



CHARITABLE TRUST

Mr. Bee's - Family Centre

**North Lynn
Springwood
St Augustine's**

Safeguarding Children and Child Protection

(including managing allegations of abuse against a member of staff)

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Policy statement

Mr. Bee's is committed to **ensure the rights and safety** of all children, young people **and vulnerable adults** and expects **all adults at Mr Bee's**, paid or unpaid, to share this commitment'.

Mr Bee's are committed to:

- building a 'culture of safety' in which children, young people and vulnerable adults are protected from abuse and harm in all areas of our service delivery.
- Responding promptly and appropriately to all incidents, allegations or concerns of abuse that may occur and to work with statutory agencies in accordance with procedures that are e down in 'What to do if you're worried a child is being abused' (HMG, 2015) and the Care Act 2014.
- To promoting awareness of child abuse issues throughout our training and learning programmes for all adults, paid or unpaid, and empowering children through our early childhood curriculum, promoting their right to be strong, resilient and listened to.
- To ensure parents/carers have a clear understanding of the legal responsibilities relating to safeguarding and promoting the welfare of all children
- To prevent impairment of health or development
- To enable children to have optimum life chances and enter adulthood successfully

Procedures

We carry out the following procedures to ensure we meet the above commitments which incorporates responding to child protection concerns.

Roles and Responsibilities

- Our Safeguarding Lead Practitioner (SLP) and deputy who co-ordinate child protection issues are named on the useful contact page attached to this policy.
- In the event you are unable to contact the nominated person – refer to the contingency plan which is **signposted** in the Operational Plan folder, Welfare Section 1 **at each centre**. **All staff are made aware of the contingency plan location at induction at their centre.**

- Our designated officer who oversees this work on a day to day basis is Karen Gibbons, Senior Early Years Professional.
- The designated Trustee for safeguarding is Jeanette Nowrung.
- The designated officer and the Trustee for safeguarding supports the SLP to undertake their role adequately and offers advice, guidance, supervision and support.
- The Safeguarding Lead Practitioner, the suitably trained deputy and the designated officer ensure they have relevant links with statutory and voluntary organisations with regard to safeguarding.
- The Safeguarding Lead Practitioner (and the person who deputises for them) understands LSCB safeguarding procedures, attends relevant LSCB training at least every three years and refreshes their knowledge of safeguarding at least annually.)
- The Safeguarding Lead Practitioner will inform the designated officer at the first opportunity of every significant safeguarding concern, however this should not delay any conversations being made to CADS, the LADO, Ofsted or RIDDOR.
- At induction, we ensure all staff are made aware of our safeguarding policies and procedures and are aware of the location of the Norfolk County Council (NCC) flow chart on the process to follow if they have a concern regarding a child.
- All staff have an up-to-date knowledge of safeguarding issues, are alert to potential indicators and signs of abuse and neglect and understand their professional duty to ensure safeguarding and child protection concerns are reported to the local authority children's social care team or the NSPCC. They receive updates on safeguarding at least annually.
- All staff are confident to ask questions in relation to any safeguarding concerns and know not to just take things at face value but can be respectfully sceptical.
- All staff understand the principles of early help (as defined in *Working Together to Safeguard Children, 2018*) and are able to identify those children and families who may be in need of early help and enable them to access it.
- All staff understand LSCB thresholds of significant harm and understand how to access services for families, including for those families who are below the threshold for significant harm.
- All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.

- All staff understand how to escalate their concerns in the event that they feel either the local authority and/or their own organisation has not acted adequately to safeguard.
- Parents and families are made aware of our Duty of Care as an early years and childcare setting in our terms and conditions together with NCC's poster which is displayed in our parent areas.
- A copy of this policy is available on our website (<http://www.mrbeefscentre.co.uk/childcare-facilities>) and on the parent board in each centre.
- We provide adequate and appropriate staffing resources to meet the needs of children.

Recruitment

- Recruitment procedures are outlined in our Safe Recruitment and Employment policy.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Applicants are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and Disclosure and Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the centre or has access to the children.
- Guidance is followed from the Norfolk Safeguarding Children Board's (NSCB) Safer Recruitment toolkit which forms part of the Safeguarding in early years and childcare folder (June 2012) and the Department for Education and Skills (DfES) Guidance for Safer Working Practice for Adults who Work with Children and Young People.
- Updates received from Norfolk County Council (NCC) are added to Safeguarding in early years and childcare folder at the time of release by NCC.
- Volunteers, trainees and students are never left alone with children or without appropriate supervision.
- **Volunteers must:**
 - be aged 17 or over;
 - be considered competent and responsible;

