

# Safeguarding Procedures

## 1. Allegations against staff, volunteers or agency staff

Concerns may come from a parent, child, colleague or member of the public. Allegations or concerns must be referred to the designated person without delay - even if the person making the allegation later withdraws it.

### 1.1. Identifying

An allegation against a member of staff, volunteer or agency staff constitutes serious harm or abuse if they:

- behaved in a way that has harmed, or may have harmed a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child in a way that indicates they may pose a risk of harm to children

Allegations that don't meet these conditions are treated as 'low-level' concerns

### 1.2. Informing

1.2.1. All staff report allegations to the DSL.

1.2.2. The designated person will alert the Proprietor. Together they should form a view about what immediate actions are taken to ensure the safety of the children and staff in the setting, and what is acceptable in terms of fact-finding.

1.2.3. The Local Authority Designated Officer (LADO) will be contacted as soon as possible and within one working day. If the LADO is on leave or cannot be contacted the LADO team manager is contacted and/or advice sought from the MASH.

1.2.4. No investigation occurs until and unless the LADO has expressly given consent for this, however, the person

responding to the allegation does need to have an understanding of what explicitly is being alleged.

1.2.5. The designated person must take steps to ensure the immediate safety of children, parents, and staff on that day within the setting.

1.2.6. A child protection referral is made by the DSL if required. The LADO, line managers and local safeguarding children's services can advise on whether a child protection referral is required.

1.2.7. The DSL will ask for clarification from the LADO on the following areas:

- what actions the DSL must take next and when and how the parents of the child are informed of the allegation
- whether or not the LADO thinks a criminal offence may have occurred and whether the police should be informed and if so who will inform them
- whether the LADO is happy for the setting to pursue an internal investigation without input from the LADO, or how the LADO wants to proceed
- whether the LADO thinks the person concerned should be suspended, and whether they have any other suggestions about the actions the designated person has taken to ensure the safety of the children and staff attending the setting

1.2.8 The DSL records details of discussions and liaison with the LADO including dates, type of contact, advice given, actions agreed and updates on the child's case file.

1.2.9 Parents are not normally informed until discussion with the LADO has taken place, however in some circumstances the DSL may need to advise parents of an incident involving

their child straight away, for example if the child has been injured and requires medical treatment.

- 1.2.10 The DSL ensures the reporting person fills in a Safeguarding Concerns form.
- 1.2.11 If after discussion with the DSL, the LADO decides that the allegation is not obviously false, and there is cause to suspect that the child/ren is suffering or likely to suffer significant harm, then the LADO will normally refer the allegation to MASH.
- 1.2.12 If notification to Ofsted is required the DSL will inform Ofsted as soon as possible, but no later than 14 days after the event has occurred. The DSL will liaise with the Proprietor about notifying Ofsted.
- 1.2.13 Avenues such as performance management or coaching and supervision of staff will also be used instead of disciplinary procedures where these are appropriate and proportionate. If an allegation is ultimately upheld the LADO may also offer a view about what would be a proportionate response in relation to the accused person.
- 1.2.14 The designated person must consider revising or writing a new risk assessment where appropriate, for example if the incident related to an instance where a member of staff has physically intervened to ensure a child's safety, or if an incident relates to a difficulty with the environment such as where parents and staff are coming and going and doors are left open.  
All allegations are investigated even if the person involved resigns or ceases to be a volunteer.

### **1.3 Allegations against agency staff**

Any allegations against agency staff must be responded to as detailed in this procedure. In addition, the DSL must contact the agency following advice from the LADO

### **1.3 Allegations against the designated person**

- 1.3.1 If a member of staff has concerns that the designated person has behaved in a way that indicates they are not suitable to work with

children as listed above, this is reported to the Nursery Manager who will investigate further.

- 1.3.2 During the investigation, the DSL will identify another suitably experienced person to take on the role of designated person.

#### **1.4 Recording**

- 1.4.1 A record is made of an allegation/concern, along with supporting information, using a Safeguarding Concerns Form; normally by the staff member who has observed the incident. This is then filed in the Safeguarding Concerns File.
- 1.4.2 If relevant, a child protection referral is made, with details held on the child's file.

#### **1.5 Disclosure and Barring Service**

- 1.5.1 If a member of staff is dismissed because of a proven or strong likelihood of child abuse, inappropriate behaviour towards a child, or other behaviour that may indicate they are unsuitable to work with children such as drug or alcohol abuse, or other concerns raised during supervision when the staff suitability checks are done, a referral to the Disclosure and Barring Service is made.

