

helpline numbers

NSPCC Asian Child Protection Helpline

Bengali - speaking adviser 0800 096 7714
Gujarati – speaking adviser 0800 096 7715
Hindi – speaking adviser 0800 096 7716
Punjabi – speaking adviser 0800 096 7717
Urdu – speaking adviser 0800 096 7718
English speaking Asian adviser 0800 096 7719

Southampton Social Services 023 8083 3336

**Southampton Social Services
Out of Hours Team** 023 80233344

Police 0845 0454545

Cry-sis 0870 241 0450
(organisation of and for disabled parents)

Keeping Children Safe is Everybody's Business



This booklet is written for parents and carers. It's purpose is to explain what we think and do in Sure Start Children's Centres in Southampton to help keep your children safe.

**Thanks to Parents Voices
Sure Start MRM for their
help and support with
this booklet**



**Some Questions
Parents Ask**

How do I know staff will respect my child?



Sure Start staff are trained to treat all adults and children with respect and dignity. If there is evidence that this is not happening parents are encouraged to discuss this with a member of staff that they trust and this will be taken seriously. Usually, talking things through will lead to a solution but parents will be supported to make a complaint if this is the best next step.



All Sure Start staff (example – Play Project or Health Visitor) will have had a police check for criminal offences known as a CRB check.

How do I know my child is safe with Sure Start staff and services?



How can parents fully trust workers?

It takes time for some parents to build trust in staff, especially if they have suffered hardship in their lives. All staff, as well as being checked by police, are trained to work with children. Many parents choose to go to activities where they stay with their children. This gives time to build trust with staff. Then parents are happy to use crèches and other child care services.




If your child is angry and upset then a member of staff may offer to help you support your child. If your child is angry or upset in a crèche and cannot be easily comforted then staff will ask you to come and be with your child.

How will staff deal with my child's angry behaviour?



What can I do if I am worried about a child?

It is right to be concerned if you feel a child is not being treated fairly, but you may feel very awkward in this situation. Remember that often children cannot speak for themselves. If the child's parent is a friend you may feel able to talk to them. You may be worried that they are going through a tough time and need some extra help. Remember that you can always speak to any member of staff within Sure Start who will support you in this sensitive situation. If you prefer, there are telephone numbers on the back of this leaflet. If a child is in danger or at risk of harm act immediately to get help.



We understand how hard being a parent can be and sometimes things can get on top of people. If there is a member of staff that you already know and trust it would be good to talk to them and take the first step towards changing things for the better. You can also ring the Sure Start office to speak to someone in the team who is available to take your call in private. If you want to talk to someone outside Sure Start, use the list of phone lines on the back of this leaflet. It is very important that you get help for you and your child. If you don't do it yourself you may find that someone else has.

What if I am worried about my own behaviour towards my child?

What is Child Protection?

This phrase is used to refer to the procedure that is in place to tell us what to do if we think a child is in a situation where they are being, or could be, harmed. These need to be in place by law and every agency working with children will have them. All staff working within Sure Start are aware of these procedures. These are available at each Sure Start for anyone to look at.



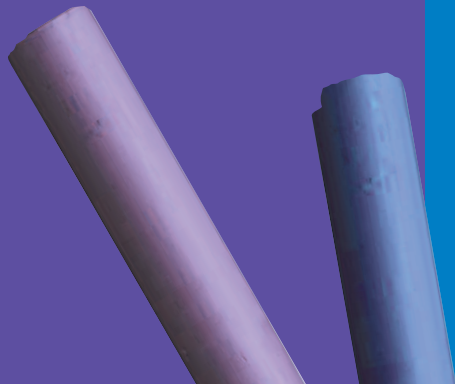
The play and crèche staff must take up training in various aspects of child care. This includes the health and safety of children and ways to support children to develop their skills.

Are the crèche staff trained?



How do I know the crèche room is safe?

All Sure Start crèches are registered with an organisation called Ofsted, who check that we follow guidelines which ensure that your children are kept safe while they are in our care. Ask at your local Sure Start if you would like to see a copy of this guidance.



The guidance tells us how many staff are needed to look after the number of children in a crèche.

Staff must also record if a child comes into the crèche with a bruise or other marks. If this happens it will be discussed with you as part of openly sharing information. This also protects staff as well as your child. We hope parents understand why this needs to happen and will talk to their child's key person or the crèche supervisor if they are concerned or need further explanation.

What else do we do to keep your children safe in our care?



Providing a safe and happy place for children to play and develop depends very much on the good relationships between parents and staff. Many of our children cannot yet express their views so it is up to all of us to keep them safe, whether this is by parents watching children themselves at drop ins or by relying on staff to do this in crèches in their absence. Please remember that you can have your say either by going to your local Parents Forum meeting or by talking to any of the members of staff from Sure Start; **children have rights too, lets respect them.**

**Keeping children safe
is everyone's business!!!**

helpline numbers

- Samaritans** (confidential) 08457 909090
- Childline** (free and confidential). 0800 1111
- Southampton Women's Aid** 023 8033 8881
(Women's advice line)
- National Domestic Violence Helpline** . . 0808 2000 247
- NSPCC Child Protection Helpline** 0808 800 5000
(free 24 hour service)
(textphone for people who
are deaf or hard of hearing) 0800 056 0566
- Parentline Plus** 0808 800 2222
(free, confidential 24 hour helpline
for parents, carers and families)
(textphone) 0800 783 6783
- Southampton Children and
Young People's Information Service** . . . 0800 169 8833
www.youngsouthampton.org