- receive a robust induction and regular supervisory meetings;
 - be familiar with all the settings policies and procedures;
 - be fully checked for suitability if they are to have unsupervised access to the children at any time.
- Information is recorded about staff qualifications, and the identity checks and vetting processes that have been completed including:
 - the criminal records disclosure reference number;
 - certificate of good conduct or equivalent where a UK DBS check is not appropriate;
 - the date the disclosure was obtained; and
 - details of who obtained it.
 - All staff and volunteers are informed that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment with us).
 - All staff and volunteers are required to notify us if anyone in their household (including family members, lodgers, partners etc.) has any relevant convictions, cautions, court orders, reprimands or warnings or has been barred from, or had registration refused or cancelled in relation to any childcare provision or have had orders made in relation to care of their children.
 - [We/I] notify the Disclosure and Barring Service of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of a child protection concern.
 - The Maintaining Children’s Safety and Security in the premises policy outlines:
 - our procedures for recording the details of visitors to the setting.
 - Control measures put in place to ensure we have control over who comes into the setting and no unauthorised person has unsupervised access to the children.
 - Steps are taken to ensure children are not photographed or filmed on video for any other purpose than to record their development or their participation in events organised by us. Parents sign a consent form and have access to records holding visual images of their child.
 - Robust risk assessments are completed, seen and signed by all relevant staff and are regularly reviewed and updated in line with our Health and Safety policy.

Mr Bee's is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' (HMG 2015)*. We refer to the Norfolk Threshold Guide (September 2017) and use the threshold descriptors which clearly set out the level of need a child may require and where necessary signpost to the recommended external agencies when necessary.

Training

- All staff undertake Norfolk County Council's Introduction to Child Protection to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making contacting CADS.
- Centre Leads and Lead Practitioners undertake Safeguarding Lead Practitioner and Safer Recruitment training.
- A training plan is put in place at induction and updated during supervision to ensure child protection training is kept up to date, relevant and refreshed within three years.
- Safeguarding forms part of our supervision process to identify training needs.
- Staff member's knowledge of child protection is monitored through the use of on the spot safeguarding scenario questions.
- At induction, we ensure that all staff know the procedures for reporting and recording their concerns in the setting.
- All staff complete the Channel Awareness e-learning module at induction to which includes information on how Channel links to the government's counter-terrorism strategy (CONTEST) through the Prevent strategy.
- All staff are required to attend a workshop to raise the awareness of Prevent which is monitored at supervision.

Definitions of abuse (Working Together 2018)

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child. Physical abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health or if they live in a home

where domestic abuse happens. Babies and disabled children also have a higher risk of suffering physical abuse. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. Physical abuse can also occur outside of the family environment.

Emotional abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Although the effects of emotional abuse might take a long time to be recognisable, practitioners will be in a position to observe it, for example, in the way that a parent interacts with their child. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. Emotional abuse may involve serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

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.

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical

contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point.

Neglect is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse. It is important that practitioners remain alert and do not miss opportunities to take timely action. However, while you may be concerned about a child, neglect is not always straightforward to identify. Neglect may occur if a parent becomes physically or mentally unable to care for a child. A parent may also have an addiction to alcohol or drugs, which could impair their ability to keep a child safe or result in them prioritising buying drugs, or alcohol, over food, clothing or warmth for the child. Neglect may occur during pregnancy as a result of maternal drug or alcohol abuse.

Specific Safeguarding Issues

Staff members need to be aware of safeguarding issues and be alert to any risks, specifically issues such as child sexual exploitation, fabricated or induced illness, female genital mutilation, private fostering, etc., and the local procedures to respond to risks. **While this may be less likely to affect young children in our care, [we/I] may become aware of any of these factors affecting older children and young people who [we/I] may come into contact with.**

The government website (www.gov.uk) has broad government guidance on a variety of issues. The following is not a comprehensive list and staff members are required to search the government website for advice on other issues.

- child sexual exploitation (CSE)
- bullying including cyberbullying
- domestic violence
- drug
- fabricated or induced illness
- faith abuse
- female genital mutilation (FGM)

- forced marriage
- gangs and youth violence
- gender-based violence/violence against women and girls (VAWG)
- honour based violence
- mental health
- private fostering
- preventing radicalisation and the Prevent duty
- sexting
- teenage relationship abuse
- trafficking

Further information on Female Genital Mutilation (FGM)

Staff members need to be alert to the possibility of a girl being at risk of FGM, or already having suffered FGM **and the mandatory duty that applies to report cases of FGM to the police**. There is a range of potential indicators that a child or young person may be at risk of FGM, which individually may not indicate risk but if there are two or more indicators present this could signal a risk to the child or young person. Victims of FGM are likely to come from a community that is known to practise FGM. Professionals should note that girls at risk of FGM may not yet be aware of the practice or that it may be conducted on them, so sensitivity should always be shown when approaching the subject. Staff should activate local safeguarding procedures, using existing national and local protocols for multi-agency liaison with police and children’s social care. Further guidance of FGM can be found in Gov.uk’s publication Mandatory Reporting of Female Genital Mutilation – procedural information.

