deal with bullying.

This policy applies to anyone working on behalf of ActiveMe 360.

What is Bullying & Cyberbullying?

Bullying is behaviour that hurts someone else, usually repeated or happening over a lengthy period of time and can harm someone both physically and emotionally. It can include;

- Verbal abuse, such as name calling.
- Non-verbal abuse, such as hand signs or glaring.
- Emotional abuse, such as threatening, intimidating or humiliating someone.
- Exclusion, such as ignoring or isolating someone.
- Undermining, by constant criticism or spreading rumours.
- Controlling or manipulating someone.
- Physical assaults.
- Making silent, hoax or abusive calls.
- Racial, sexist or homophobic bullying.

Cyberbullying happens online and can involve social networks, games and mobile devices. It can include;

- Sending threatening or abusive text messages, emails or other form of messaging on social networks, chat rooms or online games.
- Creating and sharing embarrassing images or videos.
- Exclusion of children from online games or activities.
- Creating fake online accounts, hijacking or stealing online identities to embarrass someone or cause trouble using their name.

Signs of bullying and cyberbullying;

- Belongings getting lost or damaged.

- Physical injuries.
- Being afraid to go to school or a club or course, being mysteriously ill or wanting to go home.
- Asking for or stealing money.
- Being nervous, losing confidence or becoming distressed.
- Bullying others.
- Spending lots of time online and becoming agitated when asked about it, or hiding details.

We believe that;

- Children and vulnerable adults should never experience any kind of abuse.
- We have a responsibility to promote the welfare of everyone we engage, to keep them safe and to practise in a way that protects them.

We recognise that;

- Bullying causes real distress, it can affect a person's health and development and, at the extreme, can cause significant harm.
- Everyone has the right to equal protection from all types of harm or abuse.
- Everyone has a role to play in preventing bullying.

We will seek to prevent bullying by;

- Developing a code of behaviour that sets out how everyone involved in our organisation is expected to behave, whether that is face-to-face contact or online.
- Hold regular discussions with team, volunteers, children and others we engage with or who use our organisation about bullying and how to prevent it.
- Provide regular support, training and CPD for all team.
- Putting clear and robust anti-bullying procedures in place.
- Make sure we appropriately and effectively respond to incidents or allegations of bullying.
- Continually review our policy, plans and responses to bullying.

Please refer to sections 2.3 and 2.4 for the procedure on how to respond to and report allegations and incidents of bullying.

Code of conduct for adults working with children

This conduct code outlines the conduct ActiveMe 360 expects from all our team and volunteers, including any interns, volunteers, students on work placement and anyone involved in undertaking duties for us, whether paid or unpaid.

The code aims to help us protect children and vulnerable adults from abuse and reduce the possibility of unfounded allegations being made.

Your role

When working with children and vulnerable adults you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.

Responsibility

You are responsible for;

- Prioritising the welfare of children and vulnerable adults.
- Providing a safe environment, including equipment is used safely and for its intended purpose and having good awareness and understanding of issues to do with safeguarding.
- Following our principles, policies and procedures.
- Staying within the law at all times.
- Modelling good behaviour for others to follow.
- Challenging all unacceptable behaviour and reporting any breaches of policy and/or procedure.
- Reporting allegations/suspensions of abuse following our reporting procedures.

Rights

You should;

- Treat children and vulnerable adults fairly and without prejudice or discrimination.
- Understand that children and vulnerable adults are individuals with individual needs.
- Respect diversity and appreciate all participants bring something valuable and different to our organisation.
- Challenge discrimination and prejudice.

Relationships

- Promote relationships that are based on openness, honesty, trust and respect.
- Avoid favouritism.
- Be patient with others.
- Use special caution when you are discussing sensitive issues with children or vulnerable adults.
- Ensure your conduct with children and vulnerable adults is appropriate and relevant to the work you are involved in.
- There must be no contact with a child or vulnerable adult beyond your working practises.
- Ensure whenever possible there is more than one adult present during activities with children or vulnerable adults. If you are alone, you can take further steps to mitigate risk;
 - Ensure you are within sight or hearing of other adults.
 - Keep all doors open to any room you are in, i.e. a classroom where children are changing.

