Norfolk House Nursery

Safeguarding Policy and Procedure

The Safeguarding and Welfare Requirements
3.1 / 3.2 / 3.2 / 3.4 / 3.5 / 3.6 / 3.7 / 3.8 / 3.9 / 3.10 / 3.11 / 3.12 / 3.13 / 3.14 / 3.15 / 3.16

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

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 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 fulfil their full potential.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing impairment of children's mental and physical health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children
- Taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.
  (Definition taken from the HM Government document 'Working together to safeguard children 2023).

At Norfolk House Nursery, we intend to safeguard all children both at nursery and in the community, by

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adopting various Policies and Procedures. Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other 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 endeavour to train the whole senior team (Room Leaders and 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:

- Children Act 1989 and 2004
- Child Care Act 2006 (amended 2018)
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) January 2024
- Data Protection Act 2018
- Counter Terrorism and Security Act 2015
- Prevent Duty 2011
- Inspecting Safeguarding in Early Years, Education and Skills Settings 2019
- Working Together to Safeguard Children December 2023
- Birmingham Safeguarding Children Partnership (BSCB) guidelines (saved on our desktop for up to date information)
- What to do if You're Worried a Child is Being Abused March 2015
- Keeping Children Safe in Education 2022
- Multi-agency statutory guidance on female genital mutilation 2016 (updated 30/07/2020)
  (And all relevant legislation)

This list is not exhaustive and documents may be updated in between the reviewing of this policy.

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct

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- Ensure all staff are able to identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe, secure and happy environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Staff working on the frontline with children and families are often the first people to identify a concern, observe changes in a child's behaviour or receive information relating to indicators of abuse. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for, family support, health professionals including health visitors or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The nursery aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that develops and builds children's well-being, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and develop positive relationships.
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children (peer on peer) through bullying or discriminatory behaviour.
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND), isolated families and vulnerabilities in families; including the impact of toxic trio on children and Adverse Childhood Experiences (ACE's).
- Ensure that all staff feel confident and supported to act in the best interest of the child; maintaining professional curiosity around welfare of children and share information, and seek the help that the child may need at the earliest opportunity.
- Ensure that all staff are familiar and updated regularly with child protection training and procedures

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and kept informed of changes to local/national procedures.

- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out.
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest.
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times and maintaining safeguards around the use of technology by staff, parents and visitors in the setting.
- Ensure that children are never placed at risk while in the charge of nursery staff.
- Identify changes in staff behaviour and act on these.
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on the nursery premises including reporting such allegations to Ofsted and other relevant authorities including the local authority.
- Ensure parents are fully aware of child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur.
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements.

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, Supervisions and day to day checks.

All staff must complete the Right Help, Right Time Framework Training on the Birmingham Safeguarding Children Partnership and read part one of *keeping children safe in Education September 2023*

Safer Recruitment

In line with Keeping Children Safe in Education September 2023

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 (who must have completed Safer

Recruitment training) 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.

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 performance will be motioned.

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 or the Nursery Administrator 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 for all staff at Norfolk House Nursery will be made through Matrix or the update system. A DBS completed by previous employers/college etc. (not exhaustive) will not be regarded as suitable.

If the applicant is from overseas, or has spent time overseas (travelling etc.), 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 be 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 are reviewed approximately every twelve months or more frequently as required. Regular staff meetings are held where Policies and Procedures are discussed. Staff are encouraged to be involved with the review of all Policies and Procedures.

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 and Child Protection Policy and Procedure must be first on the agenda, and 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 and students.

Continuous Professional Development, Supervision and Support, and Training Policy

Staff at 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 endeavour to support any staff that request further training. It is 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 Nursery Manager and/or their Line Manager.

Safeguarding Quiz

Every month the team meet, during the meeting all staff members will be asked to complete a safeguarding quiz. The Nursery Manager will go through the answers and any concerns will be dealt with immediately.

DSL Network Meetings

Senior Staff attend local Network Meetings where good practice is shared between settings.

