



Amaze Educate Inspire

Child Protection and Safeguarding Policy

ZooLab Limited values young people and children as being a vital part of the organisation and desires to see them grow, mature and be challenged in a healthy and safe environment.

Purposes

The purpose of ZooLab Limited's service is to offer children and young people a safe and welcoming environment with fun activities where they can grow and learn, gain respect for the environment and its inhabitants, and help to understand the world around them.

ZooLab Limited operates at educational venues, providing a mobile service. Our presenters undergo various training and distance learning courses regarding child protection and safeguarding and are very much led by venue staff on the day. However, they will always report any concerns both to the venue, and to our internal Child Protection Representative.

Aims

- To provide activities for children and young people to help them develop from childhood into adulthood and to provide support for them.
- To enable the children to express themselves.
- To assist the children in integrating into the community.
- To help children appreciate the diversity of their cultures.
- To help children to understand the world around them.

Child Protection Representative

ZooLab Limited has appointed a child protection representative, currently Nicola Stephenson (nicolastephenson@zoolabuk.com/ 01324 667330).

If any worker has any child safety concerns, they should discuss them with her. She will take on the following responsibilities:

- Ensuring that the policy is being put into practice;
- Being the first point of contact for child protection issues;
- Keeping a record of any concerns expressed about child protection issues;



- Bringing any child protection concerns to the notice of the Management Committee and contacting the relevant Local Authority if appropriate;
- Ensuring that staff are given appropriate supervision;
- Ensuring that everyone involved with the organisation is aware of the identity of the Child Protection Representative.

Personal/Personnel Safety

- Conduct an initial risk assessment on arrival at the venue incorporating key principles within this policy where relevant.
- Ensure that a member of venue staff is present at all times.
- Avoid being alone with an individual child or young person for a long time. If there is a need to be alone with a child or young person make sure that a member of venue staff knows where you are and why.
- Teenage assistants should always be supervised.

Child Safety

1. Make sure that the area you are using for activities is fit for the purpose, e.g. remove furniture, which could cause injury or obstruction.
2. Organise audience in a semi-circle and/ or remaining at their desks for the presentation.
3. Ensure the maximum number of audience members is adhered to.
4. Make sure that all workers and assistants know
 - Where the emergency phone is and how to operate it
 - Where the first aid kit is
 - Who is responsible for First Aid and how to record accidents or injuries in the incident book
 - What to do in the event of a fire or other emergency

New Workers

ZooLab has a portfolio of professional presenters and animal handlers. When recruiting and selecting staff the following steps will be taken:

- Completion of a detailed application form;
- An interactive assessment day with shortlisted interviews;
- Identifying reasons for gaps in employment, and other inconsistencies in the application;



- Checking of the applicants' identity (passport, driving license, etc);
- Taking up references prior to the person starting work;
- Ensuring enhanced criminal record checks have been carried out through relevant local agencies approved by the Criminal Records Bureau;
- Allowing no unaccompanied access to children until all of the above have been completed;
- A probationary period of 3 months for new staff;
- On-going supervision of staff;
- Ensuring good practice is followed in working with children and young people by providing appropriate training and guidance;
- A nominated child Protection representative on the Management Committee.

Training

It is a great benefit if workers undertake regular training for this type of work. The committee should keep workers informed of relevant courses.

What is Child Protection

Child protection is the response to the different ways in which a young person's or child's physical, emotional, intellectual and spiritual health are damaged by the actions of another person.

1. Listen to the child/young person
2. Look at them directly and do not promise to keep any secrets before you know what they are, but always let the child/young person know if, and why, you are going to tell anyone
3. Look at them directly and do not promise to keep any secrets before you know what they are, but always let the child/young person know if, and why, you are going to tell anyone
4. Take whatever is said to you seriously and help the child/young person to trust his/her own feelings. Take notes of exactly what is said to you avoiding assumptions and conjecture.
5. It is not the role of the worker to investigate any allegations (this would contaminate evidence if a situation went to court). Any disclosure by a child/young



person must be reported to a member of venue staff the internal Child Protection Representative.

6. Speak to the Local Authority or NSPCC for further advice and guidance.

What you should *not* do

1. Staff should not begin investigating the matter themselves.
2. Do not discuss the matter with anyone except the correct people in authority.
3. Do not form your own opinions and decide to do nothing.

Things to say or do

- 'What you are telling me is very important'
- This is not your fault'
- 'I am sorry that this has happened/is happening'
- 'You were right to tell someone'
- What you are telling me should not be happening to you and I will find out the best way to help you'

Make notes soon after the event. Try to write down exactly what the young person or child said and pass this on to a member of venue staff. Avoid assumptions or conjecture.

Things not to say or do

- Do not ask leading questions - Why? How? What?
- Do not say 'Are you sure?'
- Do not show your own emotions e.g. shock/disbelief
- Do not make false promises

This policy was adopted by the ZooLab Limited on Signed on behalf of the Management Committee by: Nicola Stephenson

Signature. *N. Stephenson*

Name in Capitals NICOLA STEPHENSON

The policy has been reviewed by the Management Committee on:

Date 20/02/2022



SAFEGUARDING POLICY

This policy applies to all staff, including senior managers, paid staff, volunteers, seasonal staff and anyone working on behalf of ZooLab Limited.

The purpose of this policy:

- To provide all staff and volunteers with the overarching principles that guide our approach to safeguarding and child protection.

ZooLab believes that a child or young person should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people and to keep them safe. We are committed to practice in a way that supports them.

Legal framework:

The policy has been drawn up on the basis of law and guidance that seeks to protect children, namely:

- Children Act 1989
- United Convention of the Rights of the Child 1991
- Data Protection Act 1998
- Human Rights Act 1998
- Sexual Offences Act 2003
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Children and Families Act 2014
- Special Educational Needs and Disability (SEND) code of practice: 0-25 years 2014
- Information Sharing 2015

We recognise that:

- The welfare of a child is paramount, as enshrined in the Children Act 1989
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm and abuse



- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues;
- Working in partnership with children, young people, parents, carers and other agencies is essential to promote young people's welfare.

We seek to keep young people and children safe by:

- Valuing them, listening to them and respecting them;
- Appointing a Child Protection Representative for children and young people Adopting child protection and safeguarding practices through procedures and a code of conduct for staff and volunteers;
- Providing effective management for staff and volunteers through supervision, support, training and quality assurance measures;
- Recruiting staff and volunteers safely, ensuring all necessary checks re completed;
- Recording and storing all information securely and professionally, and sharing information about safeguarding and good practice with children, their families, staff and volunteers via leaflets, posters, one to ones;
- Using safeguarding procedures to share concerns and relevant information with venue staff and agencies who need to know, and involving children, young people and families, parents and carers appropriately;
- Ensuring that we have effective complaints and whistleblowing measures in place.

This policy was last reviewed on: 20/02/2023

Signed: *N. Stephenson*
Nicola Stephenson