Norfolk House Nursery

Safeguarding Policy and Procedure

The Safeguarding and Welfare Requirements

Section 3 – The Safeguarding and Welfare Requirements (EYFS September 2025)

Safeguarding Statement

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

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 2026'.

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

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Norfolk House Nursery has a Designated Safeguarding Lead (DSL) whose responsibility is to actively safeguard children and liaise with Children's Advice and Support Services (CASS) and the Local Safeguarding Partners (LSP). The DSL attends child protection training, which enables them to understand and respond to possible signs of abuse .This training must be renewed at least every two years, however annual safeguarding refreshers must be attended annually in between those two years. We also endeavour to train the whole senior team who act as deputy DSL's (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
- Childcare Act 2006 (amended 2018)
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- Children's Wellbeing and Schools bill (Jan 2026)
- The Statutory Framework for the Early Years Foundation Stage (EYFS) September 2025
- Data Protection Act 2018 / UK GDPR
- Counter Terrorism and Security Act 2015
- Prevent Duty Guidance: England and Wales 2023
- Inspecting Safeguarding in Early Years, Education and Skills Settings
- Working Together to Safeguard Children 2026
- Birmingham Safeguarding Children Partnership (BSCP) guidelines
- What to do if You're Worried a Child is Being Abused
- Keeping Children Safe in Education 2025
- Multi-agency statutory guidance on female genital mutilation 2016 (updated 2020)
- Annex C – strengthened expectations for early years providers

This list is not exhaustive and documents may be updated in between 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
- 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

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- Promote tolerance and acceptance of different beliefs, cultures and communities, and actively challenge racism and discrimination
- 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
- Recognise the specific needs and vulnerabilities of babies and unborn children, ensuring their welfare is actively considered

The nursery is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. All staff have a duty to protect and promote the welfare of children. Staff working on the front-line 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.

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.

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 they are able to recognise the possible signs of abuse.

All staff must complete safeguarding training consistent with Annex C of the EYFS Statutory Framework (September 2025). This training must be renewed at least every two years in line with statutory expectations. Norfolk House Nursery also provides annual safeguarding refreshers, regular updates, quizzes, supervision discussion and reflective practice to ensure staff maintain confidence and apply their training effectively in day-to-day practice.

All staff receive safeguarding induction training before working with children. Training is also discussed 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 2025.

The DSL and Deputy DSL must attend specialist child protection training annually, to maintain knowledge of emerging safeguarding themes, local procedures and statutory guidance. The DSL should also access Working Together to Safeguard Children 2026 updates and any revisions to Local Safeguarding Partner (LSP) arrangements.

This policy sets out our approach to safeguarding training as required by the EYFS (September 2025) and Annex C. Training is delivered through: induction for all new staff; annual safeguarding refreshers and

quizzes; external training courses for the DSL and senior team; regular supervision discussions; and signposting to Birmingham Safeguarding Children Partnership resources. We support all staff to put their training into practice through supervision, reflective discussion and observation. In line with Annex C, safeguarding training for all staff is specific to working with children aged 0–5 and covers all required areas, including: recognising signs of abuse, neglect and exploitation; how to respond to concerns and disclosures; local safeguarding procedures and referral pathways; escalation and challenge where concerns are not acted upon; allegations against staff; whistleblowing; online safety; and the specific additional responsibilities of the DSL and Deputy DSL's. Annex C makes clear that training must be more than an attendance exercise — it must support staff to apply their learning confidently and consistently in practice. Norfolk House Nursery evaluates the impact of all safeguarding training on staff knowledge, confidence and practice.

Safeguarding Quiz

Every month the team meet, and 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. The DSL and DSL Support must visit the Birmingham Safeguarding Children Partnership website monthly and discuss any updates or changes, informing staff and updating this policy where necessary.

Safer Recruitment and Ongoing Suitability

All recruitment procedures at Norfolk House Nursery are designed to ensure the safety and suitability of all staff, in line with Keeping Children Safe in Education 2025, the EYFS safeguarding requirements (September 2025), and Working Together to Safeguard Children 2026. Our safeguarding policy includes the procedures we follow to help ensure that only suitable individuals are recruited, and that the ongoing suitability of all staff is monitored throughout their employment.

Application Forms

Applicants must complete an Application Form. CVs alone will not be accepted.