- Only provide personal care in an emergency and where you are trained to do so.

Unacceptable behaviour

When working with children and vulnerable adults, you must not;

- Allow concerns or allegations to go unreported.
- Take unnecessary risks.
- Smoke, consume alcohol or use illegal substances.
- Develop inappropriate relationships with children or vulnerable adults.
- Make inappropriate promises to children and vulnerable adults.
- Engage in behaviour that is any way abusive.
- Let children or vulnerable adults have your personal contact details or have contact with them via a personal social media or online gaming accounts.
- Act in a way that is perceived as threatening or intrusive.
- Patronise or belittle anyone.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and vulnerable adults.

You should always follow this code of behaviour and never rely on your reputation or that of the organisation to protect you.

If you behave inappropriately, you will be subject to our disciplinary procedures.

Depending on the circumstances you may be asked to leave ActiveMe 360. We may also make a referral to statutory agencies such as the Police and/or Local Authority.

If you become aware of breaches of this code, you must report them immediately.

Records Storage & Retention Information

All data recorded and collected by ActiveMe 360 is in compliance with our Privacy Policy, this includes compliance with the General Data Collection Regulation (GDPR) introduced in 2018. Please refer to this policy for more details. For details of how we process employee data, please also see our Employee Privacy Notice.

According to GDPR principles, records containing personal information should be;

- Adequate, relevant and not excessive for its purpose.
- Accurate and up to date.
- Only kept for as long as necessary.

As an organisation we must;

- Know the reason why we are keeping the record, i.e. a Child Protection concern.
- Assess how long we need to keep the records for.
- Have a plan for how and when the records will be destroyed.

Storage of child protection records

- Information about child protection concerns and referrals should be kept in a separate file for each child on company systems (CPOMS).
- It is good practise to keep these files separate from a child's general records.
- Storage of records relating to adults.
- Records will be kept in the person's confidential personnel file.

Retention periods

Child protection records will be held until the child reaches the age of 25.

Records of concerns or allegations made about adult behaviour, including team, will be kept for a period of 10 years or until that person reaches the age of 65, whichever is longer.

For example;

- If someone is 60 when the investigation into the allegation is concluded, records will be kept until their 70th Birthday.
- If someone is 30 when the investigation into the allegation is concluded, records will be kept until their 65th Birthday.

Records will be kept regardless of whether they are unfounded, however if they are found to be malicious, they will be destroyed immediately.

Prevent Duty Policy

Prevent forms one part of the Governments overall counter terrorism strategy CONTEST led by the Home Office. CONTEST is primarily organised around 4 key principles, each with a specific objective;

1. PREVENT – To stop individuals becoming terrorists or supporting terrorism.
2. PURSUE – To disrupt or stop terrorist attacks occurring.
3. PROTECT – To strengthen our borders, infrastructure, buildings and public spaces from a terrorist attack.
4. PREPARE – To reduce the impact of an attack if an act of terrorism occurs.

Prevent is aimed at all team and designed to help make team aware of their role in preventing vulnerable people being exploited for terrorist purposes.

Prevent has 3 National objectives;

1. Respond to ideological challenge of terrorism and the threat we pose from those who promote it.

2. Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support.
3. Work with sectors and institutions where there are risks of radicalisation.

Definitions

Radicalisation is the process by which the person comes to support terrorism and forms of extremism.

Terrorism is an action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Ideology is a set of beliefs. In the context of Prevent it is where groups or organisations share a common ideology which motivates people to become involved in or support terrorist activities.

Duties & Responsibilities

As an organisation who works with children, vulnerable adults and other vulnerable groups we have a vital role to play in preventing harm, abuse, or neglect from occurring, identifying the signs of abuse or exploitation and reporting concerns to Local Authorities.

