Policy 13:
Safeguarding Policy
Updated: November 20206

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Section 1:
What is the specific information about this Policy?

Are there any other relevant policies?

The relevant policies are:

- All other Policies are relevant to this Policy.

What is the Policy statement?

We endorse this statement from the EYFS: *"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"*. Additionally, we also endorse the statement from Working Together to Safeguard Children which states *"the child's needs are paramount, and the needs and wishes of each child…should be put first, so that every child received the support they need"*.

What is the staff responsibility for this policy?

The Nursery Managers and Senior Management Team have responsibility for implementing this policy. All staff have a duty to implement this policy, and The Company Director oversees any issues.

Who does this policy apply to?

This policy applies to all members of the Nursery Community and other visitors.

Who is responsible for monitoring this policy and staff?

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The Nursery Managers and Senior Management Team are DSL's and responsible for monitoring this policy. The senior member of staff on duty is responsible for the policy implementation. A Children-First (CF) Suitable Person, detailed in the Staffing Policy, will always be on site during Nursery opening hours. Should an emergency occur where this person is not available, the responsibility is with the next most senior staff member to contact the Company Director with all concerns. The CF Suitable Person status for all senior members of staff will be reviewed periodically through the appraisal process and training sessions to ensure suitability for the role. All staff who have contact with the children, whatever their designation, are responsible for implementing the policy. Temporary staff, students and those on probation must still abide by this policy, although their duties will be more restricted than permanent staff. Details of this will be in the Staffing Policy and later in this policy. The Company Director oversees monitoring of this policy.

What is the procedure for policy review?
This policy will be reviewed periodically. This policy is always reviewed at least annually. Reviews may be required as a result of research, training, statutory changes in child care, the children's needs, parental consultation, police advice, parents, or suggestions from courses attended by staff. The Company Director, Nursery Co-ordinator and Early Years Co-Ordinator and the Nursery Managers are responsible for policy review.

What do we do if the law changes in any area?
Research and training into the changes will potentially result in review. The Nursery will follow all legal requirements at all times. It is the Nursery Manager's responsibility to ensure the correct action is discussed with the Company Director and then implemented accordingly

Section 2:
What are the aims of the policy?

This policy aims to ensure the nursery upholds this statement from the Early Years Foundation Stage Statutory Framework 2026 (EYFS): "Children learn best when they are healthy, safe, secure, when their individual needs are met, and when they have positive relationships with the people caring for them.." The purpose of this policy is to ensure every part of a child's early years is as safe, secure, and happy as it can possible be. This policy also follows the legislative statutory guidance of "Working Together to Safeguard Children", 2026 edition and Early Years Statutory Framework 2026. The policy is designed to ensure all adults within the nursery understand the procedures and feel relaxed and confident about security and safeguarding of the children.

Safeguarding changes for 2026 - 2027:
Updates to the nursery's safeguarding policy for the Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers effective from 1 September 2026. It should be read alongside the main policy, local safeguarding procedures, and Local Safeguarding Partnership arrangements.

1. Statutory framework and local safeguarding arrangements
The nursery will operate in accordance with the EYFS statutory framework in force from 1 September 2026, Working Together to Safeguard Children, relevant Department for Education safeguarding guidance, Prevent guidance, and the procedures of the Local Safeguarding Partnership and local authority children's social care.
The Designated Safeguarding Lead (DSL) has lead responsibility for safeguarding and child protection, including liaison with local statutory children's services and the Local Safeguarding Partnership. Where the DSL is unavailable, a named deputy or appropriate senior member of staff will undertake the safeguarding role.

2. Action when safeguarding concerns arise
Any concern about a child's safety or welfare must be reported immediately to the DSL or deputy. Staff must record concerns factually, using the child's own words where relevant, and must not investigate beyond what is necessary to establish immediate safety.
Where there is an immediate risk of harm, emergency services and/or local authority children's social care will be contacted without delay. The nursery will follow Working Together to Safeguard Children and local safeguarding procedures when deciding whether a referral is required.

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Staff must not assume that a concern is too minor to report. Patterns, changes in behaviour, unexplained injuries, neglect indicators, domestic abuse, online risks, exploitation, or concerns about another person's behaviour towards a child may all be relevant.