Interviews

All applicants will be interviewed by two members of the management team, both of whom must have completed Safer Recruitment training. Detailed notes will be taken during the interview.

Trials

If successful at interview, an applicant will be invited to a trial. An enhanced DBS check, verified as current via the DBS Update Service, must be recorded on the Application Form along with identification prior to the trial commencing. For the purposes of this policy, 'portable' means a DBS check that has been registered with and verified through the DBS Update Service; an unregistered DBS certificate from a previous employer will not be accepted. The applicant will not be included in ratio, left unsupervised, or carry out any intimate care routines.

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Identification

All interviewees must provide one piece of photographic identification, a birth certificate (or suitable alternative), and proof of address. Original 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 a satisfactory six-month probation period.

References

We ask for four references, and at least two satisfactory references (from the most recent employers) are required before commencement of employment. Under no circumstances will a candidate work with children until references are received. References must carry a written signature and company stamp or compliments slip. The Nursery Manager or Administrator must also verbally confirm references are genuine.

DBS

A full enhanced DBS check is required for all staff. Applications are made through Matrix or the Update Service. A DBS completed by previous employers or colleges will not be regarded as suitable. For overseas candidates, checks must be made to ensure no criminal record abroad, with any time spent overseas documented and risk-assessed as appropriate.

Probation Period

All new employees will serve a six-month probation period, during which performance is monitored and reviewed with their Line Manager and/or Nursery Manager. A decision on permanent contract will be made at the six-month review.

Ongoing Suitability

The suitability of all staff and students is kept under review throughout their time at Norfolk House Nursery. Any concerns about a person's suitability to work with children will be acted upon immediately and reported to the LADO where required. Staff are expected to disclose any changes in their personal circumstances that may affect their suitability, including any police cautions, convictions or involvement with children's social care. Using the DBS update service all staffs suitability must be checked on the update service at every supervision (and logged).

New Staff and Induction

All new employees, including agency staff and students, will receive an induction. The Safeguarding and Child Protection Policy must be the first item on the agenda and must be discussed and understood before any member of staff works with children. Staff must sign to confirm they have read and understood the policy.

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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 allows access only through the front door.

- On initial admission, parents sign to confirm they will not allow anyone to follow them into the building
- When a parent is authorised to enter, staff will ask them to confirm 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 prevent entry from outside and to prevent children exiting
- Norfolk House is covered by CCTV and the Nursery Manager must play a recording monthly to ensure it is in full working order; this is logged

Collection of Children

Under no circumstances will any adult collect a child that we do not recognise or who has not been authorised to do so. On initial admission we ask for photographs of parents responsible for collection, as well as authorisation for three additional adults, with photographs and a password. We also have a policy in place in the event of someone (under instruction form the parents) collecting the child that is not documented.

Visitors

All visitors must book an appointment and provide photographic identification prior to entering. Visitors are not permitted to use mobile phones, cameras or electronic devices around the nursery. Visitors must be greeted at the door by a member of management and must be informed of our safeguarding policies. The Fire Action Plan must also be explained.

E-Safety and Online 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 and endeavour to support children, staff and families in using the internet safely. In line with the EYFS (September 2025), our online safety procedures apply to all electronic devices with imaging and sharing capabilities, not only mobile phones and cameras.

We promote online safety by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices, updated regularly
- Using only approved devices to record or photograph in nursery
- Never emailing personal information
- Reporting emails with inappropriate content to the Internet Watch Foundation (IWF)
- Ensuring content blockers and filters are on all computers, laptops and electronic devices
- Ensuring children are supervised when using electronic devices
- Talking to children about online safety and understanding the difference between real-life and online contacts
- Being alert to online harms including misinformation, disinformation, and inappropriate content

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- Encouraging staff and families to complete online e-safety briefings

Mobile Phones and Other Electronic Devices

The use of mobile phones and any other electronic devices with imaging or sharing capabilities is strictly prohibited within any area of the nursery during working hours. Staff may use their phone on their break but must not leave the staff room. Phones must be switched off and stored in staff lockers during the day other than on lunch break.

A nursery mobile is used for trips and outings. It has no camera function, is stored in the nursery safe, and must be signed in and out. No phone numbers or personal data should be stored on it. The Nursery Manager has responsibility for its use.

