



Norfolk House Nursery

Safeguarding and Child Protection Policy and Procedures

The Safeguarding and Welfare Requirements

3.4 / 3.5 / 3.6 / 3.7 / 3.8 / 3.9 / 3.10 / 3.11 / 3.12 / 3.13

Safeguarding Statement

Children learn best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them. The Safeguarding and Welfare Requirements are designed to support providers in creating settings that are welcoming, safe and stimulating, and where children are able to enjoy learning through play, to grow in confidence and to fulfill their full potential.

Safeguarding children, young people and families is everyone's responsibility. All children deserve the opportunity to achieve their full potential.

At Norfolk House Nursery we intend to safeguard all children both at nursery and in the community, by adopting various Policies and Procedures.

Please see Policies and Procedures

Norfolk House Nursery has a Designated Senior Lead (DSL) whose responsibility is to actively safeguard children and liaise with the Children's Advice and Support Services (CASS) and the Local Safeguarding Children's Board (LSCB). The DSL attends child protection training which enables them to understand and respond to possible signs of abuse and neglect, and is renewed annually. We also endeavor to train the whole senior team (Senior Nursery Nurses, Room Leaders, Deputy Managers)

Child Protection Policy

We intend to protect the children from harm and abuse by adopting the following procedures which are consistent with the following documents:

- Working Together to Safeguard Children (July 2018)
- Birmingham Safeguarding Children Board(BSCB) guidelines (saved on our desktop for up to date

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

information)

- What to do if You're Worried a Child is Being Abused (March 2015)
 - *We also have regard to Keeping Children Safe in Education (September 2018)*
 - Multi-agency statutory guidance on female genital mutilation (April 2016)
- (And all relevant legislation)**

Training

We ensure that all staff, parents and visitors are aware of our Safeguarding and Child Protection Policies and Procedures and provide adequate and appropriate staffing resources and training to meet the needs of the children and ensure that they are able to recognise the possible signs of abuse. Training in safeguarding and child protection takes place annually or sooner if we feel necessary. We also discuss Safeguarding and Child Protection Policies and Procedures regularly at Staff Meetings and Supervisions.

Safe Recruitment

In line with Safeguarding Children and Safer Recruitment in Education September 2016

Application Forms

Applicants who wish to apply for a position at Norfolk House Nursery will need to do so by completing an Application Form. The Application Form will request the applicant to answer questions which we require to process the application. CV's on their own will not be accepted.

Interviews

All applicants will be interviewed by two members of the management team and will be asked the same questions that are set out in our Recruitment Policies and Procedures. Detailed notes will be taken during the interview and filed in their staff folder if they are successful and in a designated folder if not (as per Retention of Documents Policies and Procedures).

Trials

If an applicant is successful following the interview, the applicant will be invited to attend a trial. An enhanced, portable in date (within three years) DBS check must be recorded on the Application Form along with identification prior to the trial commencing. The applicant will not be included in ratio, left unsupervised or carry out any intimate care routines.

Identification

All applicants who are invited to attend an interview must provide identification consisting of one piece of photographic identification, birth certificate (or other suitable documentation) and proof of address. The original (photocopied version will not be accepted) documents must be seen, photocopied and signed by a member of management.

Job Offers

All job offers are subject to two satisfactory references, an enhanced DBS check and the completion of a satisfactory six month probation period in which their performance will be motioned.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

References

At the very least, two satisfactory references (both of which are from the most previous employers) are required to commence employment at Norfolk House Nursery and under no circumstances will the candidate be able to work with children until we have received them. They must have a written signature and a company stamp or compliments slip. The Nursery Manager must also verbally speak to the referee to confirm that they are genuine.

DBS

We require a full enhanced DBS check from all of the staff at Norfolk House Nursery. An application will be made for all staff at Norfolk House Nursery through Capita or the update system. Under no circumstances will a previous DBS be regarded as suitable.

If the applicant is from overseas or has spent time overseas (travelling), checks must be made to ensure that there is no criminal record abroad. The amount of time spent abroad must be discussed in detail and noted. It is recommended that any time spent abroad is checked; however anything under three months is AT the discretion of the Director, Senior Nursery Manager, and the completion of a Risk Assessment.

Probation Period

All new employees employed at Norfolk House Nursery will be placed on a six month probation period. During this time their performance will be monitored and reviews will take place with their Line Manager and/or the Nursery Manager. The six month review will end the probation period and a decision will be made if a permanent contract will be offered.