#### **1.6 Escalating concerns**

- 1.6.1 If a member of staff believes at any time that children may be in danger due to the actions or otherwise of a member of staff or volunteer, they must discuss their concerns immediately with the DSL.
- 1.6.2 If after discussions with the DSL, they still believe that appropriate action to protect children has not been taken they must speak to the Proprietor.
- 1.6.3 If there are still concerns then the whistle blowing procedure must be followed.

## 2. Visitor or intruder on the premises

The safety and security of the premises is maintained at all times. A risk assessment is completed to ensure that unauthorised visitors cannot gain access.

### 2.1. Visitors with legitimate business

- 2.1.1. generally a visitor will have made a prior appointment
- 2.1.2. On arrival, they are asked to verify their identity and confirm who they are visiting.
- 2.1.3. Staff will ask them to sign in and explain the procedures for the use of mobile phones and emergency evacuation.
- 2.1.4. Visitors (including visiting VIPs) are never left alone with the children at any time.
- 2.1.5. Visitors to the setting are monitored and asked to leave immediately should their behaviour give cause for concern.

### 2.2. Intruder

- 2.3. An intruder is an individual who has not followed visitor procedures and has no legitimate business to be in the setting; he or she may or may not be a hazard to the setting.
  - 2.3.1. An individual who appears to have no business in the setting will be asked for their name and purpose for being there.
  - 2.3.2. The staff member will identify any risk posed by the intruder.
  - 2.3.3. The staff member will ensure the individual follows the procedure for visitors.
  - 2.3.4. The nursery manager will be immediately informed of the incident and takes necessary action to safeguard children.
  - 2.3.5. If there are concerns for the safety of children, staff will evacuate them to a safe place in the building and contact police. In some circumstance this could lead to 'lock-down' of the setting and will be managed by the responding emergency service
  - 2.3.6. The DSL will inform the Proprietor of the situation at the first opportunity.
  - 2.3.7. In the case of a serious breach where there was a perceived or actual threat to the safety of the children, the nursery manager of DSL will complete a Safeguarding Concerns Form and share with the Proprietor. The Proprietor will ensure a robust organisational response and ensure that learning is shared.

## 3. Uncollected Child

- 3.1. If a child is not collected by closing time, or the end of the session and there has been no contact from the parent, or there are concerns about the child's welfare then this procedure is followed.
- 3.2. The nursery manager or DSL is informed of the uncollected child as soon as possible and attempts to contact the parents by phone.
- 3.3. If the parents cannot be contacted, the DSL or nursery manager uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- 3.4. After one hour, or at 6.30pm (whichever is sooner), if no contact has been made with the parent or known carer, or of the child cannot be collected the DSL or nursery manager should contact the MASH or out of hours duty social worker to arrange collection of the child.
- 3.5. Where appropriate the designated person should also notify police.
- 3.6. Members of staff do not:
  - go off the premises to look for the parents
  - leave the premises to take the child home or to a carer
  - offer to take the child home with them to care for them in their own home until contact with the parent is made
- 3.7 Staff make a record of the incident in the child's file. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
- 3.8 This is logged on the child's personal file along with the actions taken. A Safeguarding Concerns Form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- 3.9 If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

## **4 Missing Child**

### **4.1 In the building**

- 4.1.1 As soon as it is noticed that a child is missing, the member of staff informs the DSL who initiates a search within the setting.
- 4.1.2 If the child is found on-site, the designated person checks on the welfare of the child and investigates the circumstances of the incident.
- 4.1.3 If the child is not found on site, one member of staff searches the immediate vicinity, if there is no sign of the child, the police are called immediately.
- 4.1.4 The parents are then called and informed.
- 4.1.5 The DSL contacts the Proprietor, to inform them of the situation and seek assistance.

### **4.2 Off - site visit**

- 4.4.1 As soon as it is noticed that a child is missing, the most senior member of staff present carries out a headcount.
- 4.4.2 One member of staff searches the immediate vicinity.
- 4.4.3 If the child is not found, the senior staff calls the police and then contacts the DSL.
- 4.4.4 The DSL informs the parents.
- 4.4.5 Members of staff return the children to the setting as soon as possible if it is safe to do so. According to the advice of the police, one senior member of staff should remain at the site where the child went missing and wait for the police to arrive.
- 4.4.6 The DSL contacts the Proprietor.

### **4.3 Recording and reporting**

- 4.3.1 A record is made on a Safeguarding Concerns Form. The DSL completes and circulates the Form to the Proprietor on the same day that the incident occurred.