Further information on Preventing Radicalisation

The Counter-Terrorism and Security Act, which received Royal Assent on 12 February 2015, places a duty on specified authorities, including local authorities and childcare, education and other children’s services providers, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism (refer to Gov.uk’s The Prevent Duty Departmental advice for schools and childcare providers. **In line with this advice, Mr Bee’s aim to build children’s resilience to radicalisation by promoting fundamental British values and enabling children to challenge extremist views.**

The Counter-Terrorism and Security Act 2015 places a duty on local authorities to ensure Channel panels are in place. The panel must include the local authority and chief officer of the local police. Panels will assess the extent to which identified individuals are vulnerable to being drawn into terrorism, following a referral from the police and where considered appropriate and necessary consent is obtained, arrange for support to be provided to those individuals. The Act will require partners of Channel panels to co-operate with the panel in the carrying out of its functions and with the police in undertaking the initial assessment as to whether a referral is appropriate.

Channel Training 'Channel' is the name for the process of referring a person for early intervention and support, including:

- identifying people at risk of being drawn into terrorism
- assessing the nature and extent of that risk, and
- developing the most appropriate support plan for the people concerned.

The Channel process is about safeguarding children, young people and adults from being drawn into committing terrorist-related activity. It is about early intervention to protect and divert people away from risk before a crime occurs. All staff members complete the Channel General Awareness course online during their induction process.

Duty of Care

It is a legal requirement that any member of staff or volunteer working in a day-care setting registered under the Children Act 1989 accepts the responsibility to pass on information and concerns regarding a child who may have been abused or is likely to be abused.

Social Workers have a legal duty under the Children Act 1989 to investigate such information and concerns and take any action necessary to protect a child.

Staff members undertake induction and training which provides guidance which will support them in quickly identifying the maltreatment of a child and know what to do should they suspect

a child is at risk of harm. They are aware a person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect as defined earlier in this policy.
- We ensure that all staff have an understanding of the additional vulnerabilities that arise from special educational needs and/or disabilities, plus inequalities of race, gender, language, religion, sexual orientation or culture, and that these receive full consideration in relation to child, young person or vulnerable adult protection.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through:
 - Significant changes in their behaviour;
 - Deterioration in their general well-being;
 - Their comments which may give cause for concern, or the things they say (direct or indirect disclosure);
 - changes in their appearance, their behaviour, or their play.
 - Unexplained bruising, marks or signs of possible abuse or neglect; and
 - Any reason to suspect neglect or abuse outside of the centre.
- We are aware of the 'hidden harm' agenda concerning parents with drug and alcohol problems and consider other factors affecting parental capacity and risk, such as social exclusion, domestic violence, radicalisation, mental or physical illness and parent's learning disability.
- We are aware that children's vulnerability is potentially increased when they are privately fostered and when we know that a child is being cared for under a private fostering arrangement, we inform our local authority children's social care team.
- We are aware of other factors that affect children's vulnerability that may affect, or may have affected, children and young people using our provision, such as abuse of children who have special educational needs and/or disabilities; fabricated or induced illness; child abuse linked to beliefs in spirit possession; sexual exploitation of children, including through internet abuse; Female Genital Mutilation and radicalisation or extremism (see paragraphs above).

- In relation to radicalisation and extremism, we follow the Prevent Duty guidance for England and Wales published by the Home Office and NSCB procedures on responding to radicalisation.
- Where such evidence is apparent of the above factors, the child's key person (or person dealing with the incident) makes a dated record of the details of the concern and discusses what to do with their supervisor. This should be completed on a Cause for Concern Form but if rough notes are taken in the first instance, these MUST be attached to Cause for Concern Form.
- Adults, paid or unpaid, must immediately report any concerns directly to the Safeguarding Lead Practitioner (SLP) or deputy whose names appear on the front of this policy in the centre on the Duty of Care in Early Years and Childcare settings poster,
- The Safeguarding Lead Practitioner (SLP) will use the Norfolk Threshold Guidance to decide the cause of action to be taken and seek advice from external agencies where necessary.
- After conversations with the Children's Duty and Advice Service (CADS), if a referral is made by CADS to the MASH team, we co-operate fully in any subsequent investigation. (In some cases this may mean the police or another agency identified by the NSCB).
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children.
- We take account of the need to protect young people aged 16-19 as defined by the Children Act 1989. This may include students or school children on work placement, young employees or young parents. Where abuse is suspected we follow the procedure for reporting any other child protection concerns. The views of the young person will always be taken into account, but the setting may override the young person's refusal to consent to share information if it feels that it is necessary to prevent a crime from being committed or intervene where one may have been, or to prevent harm to a child or adult. Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having shared it.
- All staff are also aware that adults can also be vulnerable and know how to refer adults who are in need of community care services.
- We follow the detailed procedures set out by the NSCB's Policies and Procedures as outlined on their website (see useful contact numbers and websites attached to this policy) when seeking a conversation with CADS.

