North Wootton Academy
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Name of policy:	**Intimate Care and Touching Policy**
Lead member of staff with responsibility for this policy:	Mr J Grimsby
Date of governors meeting when policy agreed:	September 2026
Type of governors meeting:	Academy Council
Date of implementation:	September 2026
Details of dissemination:	This policy is available on our school website. The policy is available for all staff, visitors, pupils and parents.
Frequency for review:	Annually
Next due for review:	September 2027

North Wootton Academy - Intimate Care Policy

This policy aims to ensure that:

- Intimate care is carried out properly by staff, in line with any agreed plans
- The dignity, rights and wellbeing of children are safeguarded
- Pupils who require intimate care are not discriminated against, in line with the Equality Act 2010
- Parents/carers are assured that staff are knowledgeable about intimate care and that the needs of their children are taken into account
- Staff carrying out intimate care work do so within guidelines (i.e. health and safety, manual handling, safeguarding protocols awareness) that protect themselves and the pupils involved

Intimate care refers to any care that involves toileting, washing, changing, touching or carrying out an invasive procedure to children's intimate personal areas.

Seeking parental permission

For children who need routine or occasional intimate care (e.g. for toileting or toileting accidents), parents/carers will be asked to sign a consent form.

For children whose needs are more complex or who need particular support outside of what's covered in the permission form (if used), an intimate care plan will be created in discussion with parents/carers.

Where there is not an intimate care plan or parental consent for routine care in place, parental permission will be sought before performing any intimate care procedure.

If the school is unable to get in touch with parents/carers and an intimate care procedure urgently needs to be carried out, the procedure will be carried out to ensure the child is comfortable, and the school will inform parents/carers afterwards.

Creating an intimate care plan

Where an intimate care plan is required, it will be agreed in discussion between the school, parents/carers, the child (when possible) and any relevant health professionals.

The school will work with parents/carers and take their preferences on board to make the process of intimate care as comfortable as possible, dealing with needs sensitively and appropriately.

Subject to their age and understanding, the preferences of the child will also be taken into account. If there's doubt whether the child is able to make an informed choice, their parents/carers will be consulted.

The plan will be reviewed twice a year, even if no changes are necessary, and updated regularly, as well as whenever there are changes to a pupil's needs.

See appendix 1 for a blank template plan to see what this will cover.

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Sharing information

The school will share information with parents/carers as needed to ensure a consistent approach. It will expect parents/carers to also share relevant information regarding any intimate matters as needed in a manner compliant with GDPR.

Which staff will be responsible

Only EYFS teaching assistants, SEN assistants and Office Staff are asked to complete intimate care. All staff at the school who carry out intimate care will have been subject to an enhanced Disclosure and Barring Service (DBS) with a barred list check before appointment, as well as other checks on their employment history.

How staff will be trained

Staff will receive:

- Training in the specific types of intimate care they undertake
- Regular safeguarding training
- If necessary, manual handling training that enables them to remain safe and for the pupil to have as much participation as possible

They will be familiar with:

- The control measures set out in risk assessments carried out by the school
- Hygiene and health and safety procedures

They will also be encouraged to seek further advice as needed. This will be lead by the EYFS lead and SENDCO as appropriate.

How procedures will happen

For those younger children without an intimate care plan:

- A child is asked if they have had an accident.
- They are invited to go to the toilet where an adult will ask if they would like them to help the child clean themselves.
- If the child is independent, an adult will only provide the new items of clothing required and offer them a bag to place their dirty items inside, standing within the corridor of the toilets.
- If a child needs adult intervention, the adult will ask the child's permission to physically clean their intimate areas. If this involves the genital area, a second adult will be called to supervise.
- This intervention is then recorded in the intimate care folder.
- If a child refuses adult support, a phone call to parents/carers will be made.
- Procedures will be carried out in the EYFS toilets where the doors are permanently held open, behind a screen within the Reception class or the disabled toilet for older children, where sound is recorded at all times.

The school does not have a policy of using male staff with male pupils or vice versa and staffing is more based upon those assigned to the job role. With older pupils, the school will attempt to use staff that the child will be most comfortable with if both gendered staff are available.

For those children with an intimate care plan, the above steps will be taken wherever possible. However, bespoke changes may be needed to meet the needs of the child. These will be agreed in

advance between the SENDCO, Parent/Child and Support Assistant, and documented within the intimate care plan. This in turn, will be reviewed twice a year.

When carrying out procedures, the school will provide staff with:
Wet wipes
Gloves
Aprons (if needed)
Nappy bags
Sanitation bins (where needed)

For pupils needing routine intimate care, the school expects parents/carers to provide, when necessary, a good stock (at least a week's worth in advance) of necessary resources, such as nappies, underwear and/or a spare set of clothing.

Any soiled clothing will be contained securely, clearly labelled, and discreetly returned to parents/carers at the end of the day.

Intimate Injuries
Where there has been an injury to an intimate area, the pupil should be asked to check first out of sight of the adult. If there is a concern that there are injuries present that need to be assessed, the pupil should be taken to the office and parents called, asking if they would like to check themselves, for staff to check (using gender appropriate staff) or they are happy to leave this until they return home. Should parents wish the area checked, this will be completed by two staff without touching within the disabled toilet.