Social Media

Under no circumstances should staff communicate with Norfolk House colleagues, current or past pupils, or current or past parents or families on any social media site. Any breach of this policy will be treated as a serious disciplinary matter.

Cameras and Imaging Devices

Cameras, tablets and any other devices with imaging capabilities, and their memory cards, are signed in and out of the Nursery Manager's office each time they are used. Prior to the nursery being locked in the evening, the Nursery Manager must check and sign to confirm they are returned and locked in the safe. The nursery must not be closed until all devices and memory cards are located. Cameras must not be left unsupervised or taken outside the base room or garden without a risk assessment. Use of personal cameras or electronic devices is strictly prohibited. Photographs must not be stored on nursery computers/laptops and must be deleted once printed.

Equal Opportunities and Anti-Discriminatory Practice

Our nursery is fully inclusive in meeting the needs of all children, particularly those arising from their ethnic heritage, social and economic background, gender, ability or disability. We are committed to anti-discriminatory practice and actively challenge racism and discrimination in line with Working Together to Safeguard Children 2026. We promote equality of opportunity and value diversity for all children and families. Leaders are expected to create inclusive, anti-discriminatory cultures across the setting.

Whistleblowing

All staff have access to our Whistleblowing Policy and Procedures, which enables them to share any concerns that may arise. Any member of staff may raise a concern, including concerns about the conduct of colleagues, managers or any other person connected to the setting.

Babysitting

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

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Types of Abuse, Neglect and Exploitation

Abuse, neglect and exploitation 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, adults, another child or other children.

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.

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, performance or attitude
- Deterioration in general wellbeing
- Unexplained bruising, marks or signs of possible abuse or neglect
- Comments which give cause for concern
- Injuries not typical of the bumps and scrapes normally associated with children
- Confusing or conflicting explanations about how injuries were sustained
- Sexually explicit or inappropriate behaviour for age
- Disclosure of an experience in which they may have been harmed

This list is not exhaustive.

Softer Signs of Abuse

As defined by the National Institute for Health and Care Excellence (NICE), softer signs 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
- Excessive clinginess
- Demonstrating excessively 'good' behaviour to prevent carer disapproval
- Failing to seek or accept appropriate comfort when significantly distressed
- Coercive or controlling behaviour towards parents or carers
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental 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. This 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. Some level of emotional abuse is involved in all types of maltreatment, though it may also occur alone.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. This can include physical contact and non-contact activities, and can take place online. Technology may be used to create or share abusive images. Sexual abuse is not solely perpetrated by adult males.

Neglect

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 or development. Neglect may occur before birth as a result of maternal substance misuse. Once the child is born it may involve a parent failing to provide adequate food, clothing and shelter; protect a child from physical and emotional harm; ensure adequate supervision; or ensure access to appropriate medical care.

Fabricated or Induced Illness (FII)

A type of physical abuse where a child is presented with an illness fabricated by an adult, who may seek unnecessary medical treatment or investigation. Signs include exaggerating real symptoms, complete fabrication of symptoms, or inducing physical illness through poisoning, starvation or inappropriate diet.

The Prevent Duty

From July 2015, all registered early years providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism. This duty is supported by the updated Prevent Duty Guidance: England and Wales 2023. Norfolk House Nursery has regard to this duty and will equip staff to identify children at risk of being drawn into terrorism or radicalisation.

If any member of staff has concerns that a child, young person or adult may be at risk of radicalisation or involvement in terrorism, they must speak immediately with the DSL and concerns will be dealt with under the child protection procedures outlined in this policy.

County Lines

The National Crime Agency (NCA) describes county lines as a term used to describe gangs and organised criminal networks involved in exporting illegal drugs, using dedicated mobile phone lines. Offenders often use coercion, intimidation, violence and weapons to ensure compliance of victims. Children can be targeted and recruited into county lines in a number of locations.

Signs and indicators to be aware of include:

- Changes in the way young people dress
- Unexplained or unaffordable new items (clothes, jewellery, cars)
- Missing from home or school, or significant decline in performance
- New friends unknown to others in the child's life
- Carrying a weapon
- Receiving more texts or calls than usual
- Sudden influx of cash, clothes or mobile phones
- Unexplained injuries
- Significant changes in emotional wellbeing
- Being seen in different cars or taxis driven by unknown adults
- Truancy, exclusion or disengagement
- Gang association or isolation from peers

Not exhaustive.