Policies and Procedures

Policies and Procedures will be reviewed approximately every twelve months or more frequently as required. Regular staff meetings are held and Policies and Procedures are discussed, to ensure that staff have an input and they are fully aware.

Norfolk House Nursery Policies and Procedures are embedded to safeguard the children in our care to the highest standard. They are stored in various locations around the Nursery and also within our 'Virtual Staff Room' that can be accessed through individual staff email accounts.

New Staff and Induction

All new employees will require an induction and we regard this as an extremely important process. The Safeguarding Policy must be first on the agenda of the induction, it must be discussed and understood prior to the staff member working with the children. Norfolk House Nursery implements a training and induction programme for all new staff including agency staff.

Continuous Professional Development, Supervision and Support, and Training Policy

Staff and Norfolk House Nursery have the opportunity to attend training to keep up to date with current legislation, gain more knowledge and share good practice. We have policies which encourage training throughout the nursery in all aspects, from day courses to further education. We will endeavor to support any staff that request further training. It is also the role of senior staff to identify if any member of staff requires training. Norfolk House Nursery implements ongoing Supervision and Support Sessions for all staff with the

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Nursery Manager and/or their Line Manager.

Safeguarding Quiz

Every month the team meet, during this meeting all staff members will be asked to complete a safeguarding quiz. These will then be viewed by the Nursery Manager and any concerns dealt with immediately.

DSL Network Meetings

Both nurseries attend local Network Meetings where good practice is shared between settings.

Security at Norfolk House Nursery

Norfolk House Nursery is safe and secure throughout the premises; we have a robust entry system which does not allow anyone to enter the building without a member of the team identifying them.

Parents will be given a key fob that will allow them to enter through the first (front) door, they will then be required to use the live video camera by ringing their child's room, and every base room has a live video camera to ensure that staff can identify who is entering.

Visitors are asked to report to the front door by pressing the doorbell, a member of management will then answer the door.

Both Nurseries

- ✓ On the initial admission to nursery we ask parents to sign to say that will not allow anyone to follow them in the building.
- ✓ When any parent is authorised to enter the building, staff will require the parent to confirm that no one is behind them.
- ✓ All gates surrounding the nursery will be locked at all times when children are outdoors.
- ✓ All windows have safety catches to ensure entry from the outside is not possible but to also stop the children from exiting.
- ✓ Norfolk House is covered by CCTV and once a month the Nursery Manager must play a recording to ensure that it is in full working order, this is then logged.

Collection of Children

Under no circumstances will any adult be able to collect any child that we do not recognise or has not been authorised to do so. On the initial admission to Norfolk House Nursery we ask for photographs of parents who will be responsible for the collection of the child. In addition to this we request for the authorisation of three additional adults, along with a photograph and password.

We understand that it is not always possible for the parents or carers to collect and therefore have a policy in place in the event of this occurring.

E-Safety

Norfolk House Nursery is aware of the growth of internet use and the advantages this can bring. However is also aware of the dangers, we endeavor to support children, staff and families in using the internet safely.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Within Norfolk House we do this by:

- ✓ Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly.
- ✓ Using approved devices to record/photograph in nursery.
- ✓ Never emailing personal information.
- ✓ Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk/)
- ✓ Ensuring content blockers and filters are on our computers, laptops and any mobile/electronic devices.
- ✓ Ensuring children are supervised using electronic devices.
- ✓ Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'.
- ✓ We encourage staff and families to complete a free online e-safety briefing which can be found at <http://moodle.ndna.org.uk/>

Mobile Phones and other Electronic Devices

The use of mobile phones and any other electronic devices are strictly prohibited at Norfolk House Nursery and **MUST** not to be used within any area of nursery. Staff may use their phone or electronic device on their break however must not leave the staff room. Phones must be switched off during the day (other than on lunch break as above).

A nursery mobile is used for trips and outings however there is no camera option. The phone is stored in the nursery safe and must be signed in and out. No phone numbers (or anything else) should be stored on the phone and the Nursery Manager has responsibility for its use.

The Nursery estate's team has a mobile phone which must only be used for dealings within Norfolk House Nursery and within the hours of the Caretakers working for use with contractors or communication between the team.