3. Allegations against staff, volunteers and other people
All allegations that a person who works, lives or looks after children at the nursery may have harmed or abused a child must be managed promptly under the local LADO procedure. This applies whether the alleged incident occurred on the nursery premises or elsewhere.
The nursery will notify Ofsted as applicable, of allegations of harm or abuse by anyone living, working or looking after children at the premises as soon as reasonably practicable and no later than 14 days, and will provide details of the action taken. Local LADO arrangements may require earlier contact and will be followed.
Where an allegation concerns the DSL, nursery manager, proprietor or another senior person, the matter will be reported through the appropriate external safeguarding route rather than being managed solely by the person who is the subject of the allegation.

4. Whistleblowing
The nursery will maintain a written whistleblowing procedure for all staff, students and volunteers. Staff must know how and when to raise a concern and must feel safe to do so.
Concerns may include unsafe practice, poor safeguarding culture, failure to act on a safeguarding concern, abuse of position, or conduct that places children at risk. The procedure will explain what happens after a concern is reported and how it can be escalated if the concern is not dealt with appropriately.
Where internal routes are inappropriate or have not resolved the concern, staff may use external routes including the NSPCC Whistleblowing Advice Line and Ofsted's complaints/whistleblowing arrangements, as appropriate.

5. Safer recruitment, DBS checks and suitability
We use the Ofsted proforma on headed paper for all references.

The nursery will follow the EYFS 2026 requirements for suitability, identity checks, references, criminal records checks and barred-list checks. For registered group and school-based providers, the required enhanced criminal records and barred-list checks will be obtained for people aged 16 or over, including volunteers, subject to the specific EYFS exception for an occasional supervised volunteer.
A person who is required to have an enhanced criminal records/barred-list check must not begin work or volunteering until the required check has been received. No person whose suitability has not been established will have unsupervised contact with children.

Staff and prospective staff must disclose relevant information affecting their suitability, including arrests, charges, convictions, cautions and relevant court orders, subject to the legal protections for protected convictions and cautions.

Children-First will request three written professional references for all candidates wherever possible, including a reference from their most recent employer. A minimum of two satisfactory professional references must be obtained and checked before recruitment is confirmed. References will be checked and verified where necessary, and the nursery will establish relevant employment history, the last occasion on which the applicant worked with children, and reasons for leaving employment where appropriate. Open or family references will not be accepted as the required professional reference.
The nursery will keep appropriate records of qualifications, identity checks, vetting, references and DBS details. Where the statutory threshold is met, the nursery will make a referral to the Disclosure and Barring Service.

When Children-First is asked to provide a reference for a current or previous team member, the reference must be factual and provided in a timely manner. We will confirm whether we are satisfied with the person's suitability to work with children and include details of any substantiated safeguarding concerns or allegations that meet the harm threshold. Unsubstantiated, unfounded, false or malicious allegations must not be included in references.

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6. Safeguarding training and DSL support
All practitioners will receive safeguarding training appropriate to their role and will be supported to implement the nursery's safeguarding policy. Safeguarding training must be renewed at least every two years. The nursery may provide annual safeguarding updates where appropriate to the needs of the setting.
The DSL will provide ongoing support, advice and training to staff and will ensure that safeguarding knowledge is kept current, including local referral routes, allegations procedures, Prevent, information sharing and emerging risks.

Nursery Managers/DSLs must ensure that all safeguarding training, including training for DSLs and Deputy DSLs, meets the criteria set out in Annex C of the current EYFS Statutory Framework. Training must be appropriate for staff working with children aged 0–5 years. Training certificates and renewal dates must be recorded and monitored on the Single Central Register to ensure qualifications remain current. Where additional training is required to meet the EYFS criteria, this must be arranged and completed.

7. Safer sleep – babies and children under two
The nursery will follow the EYFS 2026 safer-sleep requirements. Babies will be placed on their backs to sleep, in their own separate sleep space with a firm, flat surface. Babies aged 12 months and under will sleep only in a cot.
The mattress will be firm, flat, waterproof and appropriately fitted. Light bedding will be tucked below the shoulders or an appropriately fitted sleep bag will be used. Blankets will be positioned feet-to-foot. Toys, pillows, extra blankets, cot bumpers, wedges and straps will not be used in the sleep space.
Babies' heads will remain uncovered and overheating will be avoided. The recommended room temperature is 16–20°C. Babies under six months will have an adult in the same room for every sleep. All sleeping children will be checked frequently and will remain within sight and hearing of staff.
The nursery's existing 10-minute sleep checks and recording arrangements will continue as a nursery-specific safeguarding control, unless a more frequent check is required by an individual child's risk assessment or care plan.