Other Touching
Due to the nature of the children in our care, there may be times in which some form of touching is used to support our pupils. In addition, some of our children may still be learning to understand the appropriateness of physical contact.

It is often appropriate for children to be given some physical contact and comfort, but this must always be offered with the following caution:

- Always ensure there are other adults are around.
- Never show favour to individual children.
- Never touch a child in the area between the waist and mid-thigh or near the chest.
- Never touch a child in a way that could be mis-interpreted as being anything other than friendly appropriate adult-child support.
- Where a child tries to get closer than appropriate, maneuverer the child into a side hug
- Children should not sit on an adult's knee/lap unless there is a clear reason for doing so articulated in the child's intimate care plan.
- Tickling is not appropriate.

Appropriate touches include:

- Hand shakes
- Shoulder hugs
- Hand on the shoulder
- Linked arms
- Holding hands during playtimes or outings within EYFS and Key Stage 1

- Guiding children using “Caring Hands” in lines with Steps Training

Emergency Procedures for Physical Intervention

There may be the occasional times when all other avenues have been explored and physical intervention is needed to enable a teacher’s ‘duty of care’ to all pupils. If a pupil is at risk of becoming a danger to him/herself or others, physical intervention may be necessary. Obviously our first line of approach will be verbal, using a variety of de-escalation techniques, interventions and instructions in line with Steps training.

Where these have not worked, there may be the need to intervene physically to stop someone putting themselves or others in danger. Examples of these could be:

- A child running towards a busy road
- An angry child about to hurt someone through contact or the throwing of objects
- A serious fight
- A child seriously damaging school property

Where this might happen, the intervention must be reasonable, proportionate and necessary. All restrictive physical intervention must be only in response to foreseeable or actual harm; a last resort; least intrusive; and, for the least amount of time.

Pictured below are the ‘holds’ that professionally trained members of staff may need to carry out to move a child from a particular situation. These are in accordance with Norfolk STEPS.

Two Person Elbow Tuck



Lone Worker



Figure of 4



Norfolk Steps techniques seek to avoid injury to the child; however, it is possible that accidental and non-intentional bruising or scratching can occur as an unfortunate out come when trying to maintain safety. Such outcomes are not necessarily an indicator of misappropriation of the technique. Full evaluation and review of such outcomes will be undertaken by a member of the senior leadership team.

With some pupils, we may also need to seek professional training to ensure that we can safely manage a pupil's behaviour. The agreed steps will be recorded within a child's behaviour plan and agreed in conjunction with parents or carers. Please see the behaviour policy for more details.

Once the situation is safe, the staff member must report this to the Principal to record this within the school's 'Bound and Numbered Incident Book'. Parents will be made aware of the situation at this time, asked to meet with the Principal and review the recorded incident.

At times, this may involve a consultation with the LADO to ensure that all agree that this was a necessary and appropriate intervention.

Concerns about safeguarding

If a member of staff carrying out intimate care has concerns about physical changes in a child's appearance (e.g. marks, bruises, soreness), they will report this using the school's safeguarding procedures.
If a child is hurt accidentally or there is an issue when carrying out the procedure, the staff member will report the incident immediately to the Designated (deputy) Safeguarding Lead.
If a child makes an allegation against a member of staff, the responsibility for intimate care of that child will be given to another member of staff as quickly as possible and the allegation will be investigated according to the school's safeguarding procedures.

Monitoring arrangements

This policy will be reviewed by the principal annually and agreed at the initial Academy Council meeting of the year.

Links with other policies

This policy links to the following policies and procedures:

- Accessibility plan
- Child protection and safeguarding
- Health and safety
- SEND
- Supporting pupils with medical conditions

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Appendix 1: template intimate care plan

PARENTS/CARERS	
Name of child	
Type of intimate care needed	
How often care will be given	
What training staff will be given	
Where care will take place	
What resources and equipment will be used, and who will provide them. Are they any known allergies to wipes?	
How procedures will differ if taking place on a trip or outing	
Name of senior member of staff responsible for ensuring care is carried out according to the intimate care plan	
Name of parent or carer	
Relationship to child	
Signature of parent or carer	
Date	
CHILD	
How many members of staff would you like to help?	
Do you mind having a chat when you are being changed or washed?	
Signature of child	
Date	

This plan will be reviewed twice a year.
Next review date:
To be reviewed by:

Appendix 2: template parent/carer consent form

PERMISSION FOR SCHOOL TO PROVIDE INTIMATE CARE	
Name of child	
Date of birth	
Name of parent/carer	
Address	
I give permission for the school to provide appropriate intimate care to my child (e.g. changing soiled clothing, washing and toileting)	☐
I will advise the school of anything that may affect my child's personal care (e.g. if medication changes or if my child has an infection)	☐
I understand the procedures that will be carried out and will contact the school immediately if I have any concerns	☐
I do not know of any allergies that my child may have to wet wipes	☐
I **do not** give consent for my child to be given intimate care (e.g. to be washed and changed if they have a toileting accident). Instead, the school will contact me or my emergency contact and I will organise for my child to be given intimate care (e.g. be washed and changed). I understand that if the school cannot reach me or my emergency contact, if my child needs urgent intimate care, staff will need to provide this for my child, following the school's intimate care policy, to make them comfortable and remove barriers to learning.	☐
Parent/carer signature	
Name of parent/carer	
Relationship to child	
Date	

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