Identifying an adult or child at risk of radicalisation

There is no single profile or indication of a person who is likely to become involved in or support terrorist related activity. The factors associated with exploitation are vast and unique to each individual person.

Vulnerable children and adults can be exploited by radicalisers in a variety of ways who seek to target these individuals on the basis of their vulnerability;

- Direct contact, i.e. face-to-face.
- Indirectly, i.e. an online chat room or via social media.
- Through the influence of others, i.e. siblings, peers or other family members.
- Access to extremist materials, i.e. leaflets, websites.

Factors which might make someone vulnerable;

- Identity crisis and perceived lack of belonging.
- Personal crisis, i.e. significant family tensions which increase feelings of isolation.
- Personal circumstances, i.e. experience of migration, community tensions between different faiths leading to a sense of detachment or isolation from UK norms and values.

- Unemployment or under-employment.
- Criminality.
- Grievances, i.e. with UK foreign policy.
- Need for protection.
- Ideology and politics.

Immediate Risks

If you have concerns that an individual is presenting an immediate terrorist related risk to themselves, others or property you must contact;

- A company Director.
- The National Counter Terrorism Hotline on 0800 789 321.
- The Police on 999.

Guidance for raising concerns

Raising a concern that you think someone is vulnerable to radicalisation does not automatically mean you think they are a terrorist. The Prevent referral process can be described in 3 stages;

1. Notice – Be aware of an individual's vulnerability to radicalisation, changes in behaviour, ideology and other forms of extremism.
2. Check – check out your concerns with the individual where possible, and where safe, with your line manager or Director.
3. Share – Share your concerns with partner agencies.

As with any other safeguarding incident an incident report form must be completed.

Training

Prevent Awareness training is mandatory for all team and is offered to complete online. This training must be updated at least every 2 years.



Managing Allegations against Team Members and Volunteers

At ActiveMe 360, we are committed to providing a safe, supportive environment where children can thrive. While rare, we acknowledge that allegations of abuse against team or volunteers may occur. When they do, we handle them seriously, swiftly, and in line with national guidance to ensure the safety of children and fairness to all parties involved.

Allegations That May Meet the Harm Threshold

We follow the thresholds outlined in Working Together to Safeguard Children and Keeping Children Safe in Education. An allegation may relate to an individual who works or volunteers with children and who has:

- Behaved in a way that has harmed or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm

- Behaved or may have behaved in a way that suggests they are unsuitable to work with children (e.g., concerns arising outside the workplace – known as transferable risk)

External Adults and Other Settings

We recognise our duty to report concerns about adults in positions of trust not employed by ActiveMe 360 such as volunteers, contractors, transport providers, or foster carers to the relevant Local Authority Designated Officer (LADO) service.

Our Commitment

We take all allegations seriously and follow our safeguarding procedures, including LADO protocols and guidance under Part 4 of Keeping Children Safe in Education. Where appropriate, we submit a LADO referral form without delay.

Reporting Process

- Any allegation must be reported immediately to the Designated Safeguarding Lead (DSL).
- If the concern involves agency/supply staff or volunteers, the same procedure applies.
- If the concern involves the DSL, it must be reported to one of the Deputy DSLs.

LADO Consultation

The DSL/Deputy DSLs will contact the LADO within one working day for advice. No investigation will begin before consultation with the LADO.

Whistleblowing Support

If any team member feels unable to report a concern through internal channels, they may contact the LADO directly.

- For **Hampshire** call 01962 876364 or email child.protection@hants.gov.uk
- For **West Sussex** call 0330 2226450 or email lado@westsussex.gov.uk
- For **Brighton & Hove** call 01273 295643 or email ladoenquiries@brighton-hove.gov.uk
- For **Southampton** call 02380 915535 or email lado@southampton.gov.uk
- For **Portsmouth** call 023 9288 2500 or email LADO@portsmouthcc.gov.uk
- For **Wiltshire** call 0300 4560108 or email dofaservice@wiltshire.gov.uk

The NSPCC Whistleblowing Helpline is also available at 0800 028 0285 (Mon–Fri, 8am–8pm) or via email: help@nspcc.org.uk.