- All records and information are stored in a separate file with limited access, in order to protect the child. A 'need to know' label is placed beside the child's name on their **general** file which indicates that another agency is involved and information will be shared with appropriate staff members and agencies as outlined in our Information Sharing and Looked After Children policies.

Disclosures:

Where a child makes comments to a member of staff that give cause for concern (disclosure), or a member of staff observes signs or signals that give cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect; that member of staff:

- offers reassurance to the child;
- listens to the child (at their level and show concern in non-verbal responses);
- if appropriate, use wishes and feelings age appropriate activity to talk to the child; and
- give reassurance that she or he will take action.

Although it is okay to ask questions for the purposes of clarification, the member of staff will not ask leading questions (for example "Did Daddy hit you?"), interrogate the child or investigate an allegation. Staff members will stay calm and be supportive to the child, listen carefully and let the child go at their own pace and let the child know you cannot promise to keep secrets or ask a child to keep secrets and ensure they know you will need to pass on information if you believe they are not safe or at risk.

Recording suspicions of abuse and disclosures:

The staff member makes a written record that forms an objective record of the observation or disclosure that includes:

- The child's name;
- The age of the child;
- The date and time of the observation or the disclosure;
- Writes objective record of the observation or disclosure;

- Records what was happening immediately before the child made disclosure or caused you to become concerned;
- The exact words spoken by the child **as far as possible**;
- The name of the person to whom the concern was reported, their role with date and time; and
- The names of any other person present at the time.

This information is used to complete a Cause for Concern Form (all original notes attached) **and passed to the Safeguarding Lead Practitioner immediately. These records are stored in the child's safeguarding file which is only accessible by SLPs.**

All members of staff are required to know the procedures for recording and reporting child abuse and to whom they should report. Child Protection Flow Charts are located in the centre office, staff room and parent areas and the SLP and Deputy is named on the **'useful contacts page'** at the end of this policy. The setting contingency plan **which is stored in the main office** outlines who to contact in the absence of the SLP BUT if you are unable to contact any of the named individuals YOU MUST contact **CADS directly yourself** if you feel child is at immediate risk of harm.

When to call CADS

Taking the previous information into account, children often appear with bruises and scratches and staff/volunteers are not expected to treat all of these as a sign of child abuse. The majority of injuries to children happen in understandable and accidental ways which will be explained by listening to the child and verified by talking to the parent/carer. However, there may be occasions when something happens which is particularly worrying.

This may include a child who:

- is unwilling to talk about an injury and gives an explanation which does not make sense;
- has a series of unexplained bruises;
- has mood changes and he or she becomes withdrawn or tearful.
- is fearful of going home.

Examples of incidences which may need investigating include:

- a child has specific injury, mark, bruise or burn on their body which are the result of an intentional act such as hitting, biting or violent incident which may have been carried out by the parent, adult in the household or an older sibling.
- a child having specific injury, mark, bruise or burn; or
- a child tells about a worrying incident; or
- someone else tells of their concerns about a child; or
- there is a more general concern that has built up over a period of time or possibly if a child starts to self-harm (which will be reflected in existing injury/accident/incident; unusual behaviour concern and cause for concern forms, procedures for which are outlined below).
- specific safeguarding concerns as outlined above.

When there is a concern about a child or children we will telephone the Children's Advice and Duty Service (CADS) immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation. If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within five working days. The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

We will make careful records of all conversations, in ink, including the dates and times of who we spoke to, the information shared and the action agreed. We do not need to send a written referral.

Full details on this process can be found at www.norfolkscb.org under 'How to Raise a Concern'.

We understand if we are unhappy about a decision made by CADS or MASH we can use the Resolving Professional Disagreements policy on www.norfolkscb.org and contact the Safer Programme for more advice on this process.

Information on how and when to contact CADS can be found on the **Children's Advice and Duty Service (CADS)** flow chart located in the office, staff room and parent areas and NCC's Safeguarding children in early years and childcare folder.

It is not necessary to contact the **CADS** team if children's services are already involved – in this case you would contact the social worker/family support worker / profession involved. HOWEVER, if you cannot reach them – you would then contact the **CADS** team.