Social Media

Norfolk House Nursery recognises that the internet provides unique opportunities to participate in interactive discussions and share information; equally, however, social media can pose a serious safeguarding risk and potentially damage the reputation of the nursery. We have a robust Policy in place that staff are fully aware of. Under no circumstances should staff make any communication with the following on any social media site:

- Norfolk House colleagues
- Norfolk House Pupils (past and present)
- Children's Parents (past and present)
- Children's families (past and present)

Social media is websites and applications that enable users to create and share content or to participate in social networking.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Cameras

Cameras and memory cards are used to capture special moments, and are signed in out of each time they are used. Prior to the nursery being locked up in evening, the Nursery Manager must sign to say they are returned and locked in the safe with the memory card; nursery will not be closed until the camera and memory cards are located. At no point should the camera be left unsupervised or taken out of the base room or garden (unless a risk assessment is conducted). Use of any personal camera or electronic device is strictly prohibited. Photographs will not be stored on the computer or laptops and must be deleted once printed. Printed photographs must not be left around nursery. Photographs will not leave the nursery and children's packs will be checked to ensure that parents have authorised for photographs to be taken.

Visitors

All visitors are required to book an appointment and will require photographic identification prior to entering. Visitors, like the staff, parents and family members, are not permitted to use mobile phones, cameras or electronic devices around the nursery. Visitors are not authorised to access through the intercom and must be greeted at the door by a member of management. Visitors will be informed of what to do if they are concerned about a child, and shown the Safeguarding Board with the relevant information. The Fire Action Plan must also be explained.

Equal Opportunities

Our nursery is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. We are committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

Whistle Blowing

All staff have access to our Whistle Blowing Policy and Procedures, which enables them to share any concerns that may arise.

Babysitting

We do not permit staff to babysit and have stated this within our Terms and Conditions.

Concerns about children

We acknowledge that abuse of children can take different forms-physical, emotional, sexual and neglect and signs of these could include the following:

- Significant changes in children's behavior, performance or attitude;
- Deterioration in children's general wellbeing;
- Unexplained bruising, marks or signs of possible abuse or neglect;
- Children's comments which give cause for concern;
- Has an injury which is not typical of the bumps and scrapes normally associated with children's injuries;
- Regularly has unexplained injuries;
- Frequently has injuries (even when apparently reasonable explanations are given);
- Gives confused or conflicting explanations on how injuries were sustained;

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

- Indulges in sexual behavior which is unusually explicit and/or inappropriate to his/her age;
- Discloses an experience in which he or she may have been harmed;
- Gives other cause to believe that he or she may be suffering any harm, neglect or abuse;
- Any reason to suspect neglect or abuse outside the setting, for example in the child's home.

This list is not exhaustive

Physical Abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional Abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

This is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health development / neglect may occur during pregnancy as a result of maternal substance abuse. Once the child is born it may involve a parent failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- Protect a child from physical and emotional harm or danger;
- Ensure adequate supervision (including the use of inadequate care-givers)

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

- Ensure access to appropriate medical care or treatment it may also include neglect of or, unresponsiveness to, a child's basic emotional needs.

This is not a definitive list; we are aware of and would respond to other types of abuse

Definitions taken form HM Government 'Working together to Safeguard Children 2018'

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by an adult. The adult may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

The Prevent of Duty

From July 2015 all schools, registered early year providers, and registered later years childcare providers, are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being draw into terrorism". Norfolk House Nursery has regard to this and will aim to equip the staff to identify children at risk of being drawn into terrorism. Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police.

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons) or actions that lead staff to be worried about the safety of a child in their care.

Staff are made fully aware of this duty and if any member of staff has concerns that a child or young person or adult may be at risk of radicalisation or involvement in terrorism, they should speak with the Designated Senior Lead (DSL) and it will be dealt with under the child protection procedures outlined in this policy.

Children of Substance Misusing Parents/Carers

Misuse of drugs and/or alcohol is strongly associated with significant harm to children, especially when combined with other features such as domestic violence.

If we receive information about drug or alcohol abuse by a child's parents, it will be dealt with under the child protection procedures outlined in this policy.

This is particularly important if the following factors are present:

- ✓ Use of the family resources to finance the parent's dependency, characterised by inadequate food, heat and clothing for the children.
- ✓ Children exposed to unsuitable caregivers or visitors, e.g. customers or dealers
- ✓ The effects of alcohol leading to an inappropriate display of sexual and/or aggressive behaviour.
- ✓ Chaotic drug and alcohol use leading to emotional unavailability, irrational behaviour and reduced parental vigilance.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

- ✓ Disturbed moods as a result of withdrawal symptoms or dependency.
- ✓ Unsafe storage of drugs and/or alcohol or injecting equipment.
- ✓ Drugs and/or alcohol having an adverse impact on the growth and development of the unborn child.