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Security at Norfolk House Nursery

Norfolk House Nursery is safe and secure throughout the premises; we have a robust entry system that does not allow anyone to enter the building without a member of the team identifying them. All parents are issued with a key fob that will only allow access through the front 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, we are also aware of the dangers, we endeavour to support children, staff and families in using the internet safely.

Norfolk House, 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

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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 Devises

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.

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 and we therefore have a robust policy. 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.

Cameras

Cameras and memory cards are used to capture special moments, and are signed in/out of the Nursery Managers Office each time they are used. Prior to the nursery being locked up in the evening, the Nursery Manager must check and sign to say they are returned and locked in the safe with the memory card; the nursery must 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 must not be stored on the computer or laptops and must be deleted once printed. Printed photographs must not be left around the

nursery. Photographs will not leave the nursery and children's packs must 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 should 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.

Types of abuse

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or more rarely, a stranger. This could be an adult or adults, another child or children.

What to do if you're worried a child is being abused (advice for practitioners) 2015 and Working Together to Safeguard Children (2023)

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

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Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.
- Significant changes in children's behaviour, 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;
- Indulges in sexual behaviour 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.

Not exhaustive

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

Emotional states:

- Fearful
- Withdrawn
- Low self-esteem.

Behaviour:

- Aggressive
- Oppositional habitual body rocking.

Interpersonal behaviours:

- Indiscriminate contact or affection seeking
- Over-friendliness to strangers including healthcare professionals

- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parental or carer disapproval
- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed
- Coercive controlling behaviour towards parents or carers
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental or carer distress.

  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 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.

If a child is being sexually abused you may see both emotional and physical symptoms.

Emotional signs:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age.
- Personality changes such as becoming insecure or clingy.
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys.
- Sudden loss of appetite or compulsive eating.
- Being isolated or withdrawn.
- Inability to concentrate.
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer.
- Becoming worried about clothing being removed.
- Suddenly drawing sexually explicit pictures or acting out actions inappropriate for their age.
- Using sexually explicit language.

Physical Signs:

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy

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).
- 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

Definitions taken from 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, family member, comments causing concern 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.

County Lines

The National Crime Agency (NCA) describe county lines as a term used to describe gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of 'deal line.' Customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment.

Offenders will often use coercion, intimidation, violence (including sexual violence) and weapons to ensure compliance of victims. Children can be targeted and recruited into county lines in a number of locations including schools, further and higher educational institutions, pupil referral units, special educational needs schools, children's homes and care homes.

Signs and indicators to be aware of include:

- Changes in the way young people you might know dress.
- Unexplained, sometimes unaffordable new things (e.g. clothes, jewellery, cars etc.).
- Missing from home or schools and/or significant decline in performance.
- New friends or relationships with those who don't share any mutual friendships with the victim or anyone else.
- May be carrying a weapon.
- Receiving more texts or calls than usual.
- Sudden influx of cash, clothes or mobile phones.

- Unexplained injuries.
- Significant changes in emotional well-being.
- Young people seen in different cars/taxis driven by unknown adults.
- Young people seeming unfamiliar with your community or where they are.
- Truancy, exclusion, disengagement from school.
- An increase in anti-social behaviour in the community.
- Unexplained injuries.
- Gang association or isolation from peers or social networks.
  Not exhaustive

Children of Substance Misusing Parents/family

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.
- 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.
  Not exhaustive

Domestic Abuse

We have a duty of care to everyone, if we have any concerns about any adults we will follow the same policies and procedures. If we have reason to be 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 policies and 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 policies and 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.

If suspected, it will be dealt with under the policies and procedures outlined in this policy.

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 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.

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 policies and

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
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

Child abuse linked to faith or belief (CALFB)

Child abuse linked to faith or belief (CALFB) can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs).
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and Dakini (in the Hindu context).
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies.
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune.

If suspected, it will be dealt with under the policies and procedures outlined in this policy.