If a **conversation with CADS** takes place, the **Mr Bee's Designated Officer for Safeguarding** must be informed.

Any concern about the referral process and response should be addressed via the NSCB's Resolving Professional Disagreement policy, found on the NSCB website: www.norfolkscb.org

Informing parents

- Parents are normally the first point of contact. Concerns are discussed with parents to gain their view of events, unless it is felt that this may put the child at risk, or interfere with the course of a police investigation. Advice will be sought from social care if necessary.
- Parents are informed when [we/I] make a record of concerns in their child's file and that [we/I] also make a note of any discussion [we/I] have with them regarding a concern.

- If a suspicion of abuse warrants a conversation with CADS, parents are informed before contacting CADS, except where the guidance of the Local Safeguarding Children Board does not allow this, for example, where it is believed that the child may be placed at risk.
- This will usually be the case where the parent is the likely abuser.
- If there is a possibility that advising a parent beforehand may place a child at greater risk (or interfere with a police response) the designated person should seek advice from children's social care, about whether or not to advise parents beforehand, and should record and follow the advice given.
- Further information on information sharing can be found in our Information Sharing policy.

Liaison with other agencies

- We work within the NSCB guidelines.
- We have a copy of 'What to do if you're worried a child is being abused*' for parents and staff on parent and staff notice boards.
- All staff are required to read this publication; be familiar with what do to if they have concerns; and know who is the SLP and deputy SLP.
- We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and children's services to work well together.
- We notify the registration authority (Ofsted and the LADO – see useful contact numbers and websites attached to this policy) of any incident or accident and any changes in our arrangements which may affect the wellbeing of children **or where an allegation of abuse is made against a member of staff (whether the allegations relate to harm or abuse committed on our premises or elsewhere)** Notifications o Ofsted are made as soon as is reasonable practicable but at least 14 days of the allegations being made.
- Norfolk County Council's Safeguarding in early years and childcare folder held at the centre, **updated and** used to review policy and ensure safe practice is embedded in all our policies.

Early Help:

If a child or family falls below the threshold for statutory social care intervention and it has not been possible to get the support needed after talking to the family's health visitor or local

children's centre, contact will be made with the Early Help Team with the consent of the parents (contact number below).

Long term concern for child's welfare:

Attendance:

Regular attendance not only promotes good outcomes for children but monitoring absence can lead to early identification of more serious concerns for a child or family. As such, monitoring attendance has a vital part to play in keeping a child or other family members safe from harm. The following procedure must be followed to record and report concerns around a child's absence:

- Every child's attendance is recorded **electronically on Famly**, ensuring **sign in and out times** are recorded accurately.
- When a child is absent and the parent has contacted the centre, the reason for absence is recorded **on the child's profile on Famly**.
- When a child is absent and no call received, a courtesy call is to be made by the key person to check on the child and enquire as to when they are likely to return – this should be recorded on the **child's profile**.
- In the absence of the key person, the shadow key person or room lead should make the call.
- All attempts to contact parent should be recorded on **the key person's next steps and observation sheet**.
- **If no contact is made with the child's parents and the Safeguarding Lead Practitioner has reason to believe that the child is at risk of significant harm, the relevant professionals are contacted immediately and LSCB procedures are followed.**
- **If the child has current involvement with social care the social worker is notified on the day of the unexplained absence.**
- When a child is absent on a regular basis, the key person should make every effort to discuss the matter with the family and take steps to encourage and support improved attendance.
- Any discussions around attendance should be recorded on the child's observation and next step record.

- In cases where absence forms a regular pattern (unusual occurrence) or where there are any concerns about a child (cause for concern) after they return, the Key Person should complete the appropriate record and report to the SLP.
- The SLP will thoroughly investigate the absence, recording the family's explanation for absence on the appropriate form.
- Any further concerns by the SLP will initiate following the process for reporting a concern about a child as outlined on Norfolk County Council's flow chart which is displayed in the office and staff room at each centre.

Recording and reporting of existing injuries/accidents and incidents:

Recording and reporting of existing injuries/accidents and incident may lead to a concern for a child's welfare over a period of time. Each staff member is provided with guidance on completion of forms at induction and made aware of the location of all forms to be completed by the Room and Centre Lead which include:

- If any child sustains an injury outside of the centre even if accidental and it is noticed upon arrival, the member of staff greeting the parent must discuss with parent/carer upon arrival. This will be recorded on an existing injury/accident/incident form and the parent to sign before they leave the centre.
- If an injury is found later in the day, this should be brought to your room leader's attention immediately and the parent contacted to discuss. Again, this should be recorded on an existing injury/accident/incident form and signed when the child is collected.
- **Once existing injury has been recorded, the person completing the form should seek advice and guidance from an SLP.**
- **SLP will write their name and sign in the advice sought box of each existing injury record.**
- If a child has an accident at the centre, or is involved in an incident, it is to be recorded as an accident/incident on our existing injury/accident/incident form. The person collecting is to be asked to sign the form when they collect the child at the end of the session. If this is not the parent – the parent should be telephoned and advised their child has been involved in an incident/accident (time parent informed should be recorded on the form).
- If the child leaves the centre and the person collecting has not signed the form, this should be done by telephoning the parent on the same day. Again, a note should be made on

accident/incident record of the time and date a parent has been contacted by telephone. Any additional notes can be made on the back of the form or on a separate piece of paper.