Children of Substance Misusing Parents or Family

Misuse of drugs and/or alcohol is strongly associated with significant harm to children, especially when combined with domestic abuse or other risk factors. If we receive information about substance misuse by a child's parents or carers, it will be dealt with under the child protection procedures outlined in this policy.

Domestic Abuse

We have a duty of care to everyone in our setting. Working Together to Safeguard Children 2026 strengthens guidance on understanding the impact of domestic abuse on children and families. Seeing, hearing or experiencing the effects of domestic abuse can cause significant harm to children. If we have any concerns about domestic abuse or reason to believe a child may be affected, this will be dealt with under the child protection procedures outlined in this policy.

Peer on Peer Abuse

Peer on peer abuse can manifest in many ways, including sexual bullying, coercion to send sexual images, sexual assault and teenage relationship abuse. This form of abuse will not be tolerated and victims will be appropriately supported. Consideration must be given to the welfare of both the victim(s) and perpetrator(s). Any indication that a child has suffered from peer on peer abuse will be dealt with under the procedures outlined in this policy.

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 affection) as a result of engaging in sexual activities. Exploitation is marked by an imbalance of power and involves varying degrees of coercion, intimidation and grooming. If CSE is suspected, it will be dealt with under the procedures outlined in this policy.

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

Statistically, children with 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 and sensitively. Children who have difficulty with expressive language may be particularly vulnerable, so staff will be alert to changes in behaviour and other possible signs. Staff supervision must be vigilant enough to create a protective ethos around the child.

Extra-Familial Harm and Multiple Harms

Working Together to Safeguard Children 2026 reinforces the need to recognise that children may experience multiple or simultaneous harms, including harm outside the home such as exploitation, criminality or online abuse. Staff must maintain professional curiosity and consider whether a child may be at risk of harm from multiple sources or in multiple contexts simultaneously. Any such concerns must be reported to the DSL immediately.

Female Genital Mutilation (FGM)

Female Genital Mutilation (FGM) is a form of child abuse and is illegal in the UK.

FGM refers to procedures where the female genital organs are deliberately cut, injured or changed for non-medical reasons. It can cause severe physical and emotional harm and may have both immediate and long-term consequences for a child or young person.

We recognise that FGM is a serious safeguarding issue and that all staff must remain alert to possible concerns or indicators.

Staff Responsibilities

All staff must understand that:

- FGM is a safeguarding and child protection matter
- Any concern, disclosure or suspicion must be taken seriously
- Staff must not investigate

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- Staff must not ask leading questions
- Staff must not examine a child
- Any concern must be reported immediately to the Designated Safeguarding Lead (DSL)

Possible concerns may arise through:

- A direct disclosure from a child or family member
- Concerns raised by another professiona
- Comments about special ceremonies or travel
- Discussion of an extended holiday abroad
- Information suggesting that a child may be at risk
- A family belonging to a community where FGM is known to be practised
- A child or woman appearing to have difficulty walking or sitting

Where there is an immediate safeguarding concern, or a child is believed to be at risk of significant harm, the DSL will seek immediate advice from children's social care and/or the police and act in line with local safeguarding procedures. There is a statutory duty for professionals to report known cases of FGM in under-18s to the police.

Child Abuse Linked to Faith or Belief (CALFB)

Child abuse linked to faith or belief is a form of abuse and can happen in families or communities where children are blamed for bad fortune, believed to be possessed, cursed, or seen as being spiritually or morally dangerous.

This type of abuse can involve:

- Emotional abuse
- Physical abuse
- Neglect
- Isolation
- Coercion
- Harmful spiritual or ritual practices

We understand that cultural or religious beliefs must never be used to justify harm to a child.

Staff must be alert to possible concerns, including:

- A child appearing fearful, withdrawn or distressed
- Unusual explanations for injuries or behaviour
- Adults referring to a child as 'evil', 'possessed', 'cursed' or 'dangerous'
- Signs that a child is being blamed, isolated or subjected to frightening practices

Any concerns must be treated as a safeguarding matter and reported immediately to the DSL.

Wider Safeguarding Issues

We recognise that safeguarding children includes protecting them from a wide range of risks, harms and vulnerabilities. In line with Working Together to Safeguard Children 2026, we recognise that children may face harm from multiple and simultaneous sources, including harm outside the home.