#### **4.4 The investigation**

- 4.4.1 Ofsted are informed as soon as possible (and at least within 14 days).
- 4.4.2 The Proprietor carries out a full investigation.
- 4.4.3 The DSL and the Proprietor speak with the parents together and explain the process of the investigation
- 4.4.4 Each member of staff present during the incident writes a full report, which is filed in the child's file. Staff do not discuss any missing child incident with the press.

## 5 Incapacitated Parent

**5.1** Incapacitated refers to a condition which renders a parent unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include:

- appearing drunk
- appearing under the influence of drugs
- demonstrating angry and threatening behaviour to the child, members of staff or others
- appearing erratic or manic

### 5.2 Informing

- 5.2.1 If a member of staff is concerned that a parent displays any of the above characteristics, they inform the DSL as soon as possible.
- 5.2.2 The DSL assesses the risk and decides if further intervention is required.
- 5.2.3 If it is decided that no further action is required, a record of the incident is made on a Safeguarding Concerns Form.
- 5.2.4 If intervention is required, the DSL speaks to the parent in an appropriate, confidential manner.
- 5.2.5 The DSL will use emergency contacts listed for the child to ask an alternative adult to collect the child.
- 5.2.6 The emergency contact is informed of the situation by the DSL and of the setting's requirement to inform social care of their contact details.
- 5.2.7 The Proprietor is informed of the situation as soon as possible and provides advice and assistance as appropriate.
- 5.2.8 If there is no one suitable to collect the child, MASH or the out of hours duty social worker is called.
- 5.2.9 If violence is threatened towards anybody, the police are called immediately.
- 5.2.10 If the parent takes the child from the setting while incapacitated the police are called immediately and a referral is made to social

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care.

## 5.3 Recording

- 5.3.1 The DSL completes a Safeguarding Concerns form and reports to the Proprietor.
- 5.3.2 Further updates/notes/conversations/ telephone calls are recorded

## **6 Death of a child on-site**

### **6.1 Identifying**

- 6.1.1 If it is suspected that a child has died in the setting, emergency resuscitation will be given to the child by a qualified First Aider until the ambulance arrives.
- 6.1.2 Only a medical practitioner can confirm a child has died.

### **6.2 Informing**

- 6.2.1 The DSL ensures emergency services have been contacted; ambulance and police.
- 6.2.2 The parents are contacted and asked to come to the setting immediately, informing them that there has been an incident involving their child and that an ambulance has been called; asking them to come straight to the setting or hospital as appropriate.
- 6.2.3 The DSL calls the Proprietor and informs them of what has happened.
- 6.2.4 A Safeguarding Concerns Form is completed by the DSL.
- 6.2.5 A member of staff is delegated to phone all parents to collect their children. The reason given must be agreed by the DSL and the information given should be the same to each parent.
- 6.2.6 The decision on how long the setting will remain closed will be based on police advice.
- 6.2.7 Ofsted are informed of the incident by the nominated person and a RIDDOR report is made.
- 6.2.8 Staff will not discuss the death of a child with the press.

### **6.3 Responding**

- 6.3.1 The Proprietor will decide how the death is investigated within the organisation after taking advice from relevant agencies.
- 6.3.2 The Proprietor will coordinate support for staff and children to ensure their mental health and well-being.

## 7 Looked After Children

### 7.1 Identification

- 7.1.1 A 'Looked after Child' is a child in public care, who is placed with foster carers, in a residential home or with parents or other relatives.

### 7.2 Services provided to Looked After Children

#### 7.2.1 Under two-year-olds

- 7.2.1.1 Places will not normally be provided for babies and under two-year-olds who are in public care, unless agreed with a social worker.
- 7.2.1.2 We can offer services that enable a child to play/engage with other children while the carer stays.
- 7.2.1.3 Where the child is already in attendance and has a secure attachment with an existing key person a continuation of the existing place will be offered.

#### 7.2.2 Two-year-olds

- 7.2.2.1 Places will be offered to two-year-old children who are looked after; where the placement in the setting will normally last a minimum of three months.
- 7.2.2.2 Where the child is already in attendance and has a secure attachment with an existing key person a continuation of the existing place will be offered.

#### 7.2.3 Three- and four-year-olds

- 7.2.3.1 Places will be offered for funded three- and four-year-olds who are looked after; where the placement in the setting will normally last a minimum of six weeks.
- 7.2.3.2 If a child who attends a setting is taken into care and is cared for by a local carer the place will continue to be made available to the child.

### 7.3 Additional Support

- 7.3.1 The DSL and key person liaise with agencies and professionals involved with the child, and his or her family, and ensure appropriate information is gained and shared.

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- 7.3.2 A meeting of professionals involved with the child is convened by the setting at the start of a placement. A Personal Education Plan (PEP) for children over 3 years old is put in place within 10 days of the child becoming looked after.
- 7.3.3 Regular contact will be maintained with the social worker through planned meetings.