- Remember to give parent tear off slip if it is an accident which involves an injury to the head AND to monitor children who have head injuries, recording times and comments in the medical aid/advice sought section of the form.
- If a child is involved in an accident/incident during breakfast club, a 'school notification slip' should be completed and taken to the school to make them aware of the accident/incident and returned to the centre with a signature and the name of the teacher informed (remember to take a pen if handover takes place on the playground). This slip is to be attached to the centre's existing injury/accident/incident record. The parent should be notified that the child has been involved in an accident/incident by telephone as soon as the child's needs have been met and the accident form completed and the record signed by the parent the next time they are in the setting.
- If a child is involved in an accident/incident on route to the school, the child should be taken directly to the qualified first aid person at the school. A 'school notification slip' should be completed as above (member of staff should keep supply of them) and an existing injury/accident/incident form should be completed on return to the centre and the 'school notification slip' attached. The parent should be notified that the child has been involved in an accident/incident by telephone as soon as the existing injury/accident/incident record is completed and the record signed by the parent the next time they are in the setting.
- If more than one child is involved in an accident/incident, individual forms are to be completed. Each form should **ONLY** include the name of the child for whom the parent needs to sign and information regarding the other child kept confidential.
- In the event a parent queries an incident and/or accident which has not been witnessed and recorded in the usual way, the Existing injury/accident and incident form should be completed immediately (outlining the parents' concerns and/or the child's injury at the time of reporting) and investigated by the room lead and must be brought to the attention of the Centre Lead (or person in charge) immediately.
- Completed forms should be kept out of sight of other parent/children until signed by the parent. Signed forms should be removed from the Existing injury/accident/incident file and returned to the office for recording on log sheet and safe and confidential filing.

- Forms should be checked at the end of every day and signed. These forms will be kept in a file in date order and added to the Existing Injury/Accident and Incident form log sheet by the Centre Lead/Lead Practitioner or SLP (see further notes under Health and Safety policy) and used to identify areas of risk within the setting or health and welfare concerns for an individual child. Once added to log – form filed into individual child’s folder.
- In the case of serious injury, diseases and dangerous occurrences a Serious Incident form will need to be completed - please refer to the ‘Recording and Reporting of Accident and Incidents (including RIDDOR)’ policy.

Unusual Behaviour Concern Form: These are to be completed by staff member if they are concerned about a change in a child’s behaviour (clinginess and/or soiling themselves) or any other occurrence which may not be within the child’s usual behaviour. These are to be placed on the child’s safeguarding records; child protection chronology record updated and kept for reference in the future which may support staff in identifying the cause of the change of behaviour and be in a better position to support the child.

Cause for Concern Form: If a number of Unusual Behaviour Concern Forms are completed which give rise to a concern for the child’s welfare and which may lead to a safeguarding incident, a Cause for Concern Form should be completed and referred to Safeguarding Lead Practitioner (see flow chart). The designated officer for safeguarding will review the Cause for Concern forms during routine visits.

Allegations and concerns about adults who work with children in the setting

- All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made.
- We will seek appropriate advice from the Local Authority Designated Officer (LADO) within 24 hours of a concern or allegation being made (see flowcharts in office). The LADO can be contacted via the referral/consultation forms under 'how to make a referral' at www.norfolkscb.org or a message left on 01603 223473 for ongoing cases.

- We ensure that all parents know how to complain about the behaviour or actions of staff, volunteers or students within the setting, or anyone working on the premises which may include an allegation of abuse.
- We follow the guidance of the NSCB when responding to any complaint that a member of staff, or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child (see flowcharts in office).
- We respond to any disclosure by children or member of staff of an allegation of abuse by a member of staff, volunteer or student within the setting or anyone working on the premises which may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the Local Authority's Designated Officer to investigate (contact numbers shown below). The LADO will be involved in the management and oversight of individual cases – providing advice and guidance to staff members, liaising with the police and other agencies and monitoring the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process.
- We also report any such alleged incident to Ofsted and what measures we have taken **within 14 days**. We are aware that it is an offence not to do this.
- **If after investigation an employee is dismissed or removed from a regulated activity, we report to the Disclosure and Barring Service (DBS) using the on line referral form (see useful contact and telephone number page).**
- If LADO, OFSTED **OR RIDDOR** is contacted, the designated officer for safeguarding must be informed at **the first opportunity, however this should not delay any referrals being made to children's social care, the LADO, Ofsted or RIDDOR.**
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management committee and children's social care agree it is appropriate in the circumstances, the Senior Early Years Professional will suspend the member of staff (pay to be negotiated) or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.
- Any referral must be followed up in writing within 24 hours by completing LADO referral forms and email directly to the LADO.