Staff must be aware that safeguarding concerns may include, but are not limited to:

- Neglect
- Emotional abuse
- Physical abuse
- Sexual abuse
- Domestic abuse
- Child sexual exploitation (CSE)
- Child criminal exploitation (CCE)
- County lines
- Trafficking and modern slavery
- Fabricated or induced illness (FII)
- Female genital mutilation (FGM)
- Honour-based abuse
- Forced marriage
- Radicalisation and extremism
- Private fostering
- Online safety concerns
- Misinformation, disinformation and conspiracy theories
- Bullying
- Children with unexplained and/or persistent absences from education
- Children who may be vulnerable due to family circumstances
- Mental health concerns where these may impact on safety or wellbeing
- Abuse linked to faith or belief
- Breast ironing/flattening
- Cuckooing
- Sexual violence and sexual harassment
- Children and the court system / family in prison
- Extra-familial harm and harm outside the home
- Group-based child sexual exploitation
- Family group decision-making concerns

This is not an exhaustive list. Staff must remain professionally curious and responsive to any concern that may indicate a child is at risk of harm.

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What to do if You Are Concerned about a Child

Safeguarding is everyone's responsibility.

If any member of staff has a concern about a child's safety, welfare or wellbeing, or if a child makes a disclosure, they must act immediately.

Staff must:

- Listen carefully
- Take the concern seriously
- Remain calm
- Not investigate
- Not ask leading questions
- Report the concern immediately to the DSL or, in their absence, the Deputy DSL
- Make a clear, factual written record on a CR8 as soon as possible, using exact words where possible

Staff do not need proof that a child is being abused in order to act.

If a child is at immediate risk of harm, staff must take urgent action. This may include contacting children's social care and/or the police without delay.

Important Safeguarding Principle

Any member of staff can make a referral to children's social care if they believe a child is at risk of harm, and should do so if necessary. If a member of staff feels that a concern is not being taken seriously, or that appropriate action is not being taken, they must escalate the concern in line with this policy and local safeguarding procedures.

Responding to a Disclosure from a Child

If a child starts to talk about something that may indicate abuse or harm, staff must respond in a calm, sensitive and supportive way.

Staff should:

- Give the child their full attention
- Listen carefully and patiently
- Stay calm and reassuring
- Use open body language
- Allow the child to speak in their own words
- Take what the child says seriously
- Reassure the child that they have done the right thing by telling you
- Make it clear that the abuse is not their fault
- Explain that you will need to share the information with people who can help keep them safe

Staff must not:

- Promise to keep the information secret
- Ask leading or investigative questions
- Interrupt unnecessarily
- Show shock, disbelief or anger
- Make assumptions
- Contact or confront the alleged abuser

Only minimal clarification should be used where necessary, for example: 'Tell me what happened' or 'What happened next?'

Record Keeping

In making any record, consideration must be given to why the recording is being carried out, who will read it and when. Records may be read days, years or even decades later. It is therefore essential to record clearly so that anyone reading the record obtains a clear and accurate account.

A CR8 must be used to record and must contain the following:

- Child's full name
- Child's date of birth
- Date and time of the observation or 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
- Names of any other person present at the time
- Action taken and the reasons for that action

Contact sheets are used for any contact with parents, carers, health visitors, social workers, Ofsted etc. Records must be accurate, clear and understandable. They must be signed by the person reporting, the person reporting to the DSL, the DSL, Deputy DSL. Records must be dated and filed confidentially in line with Data Protection / UK GDPR.

The DSL must keep records of all relevant concerns, discussions and decisions, including the rationale for decisions made (including decisions not to refer to children's social care). Any safeguarding and child protection documentation must be sent to a child's next setting by recorded delivery only, separate from the child's main file, with a confirmation receipt obtained.

Child Absence and Attendance

In line with the EYFS safeguarding requirements (September 2025), procedures for following up on child absences must be undertaken.

We ask that parents notify us of any holidays or planned absences by completing a slip available on every notice board. For short-term absences (illness or day out), parents are asked to call the nursery. If no contact

is made, parents will be contacted daily and a contact form must be completed by the staff member making the call.