Referral to the Disclosure and Barring Service (DBS)

We have a legal duty to refer to the DBS anyone who has:

- Harmed or poses a risk of harm to a child
- Committed a listed offence
- Been removed from regulated activity or would have been had they not resigned

We may also refer to the Teaching Regulation Agency if the concern involves a teacher and meets the threshold for serious misconduct.

Concerns That Do Not Meet the Harm Threshold (“Low Level” Concerns)

[Hampshire County Council Harm Threshold Chart](#)

Low level concerns are behaviours that fall short of the harm threshold but may still be inconsistent with our Code of Conduct. These include:

- Inappropriate conduct at work or outside of work
- Behaviours that could be misinterpreted or raise professional standards questions

Our Approach to Low Level Concerns

We promote a culture of openness where all concerns, no matter how small, are reported and addressed.

- All low-level concerns must be reported in writing to the Designated Safeguarding Lead or a Deputy Designated Safeguarding Lead.
- The Director of Business Operations is the designated decision-maker for all low-level concerns
- Team are encouraged to self-refer if they believe their behaviour could be misinterpreted or falls below expectations
- All low-level concerns will be recorded confidentially and reviewed for patterns that may indicate deeper issues

Examples of LLCs include, but is not limited to:-

- being over friendly with children
- having favourites
- taking photographs of children on their mobile phone
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door
- using inappropriate sexualised, intimidating or offensive language.

All LLCs will be shared responsibly with the DSL, recorded in writing and dealt with in an appropriate and timely manner.

- All LLCs will be reviewed, so that potential patterns of concerning, problematic or inappropriate behaviour can be identified.

- If LLCs are found to be escalating and are reaching the harm threshold, a referral will be made to the LADO.

If there is any doubt about the level at which behaviour needs to be addressed, LADO advice will be taken.

Managing Low Level Concerns in References

Low level concerns will not be included in references unless:

- They reflect misconduct or poor performance that would typically be disclosed, or
- A pattern of low-level concerns has been substantiated and referred to the LADO

Whistleblowing

ActiveMe 360 is committed to the highest standards of openness, integrity, and accountability. We recognise that children cannot be expected to raise concerns in an environment where adults fail to do so. Therefore, we actively encourage all members of our team, including employees, volunteers, contractors, and partner organisations to speak up when they have concerns about any wrongdoing, risk, or failure that may compromise the safety or wellbeing of a child, colleague, or the wider organisation.

This policy exists to ensure that serious concerns can be raised in a safe and responsible way, without fear of victimisation, discrimination, or disadvantage.

When to use this policy

You should use this policy if you have a genuine concern that:

- A child is being put at risk or harmed
- A team member or volunteer is behaving inappropriately
- There is a breach of safeguarding, health and safety, financial conduct, or unethical behaviour
- There is an attempt to conceal wrongdoing
- You are being pressured to stay silent about concerns

Whistleblowing is not the same as making a complaint or a grievance; it is about reporting wrongdoing that affects others, particularly children or the wider public interest.

Key Principles

- The welfare of the child is paramount.
- All concerns will be taken seriously and handled professionally.
- No one will suffer for raising genuine concerns, even if they are mistaken.
- Whistleblowers are protected by law under the Public Interest Disclosure Act 1998.

How to Raise a Concern Internally

If you are concerned about the conduct of a colleague, volunteer, or leader within ActiveMe 360, you should raise this immediately with one of the following:

- Designated Safeguarding Lead (DSL)
- Director of Business Operations (Deputy DSL)
- Deputy DSLs (if others are unavailable)

Your concern should be raised in person or in writing. If raised in writing, please mark it **'CONFIDENTIAL - WHISTLEBLOWING'**.