## 8 E-Safety

### 8.1 Online Safety

- 8.1.1 It is important that children and young people receive consistent messages about the safe use of technology and are able to recognise and manage the risks posed in both the real and the virtual world.
- 8.1.2 Terms such as ‘e-safety’, ‘online’, ‘communication technologies’ and ‘digital technologies’ refer to fixed and mobile technologies that adults and children may encounter, now and in the future, which allow them access to content and communications that could raise issues or pose risks. The issues are:
- 8.1.2.1 *Content* – being exposed to illegal, inappropriate or harmful material
  - 8.1.2.2 *Contact* – being subjected to harmful online interaction with other users
  - 8.1.2.3 *Conduct* – personal online behaviour that increases the likelihood of, or causes, harm

### 8.2 I.C.T Equipment

- 8.2.1 The setting manager ensures that all computers have up-to-date virus protection installed.
- 8.2.2 Tablets are mostly used for the purposes of observation, assessment and planning and to take photographs for individual children’s learning journeys, but may be used for research with **direct** staff supervision.
- 8.2.3 Tablets remain on the premises and are stored securely at all times when not in use.
- 8.2.4 Staff follow the additional guidance provided with the system

### 8.3 Internet access

- 8.3.1 Children never have unsupervised access to the internet.
- 8.3.2 The setting manager ensures that risk assessments in relation to e-safety are completed.
- 8.3.3 Only reputable sites with a focus on early learning are used (e.g. CBeebies).

- 8.3.4 Video sharing sites such as YouTube are not accessed due to the risk of inappropriate content.
- 8.3.5 Children are taught the following stay safe principles in an age appropriate way:
- only go online with a grown up
  - be kind online **and** keep information about me safely
  - only press buttons on the internet to things I understand
  - tell a grown up if something makes me unhappy on the internet
- 8.3.6 Staff support children's resilience in relation to issues they may face online, and address issues such as staying safe, appropriate friendships, asking for help if unsure, not keeping secrets as part of social and emotional development in age-appropriate ways.
- 8.3.7 All computers for use by children are sited in an area clearly visible to staff.
- 8.3.8 Staff report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the Internet Watch Foundation at [www.iwf.org.uk](http://www.iwf.org.uk).
- 8.3.9 The setting manager ensures staff have access to age-appropriate resources to enable them to assist children to use the internet safely.
- 8.4 Personal mobile phones – staff and visitors** (includes internet enabled devices)
- 8.4.1 Personal mobile phones and internet enabled devices are not used by staff during working hours. This does not include breaks where personal mobiles may be used off the premises or in the staff room or offices.
- 8.4.2 In an emergency, personal mobile phones may be used in the privacy of the office with permission.
- 8.4.3 Staff ensure that contact details of the setting are known to family and people who may need to contact them in an emergency.

- 8.4.4 Staff do not take their mobile phones on outings.
- 8.4.5 Members of staff do not use personal equipment to take photographs of children.
- 8.4.6 Parents and visitors do not use their mobile phones on the premises. There is an exception if a visitor's company/organisation operates a policy that requires contact with their office periodically throughout the day. Visitors are advised of a private space where they can use their mobile.

## **8.5 Cameras and videos**

- 8.5.1 Members of staff do not bring their own cameras or video recorders to the setting.
- 8.5.2 Photographs/recordings of children are only taken for valid reasons, e.g. to record learning and development, or for displays, and are only taken on equipment belonging to the setting.
- 8.5.3 Camera and video use is monitored by the setting manager.
- 8.5.4 Where parents request permission to photograph or record their own children at special events, parents are told they do not have a right to photograph or upload photos of anyone else's children.
- 8.5.5 Photographs/recordings of children are only made if relevant permissions are in place.
- 8.5.6 If photographs are used for publicity, parental consent is gained and safeguarding risks minimised, e.g. children may be identified if photographed in a sweatshirt with the name of their setting on it.