Where a child is absent for a prolonged or unexplained period without notification, the DSL must be informed. In line with EYFS requirements, attempts must be made to contact parents or carers and, where these are unsuccessful, all alternative emergency contacts held for the child must also be contacted. The DSL will assess whether the absence raises any safeguarding concern and will take appropriate action, which may include contacting Children's Advice and Support Services (CASS). Unexplained and/or persistent absences from nursery may be a warning sign of a range of safeguarding concerns and must never be ignored.

In line with the strengthened expectations within the EYFS (September 2025), Norfolk House Nursery will seek to hold at least three emergency contacts for every child wherever possible, and no fewer than two. Emergency contact details are kept up to date and are always accessible to staff.

External Injury Form

We ask that any injury sustained outside of nursery is reported. 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 monitored on an ongoing basis along with all other records. Monthly audits are completed by the Health and Safety Coordinator, any concerns or patterns must be reported to the DSL without delay. All external injuries must be reported to the DSL straight away.

Safer Eating

The EYFS includes strengthened safer eating and nutrition requirements, including the expectation that a paediatric first aid (PFA) trained member of staff is present in the room whenever children are eating. Although the detail of this requirement sits within our policies, it forms part of the nursery's safeguarding and welfare obligations under the EYFS and must be read alongside this policy.

Professional Disagreements and Escalation

A disagreement may arise between practitioners about the interpretation of known facts, the nature and severity of risk to a child, or 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 feel concerned about a child. Every member of staff has the right and responsibility to make a referral.

Disagreement may also arise at the referral stage. If the person making the referral is unhappy with the response from Children's Social Care, they should escalate to the team manager within CASS.

Referrals

Where there are safeguarding or child protection concerns, we will contact Children's Advice and Support Services (CASS):

- Telephone: 0121 303 1888
- Emergency out-of-hours: 0121 675 4806
- In emergencies requiring an instant response: Police 999

To make a referral to CASS we will either call CASS and then put it in writing using a Request for Support Form on the same day, or send the form by secure email ensuring CASS have received it prior to the nursery closing the same day.

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

- Secure email: secure.CASS@birmingham.gcsx.gov.uk
- Standard email: CASS@birmingham.gov.uk

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

If it is decided not to make a referral, this must still be recorded on a CR8, signed and dated, with the rationale clearly recorded, and kept in the child's folder.

Informing Parents and Families

In line with Working Together to Safeguard Children 2026, we are committed to building positive, trusting and co-operative relationships with parents and carers. Generally, parents should be informed 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, the referral should be made without the knowledge of the parents.

When parents are informed, this must be done privately, with two members of staff present. All conversations must be logged.

Family Help

Working Together to Safeguard Children 2026 introduces Family Help as a new unified approach, replacing the previous Early Help and Section 17 framework. Family Help brings together targeted early help and statutory children's social care support into a single, more coordinated offer for families.

Family 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 applies at any stage in a child's life, from before birth to adulthood, and to any need that the family cannot meet on their own.

Family Help is coordinated by the local authority and/or its partners and is intended to be delivered through multi-disciplinary teams, enabling professionals to collaborate earlier and more effectively. A named lead practitioner will co-ordinate support for the family.

As soon as it is identified that a child or family has additional needs requiring the involvement of more than one professional, staff (Key Person and Nursery Manager) should talk to the family, offer support, and seek the appropriate Family Help response. A Family Early Assessment Form should be completed in line with the Birmingham Safeguarding Children's Partnership, Right Help Right Time Framework.

- Family Help / Early Help Support Team: 0121 303 8117
- Email: ehst@birminghamchildrenstrust.co.uk
- Secure email: secure.ehst@birmingham.gcsx.gov.uk

Information Sharing and Confidentiality

Information sharing is essential to effective safeguarding. Working Together to Safeguard Children 2026 and the Information Sharing Advice for Safeguarding Practitioners set out the principles that guide how information should be shared safely and effectively. All suspicions and concerns must be kept confidential, shared only with those who need to know, and any sharing must be proportionate, necessary and in the best interests of the child.

All safeguarding and child protection files should be transferred to a new setting or school as soon as possible following a child's move, separately from the child's main file. Transfer must be secure and a confirmation receipt must be obtained.

Working with Families

At Norfolk House Nursery we believe in building trusting and supportive relationships with families. Working Together to Safeguard Children 2026 reinforces the importance of whole-family approaches, including working with family networks and kinship carers where appropriate.