You are not required to prove the wrongdoing or investigate it yourself, just raise the concern.

Escalating a Safeguarding Concern to the LADO

If the concern involves a member of team or volunteer who has:

- Harmed or may have harmed a child
- Committed or potentially committed a criminal offence against a child
- Behaved in a way that indicates they may pose a risk to children
- Behaved in a way (inside or outside of work) that suggests they may be unsuitable to work with children

This may meet the harm threshold and must be reported to the Local Authority Designated Officer (LADO) within one working day of the allegation being made.

Internal escalation process:

1. Report to the DSL or Deputy DSLs immediately.
2. The DSL/Deputy DSLs must consult with the LADO before taking any internal investigative action.
3. If the allegation is against the DSL, report directly to the Director of Business Operations (Deputy DSL) or additional Deputy DSLs.
4. If no internal leader is available, any team member can report directly to the LADO.

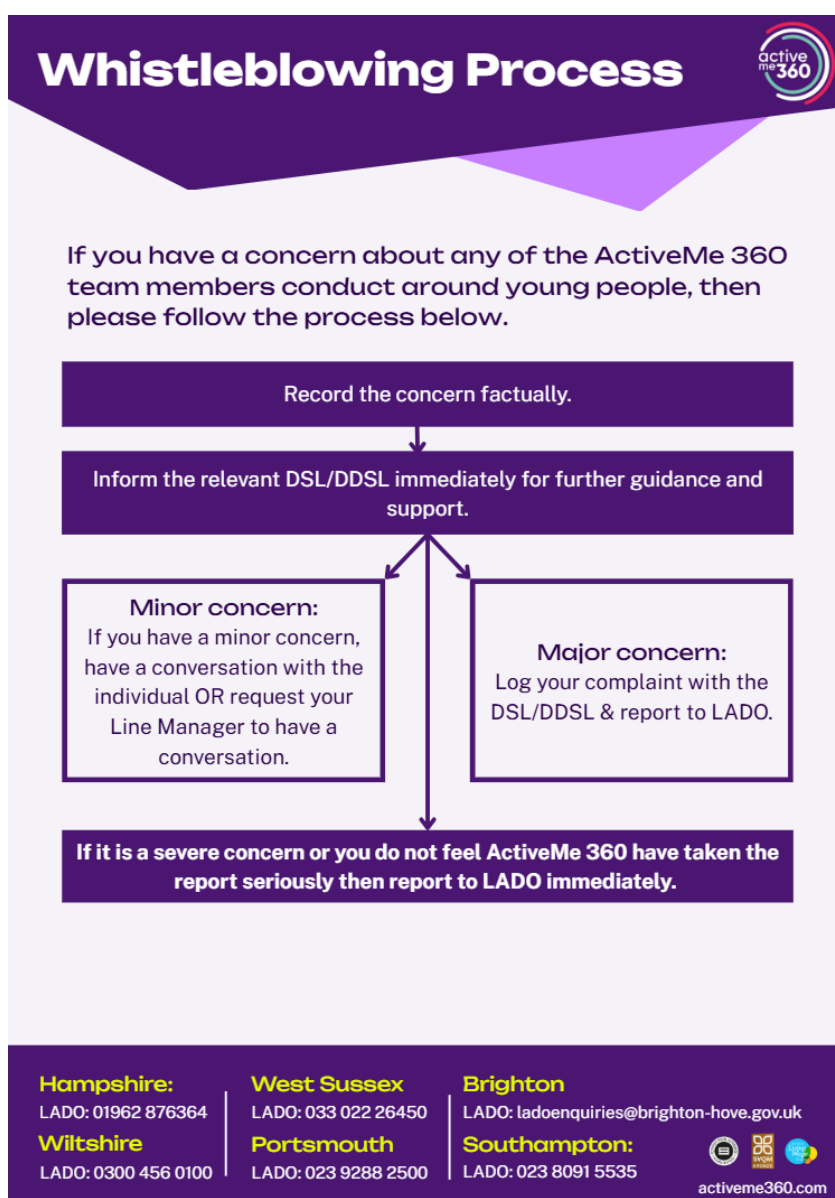
The LADO referral form should be completed and submitted following the consultation. This process must be recorded and monitored.