Domestic Abuse

We consider we have a duty of care to everyone and if we have any concerns about any adults and will follow the same policies and procedures. If we have reason to believe a child may be subject to domestic abuse it will be dealt with under the child protection procedures outlined in this policy.

Peer on Peer Abuse

Peer on peer abuse can manifest itself in many ways. This can include sexual bullying, being coerced to send sexual images, sexual assault and teenage relationship abuse. There are clear links with sexual exploitation and domestic abuse.

This form of abuse will not be tolerated and victims will be appropriately supported. Any indication that a child has suffered from peer on peer abuse will be dealt with under the child protection procedures outlined in this policy. Consideration will need to be given to the welfare of both the victim(s) and perpetrator(s) in these situations.

Child Sexual Exploitation (CSE)

Child Sexual Exploitation involves exploitative situations, contexts and relationships where young people receive something (for example food, drugs, alcohol, gifts or in some cases simply affection) as a result of engaging in sexual activities.

Exploitation is marked out by an imbalance of power in the relationship and involves varying degrees of coercion, intimidation and sexual bullying including cyberbullying and grooming.

If CSE is suspected, it will be dealt with under the child protection procedures outlined in this policy.

Children with Special Educational Needs and/or Disabilities (SEND)

Statistically, children with special educational needs and/or disabilities (SEND) are most vulnerable to abuse. Staff will support children with SEND and use their knowledge of the individual child to ensure that signs and indicators of abuse are recognised and acted upon quickly & sensitively. Children who have difficulty with expressive language may be particularly vulnerable to abuse so staff will be alert to changes in behaviour and other possible signs of abuse. Staff supervision must be vigilant enough to create a protective ethos around the child.

Female Genital Mutilation (FGM)

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother; and/or death. FGM is internationally recognised as a violation of the human rights of girls and women, and is illegal in most countries, including the UK.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Norfolk House takes these concerns seriously and staff will be made aware of the possible signs and indicators that may alert them to the possibility of FGM. There is statutory duty for professionals in England and Wales to report ‘known’ cases of FGM in under-18s which they identify in the course of their professional work to the police. (Multi-agency statutory guidance on female genital mutilation, April 2016).

Where there is a concern about a child in relation to FGM it will be reported in line with our child protection procedures outlined in this policy. If the concerns are based on more concrete evidence, i.e. the young person says this is going to happen to them or that it has happened to them or a family member, we will report this to the police immediately.

Five signs to look out for (particularly for organisations such as health and education)

1. The family belongs to a community which practices FGM
2. The family is making plans to go on holiday / requested extended leave from school
3. The child talks about a forthcoming special celebration
4. The child / woman may have difficulty walking or sitting
5. Their own mother or other siblings have had FGM

We are also aware and have regard to wider safeguarding issues:

- Bullying
- CSE/Trafficking
- Impact on New Technologies on sexual behavior
- Gang and youth Violence
- Children missing Education
- Children Missing (home or care)_
- Relationship abuse
- Private Fostering
- Prevent Radicalisation
- Modern Day slavery
- Forced Marriage/HBA/FGM
- FII
- Faith abuse
- Gender based violence against woman and girls
- Hate
- Mental Heath
- Sexting
- Sexual Violence and Sexual harassment
- Children and Court System/Family in Prison.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

What to do if you are concerned about a child

If you are concerned or worried about a child or a child makes a disclosure, you **MUST ALWAYS** discuss this with the **DSL (Designated Senior Lead) immediately and record it on a CR8**. The DSL (Designated Senior Lead) will then decide if the concern/s should be referred to Children's Advice and Support Services (CASS), this may be done without prior consent or discussion with the parents. **When raising a concern we will ensure we look at the children's needs in relation to the 'Right Help Right Time' model.**

If you still have concerns or wish for reassurance that your actions are appropriate, you or the DSL (Designated Senior Lead) should discuss your concerns by phoning Children's Advice and Support Services (CASS),

If there are any concerns about children's safety or welfare, agencies with statutory responsibility must be contacted without delay. This means Children's Advice and Support Services (CASS), and in emergencies the Police.

