

# Giraffe Childcare Statement, 13th August 2013 - Action Plan.

We sincerely hope that this transparent action plan will help underpin your trust and confidence in Giraffe and we will continue to keep you informed on progress. .

- Independent Childcare expert Mr John Byrne, M.A.B.A (Hon) is currently working on an audit of the complete service throughout all our centres.
- Mr Colm Dempsey, National Director of the National Child Protection Centre (NCPC) has been engaged in relation to Child Safeguarding and Managing Children's Behaviour. He commenced his engagement on the 17th June. Colm has held seven full day weekend workshops for Giraffe Staff in these subjects since his appointment.

His brief is as follows:

- 1. Conduct a full Audit Review of the existing Child Safeguarding Policies, Practices & Procedures in his areas of expertise.**
  - 2. Implementation of the recommendations of the Audit Review.**
  - 3. Initiate programme in Child Protection by reinforcing our training in Safeguarding Children and Managing Children's Behaviour.**
- We have appointed an external consultant, Noel Flood of Safe Hands to evaluate Risk Assessment, Health and Safety, Environmental Health and HACCP and to ensure that the policies and procedures pertaining to these areas already in place are fit for purpose and to recommend and advise on any legislative updates or safety measures in the facilities.
  - CCTV Systems being installed in all our centres.
  - Review of the implementation of policies and procedures with a refocus on the protocol relating to the confidential reporting by staff of any poor practice witnessed.
  - HSE reports and responses will be available to parents on request from your centre manager's office. All centres should have these available on demand or at least on request within a few days.
  - We will increase communication with parent to address individual family needs as this action plan evolves.
  - We are installing a suggestion box for staff and parents in all our centres.
  - We are augmenting our existing staff training programmes through the establishment of "The Giraffe Training Academy" in conjunction with our training partners who already facilitate our in-house FETAC courses. The purpose of this important development is to consolidate our various training programmes under one entity with greater emphasis on individual care staff needs in our customised training sessions and workshops.
  - As part of Childcare Expert Mr John Byrne's audit we will be reassessing our existing staff support and staff deployment policies
  - Staff Garda Vetting and qualification status on your carer is available to be inspected in each centre manager's office. The delay in Garda vetting process is a national problem which has been widely reported. We adhere to HSE protocol on this matter. The protocol requires that a non processed applicant is not allowed to be left unsupervised with children.