8. Attendance and unexplained absence
The nursery will follow up children's absences promptly. Where a child is absent without notification, staff will contact parents/carers and, where necessary, alternative emergency contacts. Prolonged or unexplained absence will be considered in the context of the child's circumstances, vulnerabilities, family/home circumstances and any patterns or trends in attendance.
Where concerns remain, the nursery will consider referral to children's social care and/or a police welfare check in accordance with local safeguarding procedures. The nursery's attendance policy will be shared with parents and will explain expectations and the action the nursery may take when a child is absent.

9. Mobile phones, cameras, electronic devices and image sharing
The nursery's existing controls on mobile phones, personal cameras and electronic devices remain in force. Personal devices must be stored in the designated secure location and must not be carried or used in areas where children are present, except where an authorised safeguarding or emergency procedure applies. Visitors, parents, contractors, students and volunteers will be informed of the nursery's restrictions on taking photographs, recording video or using personal devices. Nursery-owned devices will be used only for authorised purposes and images will be stored, accessed and shared securely.

10. Screen use
The nursery will have regard to Department for Education guidance on screen use when planning and supervising children's experiences. Screen use will be developmentally appropriate, purposeful and balanced with active play, communication, interaction, physical activity, rest and other learning experiences.

11. Information sharing, confidentiality and records
The nursery will maintain accurate, relevant and secure safeguarding records and will share information with parents, professionals, police, children's social care and Ofsted where appropriate and lawful. Information

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will be shared on a need-to-know basis and records will be accessible only to those with a professional or legal right to access them.
Data protection and confidentiality must not be treated as an automatic reason not to share information where sharing is necessary to safeguard a child. The nursery will follow the DfE information-sharing guidance and the statutory Information Sharing Duty coming into force on 30 September 2026, where applicable.

All team members must immediately report any requests for safeguarding information to the Nursery Manager or DSL. The DSL must check who is requesting the information, why it is needed and what information should be shared. Information must be shared promptly and securely with relevant professionals, including Children's Social Care, where it may help identify concerns, assess a child's needs or provide support before concerns escalate. Where the statutory Information Sharing Duty applies, parental consent is not required. Parents should normally be informed where appropriate, unless doing so could put a child at risk or interfere with an investigation. The DSL must keep a written record of what information was shared, with whom, the date, the reason for sharing and any advice received. Decisions not to share relevant information must also be recorded with the reasons.

12. Dogs and animals on nursery premises
Banned dog breeds to which section 1 of the Dangerous Dogs Act 1991 applies, including the XL Bully type, must not be kept or present on nursery premises at any time. Parents are not able to bring banned dog breeds to collect children this may be at the gates or in the nursery gardens. Other animals will be managed through appropriate risk assessment, hygiene and supervision arrangements.

13. Safeguarding-related risk assessment and care practice
The nursery will use written risk assessments where helpful to identify and control safeguarding and welfare risks. This includes, as appropriate, sleep, eating and weaning, allergies and choking, intimate care, outings, visitors, premises, animals, missing children, collection arrangements, photography and electronic devices.

14. Review and implementation
This safeguarding policy will be reviewed at least annually and sooner where statutory guidance, local safeguarding procedures or nursery practice changes. The next scheduled review should be September 2027, with interim updates made whenever required.
All staff, students, volunteers and relevant contractors will be made aware of the updated safeguarding requirements. The DSL will monitor implementation and ensure staff understand any changes relevant to their role.

Section3:
How do we safeguard children?
Who is responsible for safeguarding children?
Safeguarding is everyone's responsibility but especially DSL's, Managers and CF Suitable People. Every Child Matters states…. "*Safeguarding children means promoting children's safety and wellbeing so they achieve and develop in the best way they can.*" Children are be helped to:

- Be healthy.
- Stay safe.
- Enjoy and achieve.
- Make a positive contribution.
- Achieve economic wellbeing.
- Ensuring children are safeguarded from any allergens that could cause and allergic reaction.
- Ensure that children's food preferences and requirements are delivered.
- Ensure that all children are safeguarded by equality, diversion, and inclusion. This is laid out in our Policy.
- Ensure that children and families who have Court Orders sealed by the court are safeguarded if appropriate measures relating to the nursery are outlined in the order. Markel Law and/or Children's Services are consulted on such matters.
- Ensure that children are safe from choking.
- Ensure safer recruitment is in place and the team employed to work with children are safe to do so.
- Ensure that children are safe when sleeping.