Disciplinary action

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, in addition to OFSTED and LADO being informed at the relevant stages, we will notify the Disclosure and Barring Service of relevant information, so that individuals who pose a threat to children and vulnerable groups can be identified and barred from working with these groups.

Confidential Records and Information Sharing

All personal information is held securely and in line with the Data Protection Act 2018 including GDPR and guidance from the Information Commissioner's Office (ICO), however, we are obliged to share confidential information without authorisation from the person who provided it or to whom it relates if it is in the public interest. That is when:

- it is to prevent a crime from being committed or intervene where one may have been or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.
- All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.

Any information recorded will be kept in a separate file, in a secure cabinet, labelled with the child's name and not with the child's academic file. These records, known as 'safeguarding records' will be the responsibility of the SLP and Deputy SLP. Child protection information will only be shared within centre on the basis of 'need to know in the child's interests' and on the understanding that it remains strictly confidential. Staff and volunteers MUST respect this and not share sensitive information with unauthorised others – any breach in confidentiality may lead to disciplinary and/or dismissal. Any doubts regarding the sharing of information or keeping it confidential is brought to the attention of the Centre Lead, SLP or Deputy SLP immediately (please refer to our Confidentiality Policy and Information Sharing Policy).

Only child protection information will be kept in these files which may include records of concern, copies of referrals, invitations to child protection conferences, core groups and reports will be stored here (this is not an exhaustive list). All our safeguarding files will include a Chronological Record recording significant events in the child's life as it relates to safeguarding and child protection.

When a child leaves our setting, the SLP will make contact with the DSL (Designated Safeguarding Lead) at the new school/setting and will ensure that the chronological record and file is forwarded to the receiving school in an appropriately agreed manner. We will retain a copy of the chronological record with notes to demonstrate how the file has been transferred; this may be in the form of a written confirmation of receipt from the receiving school and/or evidence of recorded delivery if it is necessary to post documents. In situations whereby a child leaves our setting and we are not sure of setting the child is transferring to, the SLP will ensure the relevant member of the Norfolk County Council (NCC) CADS team is informed. Likewise, if a child leaves without notice, we will contact the NCC CADS team to notify them of the situation.

An electronic copy of the chronological record will be created and saved securely onto Head Office server and kept in line with safeguarding file retention set by Norfolk County Council. The hard copy of the chronological record will be kept in the safeguarding cabinet and securely disposed of after one year.

On-Line Safety (see separate policy):

The Centre Lead/Lead Practitioner, as the designated person for safeguarding (SLP), has responsibility for ensuring that an adequate online safety policy is in place.

Support to families

- We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
- We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children's social care team.

- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility **in accordance with our Information Sharing policy and procedures** but only if appropriate under the guidance of the NSCB.

Planning

- The layout of the rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being within sight **and/or hearing of** other staff or volunteers.

Curriculum

- We introduce key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may grow to be *strong, resilient and listened to* and that they develop an understanding of why and how to keep safe.
- We create within the setting a culture of value and respect for the individual, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.

Whistle blowing (See separate policy).

Mr. Bee's Policies linked to safeguarding:

- Whistle blowing
- Valuing diversity and promoting equality
- Supporting Children with special educational needs
- Achieving Positive Behaviour
- Managing children with allergies, or who are sick or infectious (including reporting notifiable diseases) and administering medicines
- Making a complaint
- Uncollected Child
- Missing Child
- Fire Safety and Emergency Evacuation
- Intimate Care and Nappy Changing
- Admissions
- Safer Recruitment
- Supervision, Appraisal and Personal Development
- Lone Worker Policy
- Emergency Cover Policy
- Induction of staff, volunteers and managers
- Student placement
- The role of the key person and settling in
- Partnership with parents
- Confidentiality and Client Access to Records
- Health and Safety – General
- Recording and Reporting of Accidents and Incident (including RIDDOR)
- On-line Safety
- Maintain children's safety and security on premises
- Critical Incident
- Information Sharing
- Supervision of children on walks and outings

Useful Contacts and Websites:

	Name:	Contact Information:
SLP North Lynn:	Lisa Webster Deputies: Rachel Richardson, Matthew Foulkes, Anna Calton	01553-777097
SLP Springwood:	Tessa Claxton Deputy: Sophie Bailey	01553-766661
SLP St. Augustine's:	Jess Smith Deputy: Shelly Brown	01553-816907
Mr Bee's Designated Officer for Safeguarding	Karen Gibbons (SLP) Senior Early Years Professional	01553-777097 / 766661 / 692797
Trustee for Safeguarding:	Jeanette Nowrung	01553-770439 or 815644
Children's Advice and Duty Services (CADS):	Consultant Social Worker	0344 800 8021
LADO:	How to make a referral can be found at: Or a message left on for ongoing cases:	www.norfolkscb.org 01603 223473
OFSTED:	--	0300 123 1231
Health and Safety Executive (HSE):	Fatal or major incidents only: All others complete on line at:	0345 300 9923 http://webcommunities.hse.gov.uk/connect.ti/concernsform/answerQuestionnaire?qid=594147
Police:	Non-emergency Emergency Services	101 112
Specialist Police Advice:	Duty Detective Sergeant within the MASH	Email: MASHSupervisors@norfolk.pnn.police.uk Direct dial 01603 27(6151)
Norfolk County Council Early Years:	Main number	01553-614931
Early Help	West Norfolk and King's Lynn	01553 669276
NSCB	Resolving Professional Disagreements	https://www.norfolkscb.org/about/policies-procedures/10-2-resolving-professional-disagreements/

Legal framework

Primary legislation**

- Children Act (1989)
- Protection of Children Act (1999)
- Data Protection Act (2018)
- The Children Act (2004)
- Safeguarding Vulnerable Groups Act (2006)
- Childcare Act (2006)

Secondary Legislation**

- Sexual Offences Act (2003)
- Criminal Justice and Court Services Act (2000)
- Equality Act (2010)
- **General Data Protection Regulations (GDPR) (2018)**
- Childcare (Disqualification) Regulations (2009)
- Children and Families Act (2014)
- Care Act (2014)
- Serious Crime Act (2015)
- Counter-Terrorism and Security Act (2015)

Further Guidance

- **The Norfolk Threshold Guide (NSCB 2017)**
- **Signs of Safety Model – Tools and Resources** <https://www.norfolk.gov.uk/children-and-families/early-help-and-family-support/support-for-professionals/useful-resources>
- <https://www.norfolklscb.org/people-working-with-children/threshold-guide/>
- **DBS Referrals Flow Chart**
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/502089/DBS_referral_flowchart.pdf
- **Making Referrals to DBS** <https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs>
<http://www.schools.norfolk.gov.uk/Behaviour-and-safety/Safeguarding/Forms-and-templates/index.htm>
- Working Together to Safeguard Children (2018) – currently available online and copy saved on each centre’s office computer.
- What to do if you’re Worried a Child is Being Abused (HMG 2015)*
- Framework for the Assessment of Children in Need and their Families (DoH 2000)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2007)
- Hidden Harm – Responding to the Needs of Children of Problem Drug Users (ACMD, 2003)
- Information Sharing: Practitioners’ Guide (HMG 2015)*
- Disclosure and Barring Service: www.gov.uk/disclosure-barring-service-check.
- Revised Prevent Duty Guidance for England and Wales (HMG, 2015)

- Inspecting Safeguarding in Early Years, Education and Skills Setting (OFSTED, 2016)
- Safeguarding Children Board (www.norfolkscb.org).
- Mandatory Reporting of Female Genital Mutilation – procedural information (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/469448/FGM-Mandatory-Reporting-procedural-info-FINAL.pdf)
- <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule/>
- <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/>

Forms:

- Cause for Concern (Safeguarding)
- Concerns Referred to CADS (NSCB 2018)
- Chronological Safeguarding Feedback Sheet Record
- Staff Safeguarding Log
- LADO Consultation Form (e-copy available from www.norfolkscb.org).
- LADO Referral Form (e-copy available from www.norfolkscb.org).

Flow Charts and Posters

- Duty of Care in early years and childcare settings
- Managing Allegations and concerns about adults who work with children in a group setting.
- CADS Flowchart.
- CADS Professional Guide
- CADS FAQs

* Copy in Operational Plan (Box 1)

** Available <http://www.opsi.gov.uk/>

Re: Safeguarding Children and Child Protection

This policy was reviewed at a meeting of: Mr. Bee's Family Centre

Held on: 12th February 2019

Date to be reviewed: March 2020

Signed on behalf of the Board of Trustees:

Name of signatory: Jeanette Nowrung

Role of signatory (e.g. chair/owner): Trustee

Centre Lead's Signature: