



Staff, Parents' and Visitors' Charter

We hope you enjoy being part of our school during your visit. You are very welcome!

Our charter sets out some guidelines to ensure everyone is safe during your visit.

- All parents and visitors* should report to reception prior to entering the school building.
- Visitor passes or official identification badges should be worn by all adult visitors entering the school while pupils are on the premises. Visitors should sign in/out as necessary.
- Pupil and staff safety and wellbeing is one of our core responsibilities. Parents and visitors should act in a manner that recognises the rights and needs of our pupils and staff.
- All staff members are expected to be respectful towards pupils, parents and visitors. Pupils should respect staff, parents and visitors.
- Parents' and visitors' conduct towards staff and pupils should be respectful and appropriate. Action will be taken if a staff member or pupil is perceived to be treated inappropriately.
(A copy of the Child Protection Policy is available from the office).
- Photographs, videos or/and sound recordings must not be taken without the permission of a member of the teaching staff.
- Staff, pupils, parents and visitors should ensure their language is appropriate.
- All parents and visitors should comply with reasonable instructions from staff members.
- Staff/pupils/parents/visitors and other adults should not discuss anything/anyone associated with the school in a negative way on social media (including on private pages) or within other organisations. Negative posts/reports, particularly in relation to pupils or staff, will be reported to the PSNI.
- Pupils should not be approached by a parent or visitor without the permission of a member of staff.
- Parents and adult visitors must not use pupils' toilets. Adults with young children should let their children use the pupils' toilets. Children are not permitted in the staff toilets even if accompanied by an adult.
- Whitehouse Primary School and the grounds are non-smoking areas.

*A visitor is considered as any adult visiting the school in a social or professional capacity.

Safeguarding and Pastoral Care Team members are:

Principal:

Designated teacher for child protection and online safety:

Deputy designated teacher for child protection – Primary:

Deputy designated teacher for child protection – Nursery:

Miss D Blain

Mrs R Watson

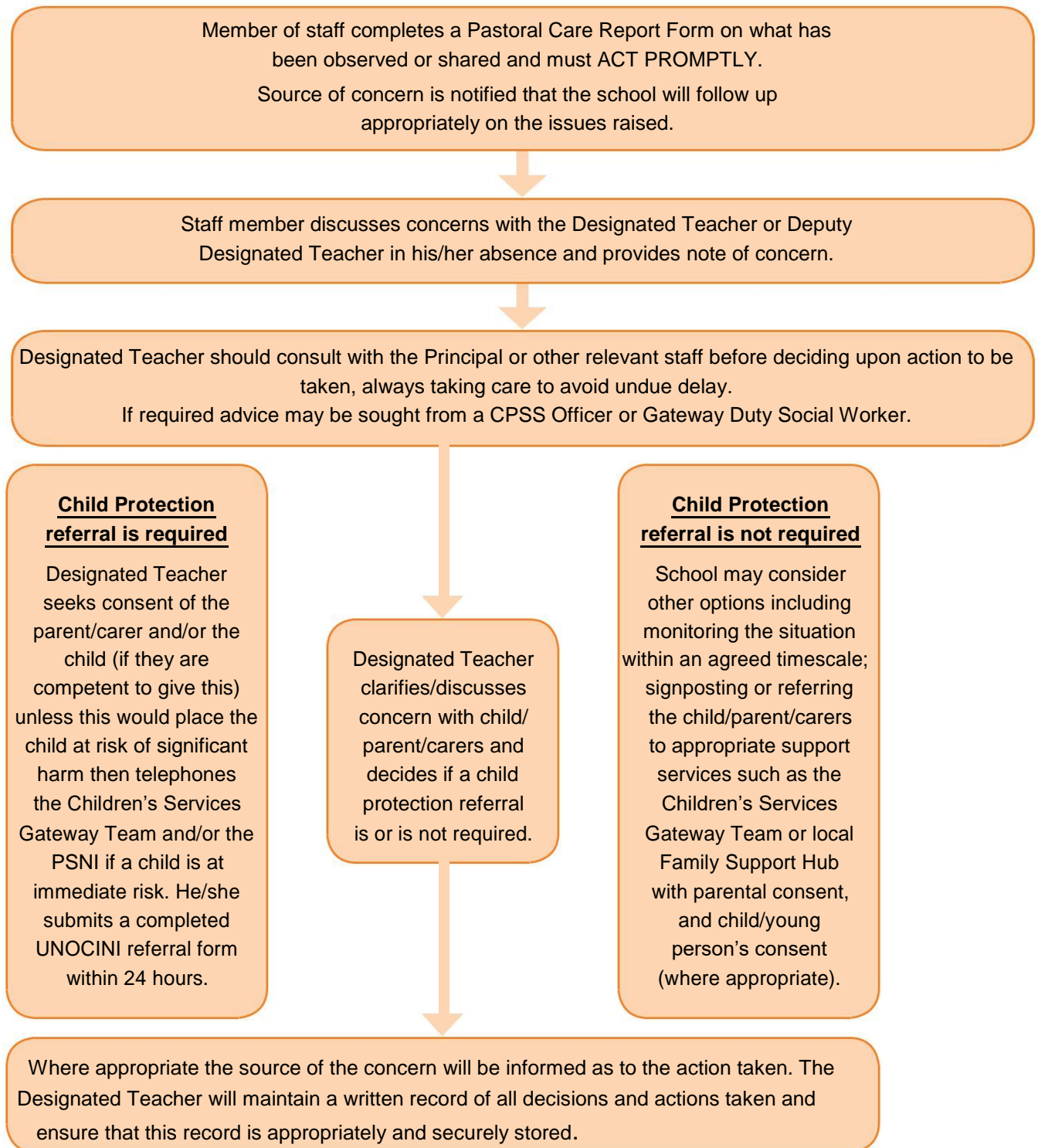
Mrs H Clifford

Mrs C Spratt

Appendix 2 – Whitehouse Primary School

Processes for Referral are set out in the flowchart below:

Procedure where the School has concerns, or has been given information, about possible abuse by someone other than a member of staff^{7,8}



It is imperative that any disclosure by a child, or concern that indicates a child may be at immediate risk, is reported immediately to the PSNI and Social Services to ensure that emergency protection measures are put in place. This is particularly important if there is a risk of the child at home. Contact details for the PSNI Central Referral Unit and Duty Social Workers can be found in the Contacts Section.

DE Circular 2016/20 Child Protection Record Keeping in Schools.



Pastoral Care & Safeguarding Team – Pastoral Care Report Form 2023/24

Mrs R Watson (DT) EXT 118, rwatson555@c2kni.net

Mrs Clifford (DDT) EXT 104, hclifford327@c2kni.net

Mrs Spratt (DDT) EXT 122, cspratt651@c2kni.net

Miss Blain (Principal) EXT 101 info@whitehouseps.newtownabbey.ni.sch.uk

Name of Child:

DOB:

Class / Teacher:

Additional Needs (Eg ASD, ADHD):

Date:

Time:

Place:

Record of concern

Continue overleaf if required

Signed: _____

Role: _____

Action required / taken

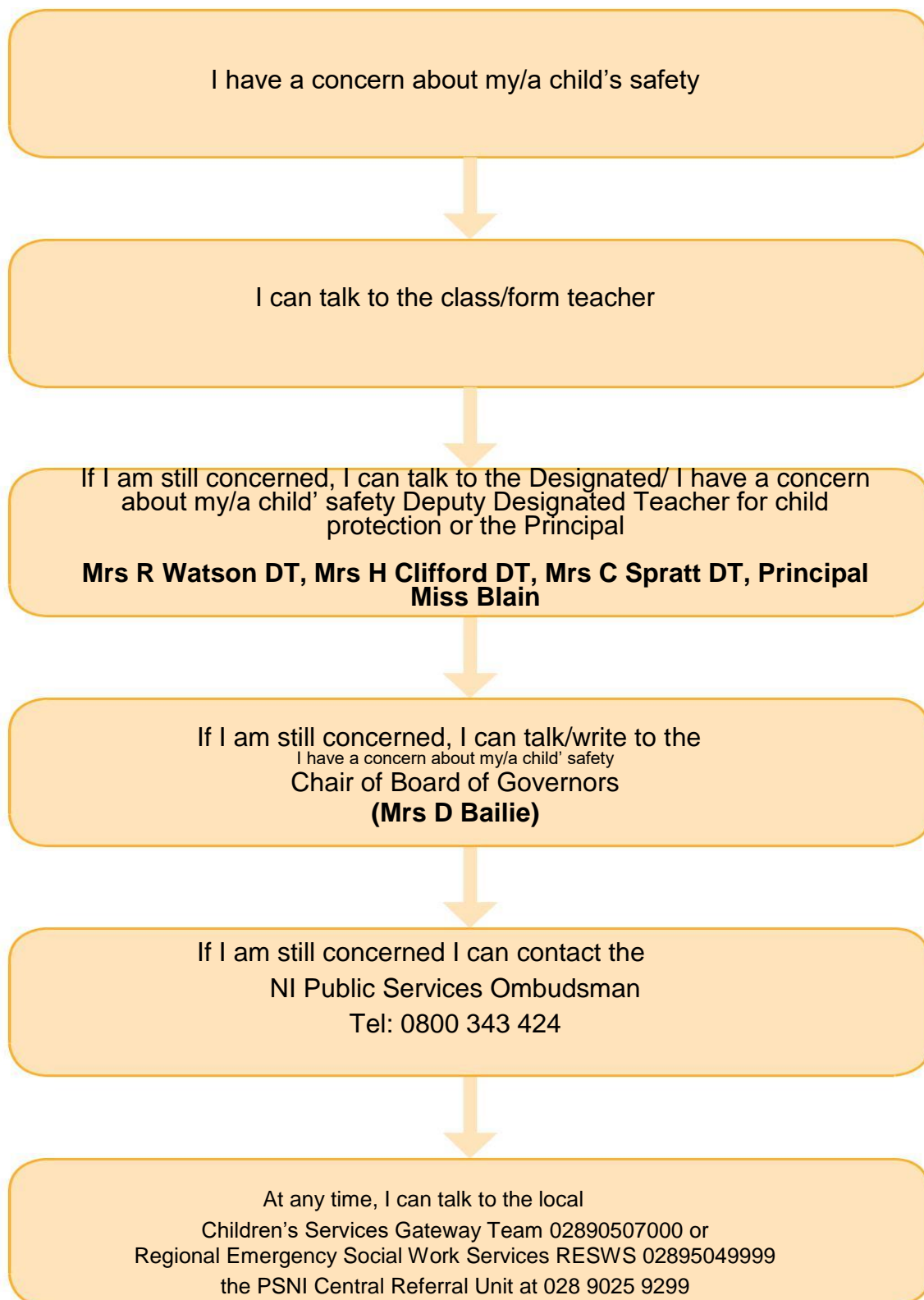
Decision to refer Yes/No (if no state why)

Date given to Designated Teacher / Deputy _____ Signed Designated Teacher / Deputy _____

Appendix 4 – How Parents Can Raise a Concern

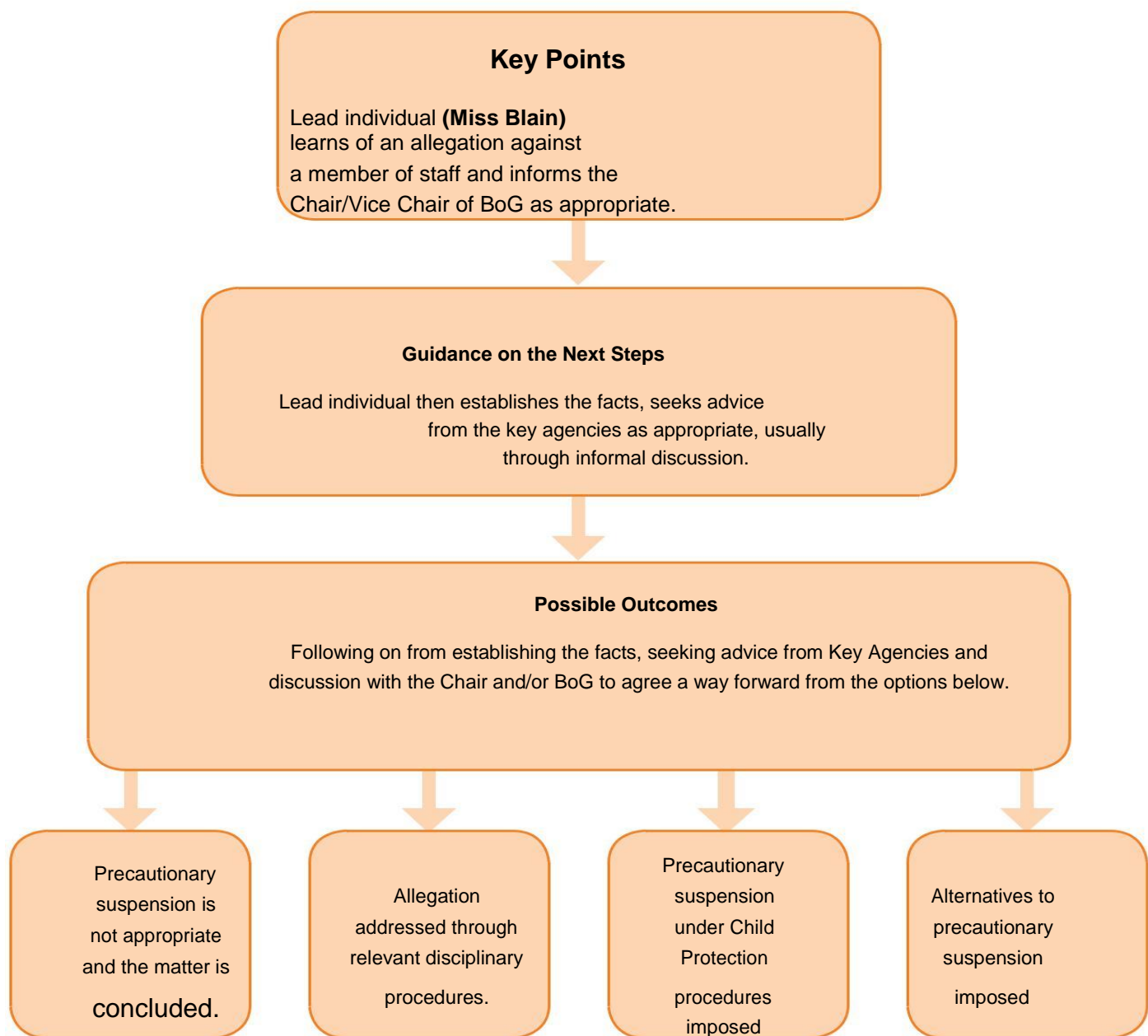
The arrangements for parents to make known to staff any concerns they may have about the safety of their (or another) child should be clear, including how to contact the school, the class teacher, the Designated Teacher for Child Protection or the Principal if they are worried about a safeguarding or child protection concern. The process for a parent who has a potential safeguarding or child protection concern is set out below.