The protection and welfare of children is central to care and education of young children. Every Nursery has a Designated Safeguarding Lead (DSL). Company policy is that the Nursery Manager is the Designated

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Safeguarding Lead, and the Deputy Manager is the second Designated Safeguarding Lead. When a Nursery Manager or Deputy Manager is new to the company, they will not be the DSL for their first month of employment. In this case, the responsibility will fall upon the other person. Should both persons be new the company at the same time, then another manager within Children-First will be nominated in this role, with support from a senior staff member on site. The Nursery Director is the company safeguarding lead.

A Children-First Suitable Person, detailed in the Staffing Policy, will always be on site during Nursery opening hours. Should an emergency occur where this person is not available, the responsibility is with the next most senior staff member to contact the Company Director with all concerns. The Suitable Person status for all senior members of staff will be reviewed periodically through the appraisal process and training sessions to ensure suitability for the responsibility of the role. All staff who have contact with the children, whatever their designation, are responsible for implementing the policy. Temporary staff, students and those on probation must still abide by this policy, although their duties will be more restricted than permanent staff and long terms staff. Details of this are in the Staffing Policy and later in this policy also.

What is the difference between Safeguarding and Child Protection?
Safeguarding and promoting the welfare of children is defined in Working Together to Safeguard Children as:

- Protecting children from maltreatment.
- Preventing impairment of children's health, wellbeing or development,
- Ensuring children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes,

Child protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

What safeguarding training does the Nursery provide?
Before an employee starts at the setting, all staff must first complete the following training courses, scoring 100% on the exams at the end:

- Safeguarding Level 2
- Female Genital Mutilation (provided by the Home Office)
- Prevent Duty Training
- Food Hygiene Level 2
- Allergen Awareness
- Fire Awareness Level 2
- Equality, diversity and inclusion training
- Domestic abuse
- Whistleblowing
- Family circumstances and safeguarding risks

Senior staff and CF Suitable People should be further trained and this should include: Level 3 Safeguarding and Fire Warden training. A Suitable Person must attend Local Authority 'Safeguarding Training for Designated Persons' as soon as possible. If this course is not running within one month of CF Suitable Person status being awarded then the Suitable Person must complete an online Level 3 training course. This is an interim measure, and the CF Suitable Person must still also attend a Local Authority training course as soon as possible. All staff undergo face-to-face Safeguarding refresher training at least every two years, with annual safeguarding updates/refreshers where appropriate. Safeguarding is also covered in staff meetings at each setting, either as a topic or event occurs or as part of the regular training programme. Prevent Duty Training forms part of this training. As part of our Pre-Start Induction Policy new staff must read and understand the implications of this policy, staff can ask the Manager if they have any queries relating to this policy. Training received by a member of staff must be cascaded with to all staff at the next staff meeting. Training received by a Nursery Manager must be cascaded to the other Managers at the next Managers Meeting. Staff complete on-line courses provided by the Government to learn about prevent and radicalisation. Safeguarding is covered at all team meetings in some aspect and also as part of the company wide team training day in January. Nursery managers and suitable people attend regular online safeguarding training hosted by the NDNA to be able to update their teams as part of team meetings and annual training days. The Nursery Coordinator also

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attends regular training to update the team of any changes to guidance and legislation. Safeguarding is discussed at all team meetings and managers create power point presentations to support staff with their understanding. Nursery Managers who have achieved the 'Train the Trainer' certification can deliver Level 2 Safeguarding training to team members during our annual team training day and at team meetings.