External Reporting Options

If you feel your concern has not been addressed, or you cannot report internally, you can contact:

- **Local Authority Designated Officer (LADO)**
 - For **Hampshire** call 01962 876364 or email child.protection@hants.gov.uk
 - For **West Sussex** call 0330 2226450 or email lado@westsussex.gov.uk

- For **Brighton & Hove** call 01273 295643 or email ladoenquiries@brighton-hove.gov.uk
- For **Southampton** call 02380 915535 or email lado@southampton.gov.uk
- For **Portsmouth** call 023 9288 2500 or email LADO@portsmouthcc.gov.uk
- For **Wiltshire** call 0300 4560108 or email dofaservice@wiltshire.gov.uk
- **NSPCC Whistleblowing Helpline**
Tel: 0800 028 0285 (Mon–Fri, 8am–8pm)
Email: help@nspcc.org.uk
- **Ofsted** (for concerns related to childcare provision)
Tel: 0300 123 1231



Confidentiality and Protection

- All concerns will be treated with the strictest confidence.
- You may raise a concern anonymously, although this can limit our ability to investigate.
- Retaliation or victimisation of whistleblowers will not be tolerated and will be treated as a disciplinary offence.

False Allegations

Concerns raised in good faith even if mistaken will be protected under this policy. However, making malicious or knowingly false allegations is a serious disciplinary offence and may lead to formal action.

Training and Awareness

All team will be made aware of this policy through induction, safeguarding training, and internal communications. The whistleblowing process will be clearly visible across our settings.

Monitoring and Review

This policy is reviewed annually or in response to updated legislation or significant incidents. Oversight is maintained by the Designated Safeguarding Lead and the Senior Leadership Team.

Photography and Video Policy

It is ActiveMe 360 policy that where we are planning to use an image (photograph or video film) for materials in the public domain, consent must be obtained by the appropriate person.

The purpose of this policy is:

- to provide information for the person giving consent so they can make an informed decision.
- to be clear about which areas of work the consent applies to.

The consent form must be completed before the photography/video filming takes place.

Why does ActiveMe 360 need images?

We need to take new photographs and videos to help promote our services and the work we do. We also use photographs and videos to keep parents/carers/guardians up to date and informed of what their children are doing.

We use images in a range of materials to promote ActiveMe 360 as a whole and also to illustrate particular areas of our work e.g. holiday camps. This includes (but is not limited to)

advertisements and other publicity materials such as leaflets, brochures and posters, direct mail, books, newspapers, magazine articles, social media and publications for the Internet

What are you consenting to and the limitations?

- We would like your consent to take photographs and video to include your child/ren for the reasons mentioned above. We will ensure;
- We will never reference your child by their full name or provide any specific information regarding your child.
- We will never sell these pictures and/or videos, and we will use them exclusively for ActiveMe 360 purposes.
- We will ensure that the photographer we use has a valid enhanced Criminal Records Bureau certificate and they are accompanied by an ActiveMe 360 manager at all times. Any photos taken remain the property of the company.

You have the right to withdraw consent at any time. In this event any photographs or videos containing your child/ren will be withdrawn and permanently deleted. I understand there will be no payment or payment in kind for any of the photographs or video filming taken.

Taking and Storing images

We will take and store photographs and videos of children securely, in accordance with our safeguarding policy and data protection law. We will keep electronic images in a protected folder with restricted access. Photos may also be stored on our design platform in order to re-use for ongoing promotion, this too has restricted access. We will never store images of children on unencrypted portable equipment such as laptops, memory sticks and mobile phones.

