



**Stadt Ingolstadt**

Amt für Kinderbetreuung  
und -bildung

**Protection concept for municipal day care  
centres for the prevention of violence**

Short version

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## **Mission statement of the responsible body**

The overriding principle of our daily work is to ensure the protection and safety of all children entrusted to us. As this concern is extremely important to us, we have developed a protection concept. The intention is to demonstrate that child protection is our top priority, and that prevention of violence is actively practised in our everyday educational work. Legal foundations, such as the Federal Child Protection Act and the Child and Youth Welfare Act (German Social Code [SGB VIII]), also stipulate that concrete protective measures must be taken in child day care facilities, and that children must be protected from dangers to their well-being. The protection concept is a supplement to the pedagogical concept of each facility.

### **How do we implement the statutory child protection mandate?**

#### **1) Participation of children**

The Federal Child Protection Act and the UN Convention on the Rights of the Child state the right of children to be involved in everyday life according to their age. The forms of participation are to be designed appropriately according to the children's age and stage of development. Children make their own suggestions about the pedagogical events and the organisation of the daily routine at any time, and to contribute their ideas to projects, excursions, the morning gathering or the celebration of festivals. Our fundamental pedagogical approach is to facilitate the participation of the children in everyday situations, and to make participation possible in various moments of the daily routine. In this way, we enable the children to communicate, negotiate possible conflicts and realize their own ideas.

#### **2) Risk analysis within the facility**

The risk analysis of the facility provides important insight into whether, where and through which conditions within the structures, work processes and premises there are weak points that can promote the abuse of power and violence. The analysis of sensitive areas has to be carried out individually by each facility, and was last carried out in July 2021 by means of questionnaires for parents/children and staff. In autumn/winter 2021/2022, the evaluation meetings that followed the questionnaire results took place in the individual facilities.

#### **3) Protective agreements**

The risk analysis that has been carried out has resulted in protection agreements (behavioural guidelines) for our everyday pedagogical work. These agreements are intended to address protection from various forms of violence, and break down potential power structures. The protection agreements represent concrete instructions for action for various situations in everyday educational life (e.g. hygiene and care, sleeping and rest times, eating situations). These were developed jointly, and are regularly reflected on by the team in terms of their suitability for everyday use and implementation. All employees undertake to comply with these behavioural guidelines. The protection concept and the accompanying protection agreements are, therefore, binding for all facilities and employees without deviation.

#### **4) Prevention**

Prevention refers to all targeted interventions, measures and activities that prevent (or reduce) a certain undesirable behaviour before it occurs. Prevention is also an internal attitude that is reflected in an appreciative and respectful approach to interaction with all children, as well as an appreciative and respectful interaction among the staff. Staff have the opportunity to receive

regular training on the topic of child protection. Working material for the implementation of preventive offers in our daily pedagogical routine is available in every facility. New employees are familiarised with the protection concept as part of their induction.

## **5) Right to lodge a complaint, and complaints management**

We understand complaints as opportunities for change, further development and improvement. Children have an independent right to lodge a complaint about their own concerns. This right to lodge a complaint applies equally to children, parents and staff in our facilities. The right to lodge a complaint gives children the opportunity to confide in the pedagogical staff regarding their worries and concerns, and to experience being taken seriously and receiving help.

Depending on their age and knowledge of the complaint process, children express their concerns in different ways. We therefore pay attention to verbal but also non-verbal signs (facial expressions and gestures) of the complaint and respond carefully and sensitively to the individual forms of expressions. The children have a child-friendly range of complaint channels and can, for example, communicate and get feedback in the context of children's meetings or a grievance box. We would like to pursue a close form of cooperation with the parents, which begins with the first admission interview and continues in regular development meetings and discussions in everyday life. If parents have a complaint, they can contact a cluster leader. The individual facilities are mandated to inform parents about their contact persons in case of a complaint. Each individual staff member also has the opportunity to contribute and lodge a complaint during regular team meetings or staff appraisals.

The aim of complaints management is to create a positive atmosphere characterised by a sense of satisfaction. This includes taking all concerns seriously, investigating complaints and finding solutions that all parties can support. In the event of a complaint, there is an internally defined course of action.

## **6) Intervention in suspected or incident cases**

Our staff have a binding action plan and a regulated procedure on how to proceed in a crisis or dangerous situation. This describes the specific steps to be taken in the event of a suspicious case, and who is to be informed and when. These courses of action are regularly discussed in the teams.

## **7) Cooperation with the parents**

It is important to us that we have a good relationship rooted in trust with the parents, and that they address their concerns directly to the contact persons in the facilities, in order to find joint solutions. The individual aspects of parental work are described in detail in our pedagogical concepts.

## **Closing words**

With our protection concept, we want to ensure child protection in each of our municipal day care centres, and actively work against violence. At least once a year, the team discusses, reviews and develops the pedagogical concept and the protection concept with its resulting tasks within the framework of conceptualisation days. The protection concept is discussed every two years at a joint meeting with the responsible body and the facility's management body, and is updated and adapted if necessary.