All staff must remember: it is not your responsibility to decide whether a child is being abused, if you have concerns, suspicion or doubt then do not delay in notifying Children's Advice and Support Services (CASS),

Children's Advice and Support Services (CASS)

A team which co-locates key safeguarding agencies with a better view to better identifying risks to children, and improving decision making, interventions and outcomes. CASS enables the multi-agency team too appropriately review their information system, share appropriate information in a secure environment, and ensure that the most appropriate response is provided to effectively safeguard and protect the child.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff must:

- Offers reassurance to the child;
- Listen to the child
- Gives reassurance that she or he will take action;
- Gently question without interrogating and do not assure the child that they will keep secrets or make other promises.

Record Keeping

In making any record, it must be considered why the recording is being carried out, who will read it and when. A record may be read a few days after being written, a year later or twenty years later. It is therefore necessary to record in such a way that someone reading the record is able to obtain a clear account, e.g. by giving full names and designations of professionals involved. A CR8 must be used to record and will contain the following:

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

- Child's full name;
- Child's Date of birth;
- Date and time of the observation or the disclosure;
- Exact words spoken by the child;
- Exact position and type of injuries or marks seen;
- Exact observation of an incident including any other witnesses;
- Name of person to whom the concern was reported, with date and time; and the names of any other person present at the time;
- Action taken.

Contacts sheets are used for any contact with parents, carers, Health Visitor, Social Workers, Ofsted etc.

Ensure the records accurate, clear and can be understood.

These records should be signed by the person reporting, the person reporting to DSL, the DSL and the Nursery Manager. They must be dated and filed confidentially in line with Data Protection/GDPR in the child's folder which contains all information relating to that individual child. Any safeguarding and child protection documentation must be set to their next setting by recorded delivery only.

Holiday and Absence Slips

We ask that parents notify us of any holidays or days where children will be absent, by completing a slip, they are situated on every Notice Board. If this is a short term absence e.g. they are ill or having a day out, parents are asked to call the nursery where a member of staff will complete the form. If no contact is made the parents will be contacted and a contact form will be completed by a staff member.

External Injury Form

We ask that any injury sustained outside of nursery is reported and parents are asked to complete a form, detailing information about the injury and how it occurred. These forms are filed within the child's accident/incident file and are monitored ongoing. Monthly audits are also completed, the Health and Safety Coordinator assesses all accidents/incident and takes action if required.

Professional Disagreements

A disagreement may arise between practitioners about the interpretations of the known facts, about the nature and severity of the risk to a child and/or about the most appropriate means to reduce risk.

It is important that a professional discussion takes place to identify areas of agreement and disagreement.

ANY member of staff can and MUST make a referral if they are in disagreement with the DSL and feels concerned about a child.

Disagreement may also arise at the referral stage when a referral is being made and that there is clear evidence that a child is at risk, but CASS feel that it does not meet the criteria. If the person making referral is unhappy about the response, they should discuss the issue with the team manager in CASS

Remember that everyone has the right and responsibility to make a referral.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Referrals

Where there are safeguarding or child protection concerns, we will contact the Children Advice and Support Service (CASS) on **0121 303 1888** and in those very rare emergencies which require an instant response, we will contact the police on 999.

1. To make a referral to CASS we will either call the Children's Advice and Support Services (CASS), and then put it in writing using a Request for Support Form on the same day or;
2. Send (by email) a Request for Support Form ensuring they have received it before nursery closes that same day.

We will type up the Request for Support Form, save it as a word document and email it to the Children's Advice and Support Services (CASS). The referral form will be screened and staff must ensure that they receive an email confirming receipt of the Request for Support Form.

Where to email your Request for Support Form:

- If you have access to secure email: secure.CASS@birmingham.gcsx.gov.uk
- If you do not have access to secure email: CASS@birmingham.gov.uk

****Please only send your completed Request for Support Form to one email box****

Request for Support Forms can be found on the www.lscbbirmingham.org.uk

Remember it's important to make contact by telephone as you may need advice on any action that may need to be implemented by Norfolk House, especially if you feel the child is in danger or risk of harm.

We will also:

- Have to hand all the details regarding the family and any notes/recordings that we may have.
- If a referral is made by telephone we will confirm it in writing the same day and ensure that we receive written acknowledgement to ensure that they have received the referral (the same day).
- Use the correct paperwork but keep all original notes/records.
- We will ensure that we take names and make accurate recordings of any conversation.
- Protect any one in our setting who is under the age of 18 by our Safeguarding and Child Protection Policy and Procedures.
- Ensure Policies and Procedures are also be implemented to protect students under the age of 18.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

- Inform Ofsted as soon as referral has been made and keep them up to date.