ActiveMe 360 does not permit team members and volunteers to use any personal equipment to take photos and recordings of children, this includes personal mobile phones and smart watches. Only cameras or devices belonging to the ActiveMe 360 should be used, and photos should be uploaded immediately to the secure folders and not shared via social media or encrypted channels such as WhatsApp.

Any breaches of this policy should be reported immediately to the Designated Safeguarding Lead.

Social Media Policy

If you wish to access social media while you are at work, you may only do so during your breaks and only if it does not interfere with your ability to appropriately supervise those in your charge.

You hereby agree that, whether inside work or outside during personal use, you will not:

- write about your work for the Company, their clients, course attendees or publish any personal information or images about such;
- take photos or videos on work premises, or in branded uniform, for your own social media channels;
- conduct yourself in a way that is detrimental to the Company or brings the Company into disrepute;
- allow your interaction on these websites or blogs to damage working relationships or be constituted as harassment, discrimination or bullying;
- criticise, argue with or make any derogatory, offensive, discriminatory or defamatory comments about the Company or their clients or course attendees, even if they are not named but the Company believes they are readily identifiable;
- breach of the Company's copyright or other proprietary interest.

Social networking sites are a public forum and you should not assume that your entries will remain private. You agree to remove any content considered offensive or otherwise unsuitable by the Company immediately upon request. Any breach of this clause may lead to disciplinary action being taken against you and may be considered as gross misconduct.

Internet & E-mail Policy

Voice mail, email, and Internet usage assigned to a team member's computer or telephone extensions are solely for the purpose of conducting Company business. Some job responsibilities at the Company require access to the Internet and the use of software in addition to the Microsoft Office suite of products. Only people appropriately authorised, for Company purposes, may use the Internet or access additional software.

Software Access Procedure

Software needed, in addition to the Microsoft Office suite of products, must be authorised by your line manager. If you need access to software, not currently on the Company network, talk with your line manager.

Internet Usage

Internet use, on Company time, is authorised to conduct Company business only. Internet use brings the possibility of breaches to the security of confidential Company information. Internet use also creates the possibility of contamination to our system via viruses or spyware. Spyware allows unauthorised people, outside the Company, potential access to Company passwords and other confidential information. Additionally, under no circumstances may Company computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-business-related

Internet sites. Doing so can lead to disciplinary action up to and including termination of employment.

Email Usage at Company

Email is also to be used for Company business only. Company confidential information must not be shared outside of the Company, without authorisation, at any time. You are also not to conduct personal business using the Company computer or email. Please keep this in mind, also, as you consider forwarding non-business emails to associates, family or friends. Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual harassment and will be addressed according to our sexual harassment policy.

Emails That Discriminate

Any emails that discriminate against team members by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy. These emails are prohibited at the Company. Sending or forwarding non-business emails will result in disciplinary action that may lead to employment termination.

Company Owns team member Email

Keep in mind that the Company owns any communication sent via email or that is stored on company equipment. Management and other authorised team have the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work

ActiveMe 360 Attendance Policy

(Including before/after-school care, holiday provision, children under EYFS age as applicable)

1. Purpose

To ensure consistent and transparent monitoring of children's attendance in wraparound settings, promoting children's safety, welfare, and continuity of care; to meet legal requirements under the updated EYFS 2025 statutory framework; and to support good relationships with families.

2. Scope

This policy applies to all children who attend our wraparound provision, including:

- children aged 0-5 (EYFS age)
- children in reception and above who participate in our before/after school or holiday care
- all team and management responsible for attendance, safeguarding, or communications with families

3. Legal / Statutory Basis & Requirements (EYFS 2025)

EYFS Framework 2025:

- ActiveMe 360 must have an attendance policy and share this with parents/carers.
- The policy must set out expectations for reporting a child's absence and what actions will be taken in response to unexplained or prolonged absences.
- ActiveMe 360 must follow up unexplained absences in a timely manner.
- Hold more than one emergency contact (at least two) for each child.
- ActiveMe 360 should consider patterns or trends in absence and take into account children's individual/family circumstances.
- In cases where absence is concerning, providers should escalate via safeguarding procedures (which may involve local authority children's services).

