



### **Child Protection:**

Staff are required to report any obvious or suspected case of child abuse - which includes non-accidental injury, severe physical neglect, emotional abuse and/or sexual abuse. Staff report this information to Designated or Deputy Designated Safeguarding Leads within school who make a decision as to how to act. This does mean Designated Safeguarding Leads risk upsetting parents by reporting a case to the Family Front Door, which on investigation proves unfounded. We hope that parents understand how difficult it is for Safeguarding Leads in school to carry out this safeguarding responsibility and accept that staff are only acting in what was believed to be the child's best interest. The safeguarding policy can be found at the bottom of this page.

### **Safeguarding:**

Staff at Matchborough First School Academy work together with each other and other agencies to safeguard children. We aim to provide an inclusive environment which stimulates children to be able to play and learn safely. The school has a statutory duty to all children to ensure they are safe. This means that staff may have to talk to you and your family as well as other professionals if we have any concerns, unless this places the child at further risk. Safeguarding leads at Matchborough First School Academy may seek advice from The Family Front Door or Community Social Workers as to what the next steps may be to keep a child safe from harm. This may result in a referral if appropriate.

Staff will work together with you to try and overcome any problems you or your family may be having.

### **Pastoral Care:**

Staff at Matchborough First School Academy understand the benefits of early identification of issues and nipping problems in the bud before they escalate. We advise parents to talk to the class teacher in the first instance about any issues you feel may be impacting on your child. It may be necessary to make an appointment to allow time to talk about the issues privately. We also have a Family Support Worker and Pupil Welfare Officer based in school at all times who is available to talk to face to face, over the phone or via the online contact form. Please see Family Support Section under Community for further information.

### **Emergencies:**

It is sometimes necessary to contact parents urgently during schools hours. It is essential that we have a minimum of 3 Emergency Contacts for your child. These contacts have to be available during work hours, able to collect or come to the school or be able to make arrangements for this.

If you change your mobile telephone number, place of work or address please notify us immediately via the school office.