Questions to ask when making a referral:

- What is your name and position (social worker, professional who you are speaking to)?
- What more do I need to do?
- How will you let me know what is going to happen next?
- Who should I speak to if I am not happy with what you say or do?

If it is decided not to make a referral, it must still be recorded on a CR8, signed and dated and kept in the child’s folder that is stored within the office and is kept securely and confidentially.

Informing Parents

Generally parents should be the first point of call when we want to discuss a concern and seek their agreement in making a referral. However if such discussion would place the child at an increased risk of significant harm then this discussion should not take place and the referral should be made without the knowledge of the parents.

If you are not confident about discussing your concerns with the parents you should initially seek advice and reassurance from CASS where a social worker or another professional will provide further guidance.

There may be times when you see something of concern in respect of a child in the course of your work, but you have no direct contact with the family. In these circumstances it would be appropriate to contact The Children’s Advice and Support services (CASS) or the police without discussing it with the family.

It is important that when parents are informed that it is done so in a space that is private and where you will not be disturbed. Two members of staff must be present. This will be a difficult situation and it is important staff stay calm and support the parent/s and each other.

All conversations must be logged.

It may be decided that the family requires Early Help

What do we mean by Early Help?

Early Help means taking action to support a child, young person or their family early in the life of a problem, as soon as it emerges. It can be required at any stage in a child’s life from pre-birth to adulthood, and applies to any problem or need that the family cannot deal with or meet on their own. It also applies to all children and young people, with any form of need.

Early Help requires that agencies work together as soon as a problem emerges or a need is identified to ensure the child gets the right response, and the right services, from the right people at the right time. The aim is to meet needs early and avoid a problem escalating or the need increasing.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Early Help can be provided in the most complex of circumstances as well as the simplest. Early help means responding promptly if a child is at immediate risk of harm (or has other significant or complex needs) as much as it means responding to a need which only requires advice or guidance.

As soon as it is identified that a child/family has any additional needs which may require the involvement of more than one professional, staff (Key Person and Nursery Manager) should talk to family and offer advice and support. A Family Early Assessment Form assessment must be completed and should be in line with advice and guidance from the Birmingham Safeguarding Children's Board, [Right Help, Right Time Framework](#). The aim of this assessment is to work consensually with the family to share strengths and difficulties. Wherever possible, the needs of children and families will be met by universal services.

Early Help Support Team can be contacted on 0121 303 8117 to find out if an Early Help Assessment is available and any current Lead Professional details.

Telephone support is available from the Early Help Support Team on 0121 303 8117.

What if I am not sure about the Right Help, Right Time level of need?

If you are unclear or want guidance on what steps to take, you should discuss this with the Designated Safeguarding Lead (DSL). Additional advice can then be sought from the Children's Advice and Support Service (CASS) by calling 0121 303 1888

When complete please send the Family early Assessment Form, to Early Help Support Team:-
ehst@birminghamchildrenstrust.co.uk

If a secure email account, please use
secure.ehst@birmingham.gcsx.gov.uk

We will work with the family and other professionals in order to support the family.

Information Sharing and Confidentiality

Information sharing is important as it:

- gets the services the child needs, when they need them;
- achieves positive outcomes;
- ensures welfare is safeguarded;
- ensures effective and efficient services that are coordinated around individual needs.

All suspicions and concerns must be kept confidential, secure and shared with only those who need to know. Any information is shared under the guidance of the Local Safeguarding Children's Board and in line with the Data Protection and GDPR.

All safeguarding and child protection files should be transferred to the new setting/school as soon as possible following a meeting, and must be separate the child main files. It must be a secure transit and a confirmation receipt must be obtained.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Working with Families

At Norfolk House Nursery:

- We believe in building trusting and building supportive relationships with families, staff in our setting.
- We make clear to parents our roles and responsibilities in relation to child protection such as reporting concerns, providing information, monitoring of the child and liaising at all times with The Children's Advice and Support Service (CASS).
- We will normally contact the parents unless we feel that it would put the child/children in more danger.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- At Norfolk House Nursery we also acknowledge that at some point some families may need support and therefore we aim to offer guidance and support. This could be through local Children's Centre's, Family Support Hubs, Early Help, other supporting agencies etc

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Concerns about Persons in the Position of Trust

Staff, DSL, Visitors, students (not exhaustive)

LADO - Local Authority Designated Officers (Position of Trust - Child Safeguarding Concerns)

Birmingham City Council have a Local Authority Designated Officer (LADO) Team who will:

- Receive reports about allegations and to be involved in the management and oversight of individual cases;
- Receive reports about allegations and to be involved in the management and oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations, including faith based educational settings;
- Liaise with the police and other agencies; Monitor the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process;
- Provide advice and guidance to employers in relation to making referrals to the Disclosure and Barring Service (DBS) and regulatory bodies such as Ofsted, the GMC etc. and
- Chair strategy meetings where there is concern about a person in a position of trust.

