



Safeguarding and Wellbeing Policy

Olivander Education are committed to the safety and wellbeing of all children and young people in our care. We recognise that we are in a position of trust and have a duty of care to all the children and young people with whom we work.

How do we keep children safe?

- **By being open and transparent:**
 - by providing clients with this document prior to sessions commencing with their child or young person.
 - by providing regular updates to the parents or carers of children and young people.
 - by always working in open or shared spaces within the client's home (e.g. doors open, clear windows, not in child's bedroom etc.) with immediate access for parents and carers.
- **By always putting the child or young person's interests first:**
 - by listening to the child or young person.
 - by knowing our legal duties and responsibilities to children and young people, including what to do if there are concerns about their well-being.
 - by maintaining communication with the parent or carer of the child or young person to ensure we have relevant information to best support them.
 - by providing appropriate levels of challenge to allow for success.
 - by continuing our own professional development about the best ways to care for children and support their learning and development.
- **By ensuring that anyone working for Olivander Education is safe to work with children:**
 - by checking that anyone working or volunteering for Olivander Education is safe to work with children and young people by completion of an enhanced DBS check.
 - by ensuring that we have up-to-date training on safeguarding and child protection.
 - by providing parents or carers with a procedure for reporting any concerns about Olivander Education or our staff.

What to do if you have any concerns about Olivander Education or our staff

If you feel able to, you can tell us if you are not happy about something we are doing. Your child or young person's safety and well-being is our main concern and we will always listen to you.

If you have serious concerns about our practice you should contact the following:

Surrey County Council LADO: 0300 123 1650

Surrey Police: 999

NSPCC: 0800 800 5000