We make clear to parents our roles and responsibilities in relation to child protection. We will normally contact parents unless we feel this would put the child at greater risk. We will continue to welcome the child and family whilst investigations are ongoing.

Concerns about Persons in a Position of Trust

This includes staff, DSLs, visitors, students, teachers and other professionals (not exhaustive).

LADO – Local Authority Designated Officers

Birmingham City Council's LADO Team will receive reports about allegations, provide advice and guidance to employers, liaise with the police and other agencies, monitor the progress of cases, and chair strategy meetings where there is concern about a person in a position of trust.

We will not attempt to conduct our own investigation and will follow the procedures below:

- If a concern arises against any person in a position of trust, the DSL must be informed immediately
- The LADO team must be contacted on 0121 675 1669 (out of hours: 0121 675 4806)
- In an emergency, the Police must be called on 999

This Policy and Procedure was reviewed in August 2026 by Hayley Fox, Head of Nurseries	Date for next review: August 2027	Date Sent to Director: August 2026
Date sent to Nursery Manager / Principal Nursery Manager: 6th August 2026	Name:	Date disseminated to staff:
Proof read by Sulina Wyton, Office and Finance Manager: 6th August 2026		

- A Referral and Advice Form must be completed and emailed to the LADO team
- Secure email: Lado.secure@birmingham.gcsx.gov.uk
- Standard 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 www.lscbbirmingham.org.uk

The person must be removed from any direct contact with children. A Risk Assessment will determine if suspension is necessary (this is not automatic). If suspended, this will be without prejudice. The LADO team will co-ordinate information sharing and monitor any investigation. Where the concerns are about the DSL or the Nursery Manager/person in charge, the Head of Nurseries must be informed immediately.

Ofsted must also be informed as soon as reasonably practicable and within 14 days of the allegation, including details of the action taken.

Staff Responsibilities – Allegations

It is the responsibility of any member of staff who witnesses any inappropriate conduct or behaviour to report it to the DSL. If the concern is regarding the Director, Head of Nurseries, Principal Nursery Manager. Nursery Manager or Deputy Manager, staff should contact the LADO team directly and also inform Ofsted.

Inappropriate conduct includes (not exhaustive):

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

Failure to immediately inform the DSL of any abuse or potential abuse witnessed will result in disciplinary action.

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Important Contact Numbers

Hayley Fox – Head of Nurseries / Designated Senior Lead Support

3 Norfolk Road	28 Harborne Road	4 Oxford Road	21-22 Calthorpe Road
Edgbaston	Edgbaston	Moseley	Edgbaston
Birmingham	Birmingham	Birmingham	Birmingham
B15 3PS	B15 3AA	B13 9EH	B15 1RP
0121 452 1485	0121 454 8714	0121 758 8080	0121 740 1085

DSL Contacts

- Alison Galbraith – DSL, 28 Harborne Road, Edgbaston, Birmingham B15 3AA – 0121 454 8714
- Jamila McDonald – DSL, 3 Norfolk Road, Edgbaston, Birmingham B15 3PS – 0121 452 1485
- Rosie Phipps – DSL, 4 Oxford Road, Moseley, Birmingham B13 9EH – 0121 758 8080
- Rosie Phipps - DSL, 21-22 Calthorpe Road, Edgbaston, Birmingham, B15 1RP - 0121 740 1085

Key Safeguarding Contacts

- Children's Advice and Support Service (CASS): 0121 303 1888
- CASS Emergency (out of hours): 0121 675 4806
- CASS Secure email: secure.CASS@birmingham.gcsx.gov.uk
- CASS email: CASS@birmingham.gov.uk
- Family Help / Early Help Support Team: 0121 303 8117 – ehst@birminghamchildrenstrust.co.uk
- LADO Duty Line: 0121 675 1669
- LADO Emergency (out of hours): 0121 675 4806
- Birmingham Safeguarding Children Partnership: 0121 464 2612 – contactus@lscbbirmingham.org.uk
- Ofsted: 0300 123 1231 – enquiries@ofsted.gov.uk
- Police (non-emergency): 101 | Emergencies: 999

Birmingham Safeguarding Children Partnership Website

The website contains very useful and important information. The DSL 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 regularly with details of Family Help resources, Family Support Groups and general safety advice.

This policy must be reviewed at least annually, or following any significant safeguarding development, change in legislation, or following an incident or concern.

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