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

- Bullying
- CSE/Trafficking
- Breast ironing/flattening
- Cuckooing
- Impact on New Technologies on sexual behaviour
- Gang and youth Violence
- Children missing Education
- Children Missing (home or care)
- Relationship abuse
- Private Fostering

- Prevent Radicalisation
- Modern Day slavery
- Forced Marriage// Honour Based Abuse
- 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.
- Affluent

Not exhaustive

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, the DSL MUST 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 immediately. 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 to 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.

Responding to a spontaneous disclosure from a child

If a child starts to talk openly to a member of staff about abuse they may be experiencing then staff must:

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- Give full attention to the child/young person
- Keep body language open and encouraging
- Be compassionate, be understanding and reassure them their feelings are important. Phrases such as 'you've shown such courage today'
- Take time and slow down: respect pauses and do not interrupt the child – let them go at their own pace
- Recognise and respond to their body language
- Show understanding and reflect back
- Make it clear you are interested in what the child is telling you
- Reflect back what they have said to check your understanding – and use their language to show it's their experience.
- Reassure the child that they have done the right thing in telling you. Make sure they know that abuse is never their fault.
- Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.
- Never make false promise (e.g. that you will not tell anyone).
  Information taken from NSPCC

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 must contain the following:

- Childs 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.

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

Ensure the records are accurate, clear and can be understood.

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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 sent 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 and a member of staff will complete the form. If no contact is made the parents will be contacted daily and a contact form must be completed by the staff member making the call.

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/incidents and acts where required. All external injuries must be reported to the Nursery Manager.

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 take 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 feel 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 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.

Referrals

Where there are safeguarding or child protection concerns, we will contact the Children Advice and Support Service (CASS) on 0121 303 1888, Emergency out-of-hours
Telephone: 0121 675 4806 and in those very rare emergencies which require an instant response, we will contact the police on 999.

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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 CASS have received it Prior to the nursery closing the very same day.

Request for Support Form will be completed, saved as a word document and emailed 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 is important to make contact by telephone, as you may need advice on any action that may need to be taken 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.

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

- Question and challenge if not happy with the outcome.

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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/families

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 The Children's Advice and Support services 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 family 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.

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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.

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 Partnership, **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.

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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 from the child main files. It must be a secure transit and a confirmation receipt must be obtained.

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.

Concerns about Persons in the Position of Trust

Staff, DSL, Visitors, students, teachers, other professionals (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.
- 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.

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

- If a concern arises against any person in a 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.childrenstrust.gov.uk

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

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 does not meet the threshold, the 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 accused about the nature of the allegations.
- The person will be removed from any direct contact with the children. A Risk Assessment will determine if 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.

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- 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 upheld, we will undertake our own organisation's disciplinary procedure process. If this leads to dismissal we will refer the individuals name to the Disclosure and Barring Service. DBS) 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 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.
- Question and challenge if not happy with the outcome.

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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?

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 it to the DSL. This also includes inappropriate behaviour 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.

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Important Contact Numbers

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

Norfolk House Nurseries

3 Norfolk Road	28 Harborne Road	4 Oxford Road
Edgbaston	Edgbaston	Moseley
Birmingham	Birmingham	Birmingham
B15 3PS	B15 3AA	B13 9EH
☎ 0121 452 1485	☎ 0121 454 8714	☎ 0121 758 8080

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

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

Rosie Phipps
Nursery Manager - Designated Senior Lead (DSL)
4 Oxford Road
Moseley
Birmingham
B13 9EH
☎ 0121 758 8080

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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
The Local Authority Designated Officers (LADO)

Duty Line on: ☎ 0121 675 1669
Emergency Duty Line: ☎ 0121 675 4806 (out of hours)

Birmingham Safeguarding Children Partnership
PO Box 17340
BIRMINGHAM
B2 2DR
☎ 0121 464 2612
Email: contactus@lscbbirmingham.org.uk

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
enquiries@ofsted.gov.uk
☎ 0300 123 1231

Police
Harborne Police Station
Rose Road
Birmingham
B17 9LL
☎ 0345 113 5000/ 101

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In emergencies ☎ 999
www.west-midlands.police.uk/np/birminghamsouth/

Birmingham Safeguarding Children Partnership website

The website contains very useful and important information and we encourage staff to ensure they regularly 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.

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