## **8.6 Cyber Bullying**

- 8.6.1 If staff become aware that a child is the victim of cyber-bullying at home or elsewhere, they discuss this with the parents and refer them to help, such as: NSPCC Tel: 0808 800 5000  
[www.nspcc.org.uk](http://www.nspcc.org.uk) or ChildLine Tel: 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

## **8.7 Use of social media**

- 8.7.1 Staff are expected to:

- 8.7.1.1 understand how to manage their security settings to ensure that their information is only available to people they choose to share information with
- 8.7.1.2 ensure the organisation is not negatively affected by their actions and do not name the setting
- 8.7.1.3 are aware that comments or photographs online may be accessible to anyone and should use their judgement before posting
- 8.7.1.4 are aware that images, such as those on Snapchat may still be accessed by others and a permanent record of them made, for example, by taking a screen shot of the image with a mobile phone
- 8.7.1.5 observe confidentiality and refrain from discussing any issues relating to work
- 8.7.1.6 not share information they would not want children, parents or colleagues to view
- 8.7.1.7 set privacy settings to personal social networking and restrict those who are able to access
- 8.7.1.8 not accept service users/children/parents as friends, as it is a breach of professional conduct
- 8.7.1.9 report any concerns or breaches to the DSL
- 8.7.1.10 not engage in personal communication, including on social networking sites, with children and parents with whom they act in a professional capacity. There may be occasions when the practitioner and family are friendly prior to the child coming to the setting. In this case information is shared with the manager and boundaries are agreed

## **8.8 Use/distribution of inappropriate images**

- 8.8.1 Staff are aware that it is an offence to distribute indecent images and that it is an offence to groom children online. In the event of a concern that a colleague is behaving inappropriately, staff advise

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the designated person who follow procedure 'Allegations against staff, volunteers or agency staff.'

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## 9 Key Person Supervision

**9.1** Staff taking on the role of key person must have supervision meetings in line with this procedure.

### 9.2 Structure

- 9.2.1 Supervision meetings are held every 4-6 weeks for key persons. For part-time staff this may be less frequent but at least every 6-8 weeks
- 9.2.2 Key persons are supervised by the nursery manager, deputy manager, principal or Proprietor.
- 9.2.3 Supervision meetings are held in a confidential space suitable for the task
- 9.2.4 Key persons should prepare for supervision by having the relevant information to hand.

### 9.3 Content

- 9.3.1 The child focused element of supervision meetings must include discussion about:
  - 9.3.1.1 the development and well-being of the supervisee's key children and offer staff opportunity to raise concerns in relation to any child attending. *Safeguarding concerns must always reported to the DSL immediately and not delayed until a scheduled supervision meeting*
  - 9.3.1.2 reflection on the journey a child is making and potential well-being or safeguarding concerns for the children they have key responsibility for
  - 9.3.1.3 promoting the interests of children.
  - 9.3.1.4 coaching to improve professional effectiveness based on a review of observed practice/teaching
  - 9.3.1.5 reviewing plans and agreements from previous supervisions including any identified learning needs for the member of staff

- 9.3.2 During supervision staff can discuss any concerns they have about inappropriate behaviour displayed by colleagues, but must never delay until a scheduled supervision to raise concerns.
- 9.3.3 Staff are reminded of the need to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children that have occurred during their employment. New information is referred immediately to the DSL.

## **9.4 Recording**

- 9.4.1 Key person supervision discussions are recorded and is retained by the supervisor and a copy provided to the key person.
- 9.4.2 The key person and supervisor must sign and date the minutes of supervision within 4-6 weeks of it happening and disagreements over recorded content must be minuted.
- 9.4.3 Each member of staff has a supervision file that is stored securely at all times.
- 9.4.4 Concerns raised during supervision about an individual child's welfare may result in safeguarding concerns not previously recognised as such, these are recorded on Safeguarding Concerns Form. The reasons why the concerns have not previously been considered are explored.
- 9.4.5 Additional safeguarding or welfare decisions made in relation to a child during supervision are recorded on the individual case file. The supervisor (if not the DSL) should ensure the recording is made and the DSL is notified.

## **9.5 Checking continuing suitability**

- 9.5.1 Supervisors check with staff if there is any new information pertaining to their suitability to work with children. This only needs to be recorded on the supervision meeting record.
- 9.5.2 Where staff are on zero hours contracts or are employed as and when needed, their line manager completes the staff suitability

self-declaration form quarterly, and/or at the beginning of every new period of work.

9.5.3 Regarding the use of agency staff/support workers/self-employed persons there is an expectation that as part of the agreement with agencies they have sought information regarding their employee's suitability to work with children. Line managers must review this regularly.

9.5.4 The position for students on placement is the same as that for agency staff

## **9.6 Exceptional Circumstances**

9.6.1 Where exceptional circumstances prevent staff from conducting supervision as outlined in this procedure, the line manager is informed in writing, a copy placed on the supervision file and the appropriate actions agreed to ensure that the setting meets its obligations within the EYFS.

## **9.7 Further guidance**

9.7.1 Recruiting Early Years Staff (Pre-school Learning Alliance 2016)

9.7.2 People Management in the Early Years (Pre-school Learning Alliance 2016)