If a parent has a potential child protection concern:



Appendix 5

Dealing with Allegations of Abuse Against a Member of Staff



Appendix 6 - Useful Contact Numbers & Email Addresses

Useful links can also be found on the school website

Child Protection Support Service for Schools – CPSS (school hours) 028 94482223

Single Point of Entry

The SPOE is a multi-agency response designed to make it easier for professionals and agencies to access early targeted intervention and support when they have concerns about a child, young person or their family that requires a single / multi-agency response. SPOE will act as the point of contact for all referrals to family and childcare fieldwork services. Referrals will be initially screened by this team who will make decisions about the type of intervention needed and then pass to the most appropriate service.

Single contact for Children's Service referral: Telephone 0300 1234 333 or 028 9442 4459

Email: SPOE.Referrals@northerntrust.hscni.net

Northern Trust Referral Gateway Team, Oriel House, 2-8 Castle Street, Antrim BT41 4JE

Out of hours emergency 028 90565444(after 5pm each evening at weekends, and public/bank holidays)

PSNI Public Protection Unit 02890 259299 OR 101 – ASK FOR EXT 30299

NSPCC Child Protection Help Line 0808 800 5000 www.nspcc.org.uk

ChildLine 08001111 www.childline.org.uk

Family Support www.familysupportni.gov.uk

Action for Children www.actionforchildren.org.uk

Think u Know www.thinkuknow.co.uk

More information is available at: www.nidirect.gov.uk/domestic-violence. You can also contact the 24 hour domestic and sexual violence helpline on:

Phone: 0808 802 1414 (Freephone) Email: 24hrsupport@dvhelpline.org

Text: 'support' to 077 9780 5839

Children/young people seeking advice should contact the Childline Free Helpline at 0800 1111.
Organisations that can offer advice and support:

- Women's Aid Federation Northern Ireland - www.womensaidni.org/ - 028 9024 9041
- Men's Advisory Project (MAP) - www.mapni.co.uk/ - 028 9024 1929
- Men to Men - 028 9024 7027
- Mens Aid NI - www.mensaid.co.uk/ni.html - 077 0385 8130
- Cara Friend - www.cara-friend.org.uk/ - 028 9032 2023
- Rainbow Project - www.rainbow-project.org/ - 028 9031 9030
- Rape Crisis and Sexual Abuse Centre - 028 9032 9002
- Nexus - 028 9032 6803
- Victim Support - 028 9024 3133
- Disability Action - 028 9029 7880
- Citizen's Advice Bureau - 0300 1233233
- Law Society (Legal and Local Solicitor Advice) - 028 9023 1614
- Parents Helpline - 0808 8010 722