We will not attempt to do our own investigation and will follow the following procedures:

- If a concern arises against any person in the position of trust and a query as to their suitability to work with children has been identified, the DSL should immediately be informed.
- The Local Authority Designated Officers (LADO team) must be contacted on 0121-675-1669 (If out of hours contact the Emergency Duty Team -0121 675-4806). If an emergency the Police must be called on 999.
- All details of the person must be to hand.
- The Local Authority Designated Officers (LADO) will ask for details and a Referral and Advice Form to be completed.
- This must be typed on a Referral and Advice Form, saved as a word document and emailed it to the Local Authority Designated Officers (LADO). The referral form will be screened and staff must ensure that they receive an email confirming receipt of the Referral and Advice Form

Where to email your Referral and Advice Form to:

- If you have access to secure email: Lado.secure@birmingham.gcsx.gov.uk
- If you do not have access to secure email: Ladoteam@birmingham.gov.uk

****Please only send your completed Referral Form to one email box****

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Referral and Advice Forms can be found on the www.lscbbirmingham.org.uk

- It will then be decided by the **Local Authority Designated Officers (LADO Team)** what the next course of action will be.
- If it doesn't meet the threshold, any incident will be dealt with internally.
- Where the concerns are about the DSL or the person in charge, management must be informed immediately.
- We will not at any point inform the person about the nature of the allegations.
- The person will be removed from any direct contact with the children. A Risk Assessment will determine if or not the person will need to be suspended (this is not automatic). If suspended we will do so without prejudice (if a member of Norfolk House Staff).
- We will delegate an appropriate person from Norfolk House with the skills needed to offer support to the person during his/her suspension and reinforce the importance of confidentiality within that role.
- The **Local Authority Designated Officers (LADO team)** helps co-ordinate information-sharing with the right people and will also monitor and track any investigation, with the aim to resolve it as quickly as possible.
- If the parent of the child is not already aware of the concern we will immediately inform them and keep them up to date.
- We will inform Ofsted of the allegations being made and keep them up to date.
- We will fully cooperate at all times with any independent investigation which may include a multi-agency 'position of trust co-ordination meeting' and will take on board any advice given in relation to the allegation.
- If the allegation is founded, we will undertake our own organisation's disciplinary procedure process. If this leads to dismissal we will refer the individuals name to the Independent Safeguarding Authority (ISA) for them to decide if the individual is suitable to continue to work with children.
- If it is not proven we will follow any advice given.
- If an allegation is determined to be false, the DSL will refer the matter to CASS to determine whether the child concerned is in need of services, or may have been abused by someone else. In the rare event that an allegation is shown to have been deliberately invented or malicious, the Senior Nursery Manager will consider whether any disciplinary action is appropriate against the person who made it, or the police should be asked to consider whether any action might be appropriate against the person

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

responsible if s/he was not a child.

- In cases where it is decided on the conclusion of the case is that a person who has been suspended can return to work, the nursery will consider how best to facilitate that. We appreciate that most people will benefit from some help and support to return to work after a very stressful experience. Depending on the individual's circumstances, a phased return and/or the provision of a mentor to provide assistance and support in the short term may be appropriate. The nursery will also consider how the person's contact with the child or children who made the allegation can best be managed if they are still attending the nursery.

Should a parent or visitor have a concern about a member of staff/person in a position of trust they should report this to the DSL/. If it is about this person then they should contact the Local Authority Designated Officers (LADO) on 0121 675 1669.

Please note the above procedures must be carried out whether the allegations relate to harm or abuse on the premises or elsewhere.

We will also:

- Have to hand all the details regarding the family and any notes/recordings that we may have when contacting the **Local Authority Designated Officers (LADO team)**.
- If a referral is made by telephone we will confirm it in writing the same day and ensure that we receive written acknowledgement to ensure that they have received the referral (the same day).
- Use the correct paperwork but keep all original notes/records.
- We will ensure that we take names and make accurate recordings of any conversation.
- Protect any one in our setting who is under the age of 18 by our Safeguarding and Child Protection Policy and Procedures.
- Ensure Policies and Procedures are also be implemented to protect students under the age of 18.