4. Definitions

- Attendance: The child being present in the session(s) agreed/booked.
- Absence: Any session where the child is expected to attend but does not.
- Authorised absence: Where the parent/carer notifies the setting in advance or provides acceptable reason (e.g. illness, medical appointment).
- Unauthorised absence / unexplained absence: Where no reason is given, or the reason is not acceptable under this policy.
- Prolonged absence: Absence of concern due to duration or frequency — to be judged on a case-by-case basis considering patterns/trends.

5. Responsibilities

Provider/Manager:

- Maintain accurate attendance registers for each session; ensure team are trained in attendance, reporting and safeguarding procedures; review attendance regularly; take action in accordance with this policy.

Team:

- Record attendance at each session; follow up absences as required; interact with families for clarification of absences; escalate concerns.

Parents/Carers:

- Notify the setting as early as possible of absences and reasons; provide/keep up-to-date emergency contact information; attend meetings/communications about concerns; follow setting's attendance expectations.

6. Registration & Record-Keeping

- Keep a daily attendance register for each session showing present/absent, arrival and departure times.
- Ensure registers are completed promptly at the start (and if necessary end) of each session.
- Record reasons for absence when provided.
- Maintain at least two emergency contact numbers per child; keep these updated.
- Maintain clear records of communications with parents/carers about absences.

7. Reporting & Communication

- Notification of absence: Parents/carers should inform the setting by phone / in writing on the day of absence, or in advance if known.

- Follow up for unexplained absences: If a child does not attend without explanation, team should attempt contact with parents/carers/emergency contacts as soon as reasonably possible (e.g. within 1 hour after session start or same day).
- Patterns/trends: The setting will monitor attendance over weeks to identify patterns (frequent absences, repeated lateness, etc.).
- Meetings: If concerns arise, the setting may request a meeting with parents/carers to discuss obstacles, offer support, or agree an action plan.

8. Absence Escalation & Safeguarding

- If absence is prolonged or frequent and no satisfactory explanation is given, or there are concerns about welfare linked to absence (e.g. child protection, neglect, vulnerability), the setting will follow safeguarding procedures.
- In serious cases, consider referral to local children's social care or seek a welfare check.
- Document all actions taken.

9. Expectations of Parents/Carers

- Arrive on time for session start and collect by session end.
- Let the setting know in advance if collection arrangements change.
- Provide reasons for absence as soon as possible.
- Keep emergency contact details up to date.

10. Monitoring & Review

- Attendance data will be reviewed termly / half-termly by the manager to inform practice.
- Policy effectiveness will be reviewed annually (or sooner if EYFS or safeguarding legislation changes).
- Feedback from parents/carers will be invited to improve attendance support.

11. Policy Dissemination

- Copies of this attendance policy will be made available to all parents/carers upon enrolment, and may also be shared on the setting's website or notice boards.
- Team will be trained on this policy and understand their roles in implementation.

12. Related Policies / Legislation

- EYFS Statutory Framework (2025) – Safeguarding & Welfare Requirements, especially sections on absences.
- Local safeguarding children partnership guidance
- Data Protection / Privacy (for handling contact details)
- Health & Safety policies as needed

History

Date	Version Number	Reason for change	Author
2019	1.0		Will Atterbury
2022	1.1	Updated KCSIE 2022 guidance	Will Atterbury

09/07/2025	1.2	Updated following OFSTED feedback and review	Chris Fraser-Wade
30/08/2025	1.3	EYFS framework and KCSIE 2025 updates	Chris Fraser-Wade
22/05/2026	1.4	Mid year review – removal of DDSL from Safeguarding contacts	Chris Fraser-Wade