Questions to ask when making a referral:

- What is your name and position (social worker, professional who you are speaking to)?
- What more do I need to do?
- How will you let me know what is going to happen next?
- Who should I speak to if I am not happy with what you say or do?

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

LADO - Local Authority Designated Officers (Position of Trust - Child Safeguarding Concerns)

Staff Responsibilities

It is the responsibility of any member of staff who witnesses any inappropriate conduct/behaviour between any adult/s and child or adults and adults to report this to the DSL. This also includes inappropriate behavior displayed by others members of staff, or any other person working with children. For example, inappropriate sexual comments; excessive one to one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. If the concern is regarding the Director, Senior Nursery Manager, Nursery Manager or the Deputy Manager, staff should contact the LADO team and follow their guidance. Ofsted must also be informed. All contact numbers are contained in this policy.

Inappropriate conduct/behaviour include: ***THIS LIST IS NOT EXHAUSTIVE***

- Inappropriate use of language.
- Inappropriate/rough handling of a children.
- Smacking, slapping, biting, pushing etc.
- Leaving children in a distressed state.
- Force feeding a child.
- Denying children food or drink.
- Putting them in physical danger e.g. not using a harness in a highchair.
- Not following the correct First Aid and Health and Safety procedures.
- Humiliating children.
- Shouting at and intimidating a child.
- Leaving children alone/unattended.
- Physically restricting a child (when NOT for safety).

Failure to immediately inform the DSL (Designated Senior Lead) or the person in charge of any abuse or potential abuses witnessed will result in disciplinary action.

Hayley Fox is the DSL support and must be made fully aware of all of the above.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

Important Contact Numbers

Hayley Fox (based at both Nurseries)
Senior Nursery Manager- Designated Senior Lead Support

Norfolk House Nurseries

3 Norfolk Road
Edgbaston
Birmingham
B15 3PS
☎ 0121 452 1485

28 Harborne Road
Edgbaston
Birmingham
B15 3AA
☎ 0121 454 8714

Alison Galbraith
Nursery Manager - Designated Senior Lead (DSL)
28 Harborne Road
Edgbaston
Birmingham
B15 3AA
☎ 0121 454 8714

Rosie Phipps
Nursery Manager - Designated Senior Lead (DSL)
3 Norfolk Road
Edgbaston
Birmingham
B15 3PS
☎ 0121 452 1485

The Children's Advice and Support Service (CASS):

☎ 0121 303 1888
Email: If you have access to secure email: secure.CASS@birmingham.gcsx.gov.uk

If you do not have access to secure email: CASS@birmingham.gov.uk
Emergency Duty Line: ☎ 0121 675 4806 (out of hours)

If any child lives outside of Birmingham, CONTACT the above numbers, they will give advice and contact numbers for other Boroughs should you need them.

Early Help Support Team: ☎ 0121 303 8117. ehst@birminghamchildrenstrust.co.uk
If a secure email account, please use secure.ehst@birmingham.gcsx.gov.uk

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		

The Local Authority Designated Officers (LADO)

Duty Line on: ☎ 0121 675 1669

Emergency Duty Line: ☎ 0121 675 4806 (out of hours)

Birmingham Safeguarding Children Board

PO Box 17340

BIRMINGHAM

B2 2DR

☎ 0121 464 2612

Email: contactus@lscbbirmingham.org.uk

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2W

enquiries@ofsted.gov.uk

☎ 0300 123 1231

Police

Harborne Police Station

Rose Road

Birmingham

B17 9LL

☎ 0345 113 5000/ 101

In emergencies ☎ 999

www.west-midlands.police.uk/np/birminghamsouth/

Birmingham Safeguarding Children Board website

The website contains very useful and important information and we encourage staff to ensure that regular research the documents.

The DSL's and DSL support must visit the website monthly and discuss any updates or changes, informing staff and updating this policy where necessary.

The Nursery Manager must update the Safeguarding Board often with details of Children Centre's Family Support Groups, general safety advice etc.

This Policy and Procedure was reviewed in August 2019 by Hayley Fox, Senior Nursery Manager	Date for next review: August 2020	Date Sent to Director: August 2019
Date sent to Nursery Manager: August 2019	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 05/08/2019		