What is important about entry, exit, fire exit and garden doors and gates?
All doors and gates can allow people to exit and enter the nursery and should be considered a safeguarding risk. Doors must be treated in the following ways:

- Garden gates must be secured at all times when children are using the garden, with due regard to ensure they can allow escape in case of fire.
- Garden gates must be secured at all times, except occasions when parents, visitors or staff are using them to enter or exit the building.
- Fire exit doors must be secured at all times during the day in such a manner that can allow exit in case of fire. Furniture must never be placed in front of these, even if this is on wheels or for a short space of time.
- Nursery door must be secured at all times and opened only to accept parents, children or visitors. It must never be left on the latch.
- Parents must not open the door for another person entering the building.
- Parents must always inform a member of staff that there is someone at the door.
- Service doors such as to the kitchen must be locked at all times except when being used and must not be left open whilst using the bins. This means that any team member using the kitchen door to reach the bins must close the door and enter the nursery via the main Nursery entrance.
- For nurseries where access into the Nursery is through the garden spaces, when children are using the gardens, this access must be carefully supervised, and the gate separating children and from the main door must be shut before the main door is opened.
- Team members and parents must always ensure they close nursery gates that connect rooms and the garden entry and exit areas. Team members must always be mindful that parents have closed the gate and offer reminders where possible.

Section 4:
What is child protection and how do we safeguard children who may be suffering abuse?
What should we be concerned about?
Children spend many waking hours in our Nurseries. They have special and close relationships with those people who look after them. Staff, students and volunteers in the nursery may be the first to notice any of the following which may signs of abuse and must be discussed with the DSL within the Nursery immediately:

What signs should we watch out for and listen for at Nursery and what are some signs of abuse?
Safeguarding children and being alert to types of abuse and signs and symptoms at Nursery is everyone's responsibility. This is not a comprehensive list and practitioners should use professional judgement should they have cause for concern for any other reason and report immediately to the DSL. Types of abuse can be inflicted actively or passively. Active types of child abuse include, violence, ill treatment, physical, sexual, abuse, verbal, exploitation or emotional abuse. Passive abuse includes neglect. Abuse of children and the symptoms of abuse are outlined below, but practitioners must be alert to other out of child's usual behaviour or comments, and report to the DSL immediately:

- Physical abuse: Bruising, burns, flinching when adults move suddenly, physical unexplained injuries, or inappropriate to explanation of injuries, excessive cuts or grazes. These signs on non-mobile babies are a source of even greater concern. See more below, about unusual accidents or incidents.
- Emotional, psychological and verbal abuse: A child may be or become withdrawn or quiet, perhaps tearful, have a glazed expression, be jumpy or clingy. There may be changes in peer relationships; the child may be always seeking to please or there may be other unusual behaviours. The child may adopt other attention seeking behaviour.
- Neglect: A child being unkempt, dirty, may be very hungry, have rashes or sores or illnesses without appropriate medical attention or treatment, may be smelly, dirty have un-brushed teeth or hair. Children who come to the Nursery continuously in heavily soiled or used nappies, ill-fitting or unclean clothing, inappropriate clothing for the weather outside, excessively tired, or similar potentially neglectful signs. Attempting to collect a young child without a car seat.
- Fabricated or induced illness: Fabricated or induced illness: This is when a child may be harmed because a parent or carer exaggerates, fabricates or deliberately causes symptoms of illness, or seeks unnecessary

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medical treatment for the child. Staff must remain alert to concerns such as repeated unexplained illnesses, differences between symptoms reported by parents and those observed at Nursery, or concerns about unnecessary medical treatment. Staff must record their observations factually and report concerns immediately to the DSL. The DSL will seek advice from Children's Social Care and, where appropriate, relevant health professionals. Staff must not attempt to diagnose FII or investigate concerns themselves.

- Domestic abuse: Domestic abuse can include physical violence, emotional or psychological abuse, sexual abuse, controlling or coercive behaviour and financial or economic abuse. Children who see, hear or experience the effects of domestic abuse are recognised as victims in their own right under the Domestic Abuse Act 2021. This can have a significant impact on a child's emotional wellbeing, behaviour, relationships and development, even when the child has not directly witnessed physical violence. Team members must be alert to changes in children's behaviour, increased anxiety, withdrawal, distress or disclosures about experiences at home. Any concerns must be recorded and reported immediately to the DSL, who will assess the risk and seek advice or make a referral to Children's Social Care as appropriate. Parents must not be informed of a safeguarding referral where doing so could place the child or another family member at further risk, and advice must be sought from the relevant safeguarding professionals.
- Sexual abuse: Bruising, sexual role play, sore, swollen or dilated genitalia, itching around genitalia, tummy pains, sexual knowledge above their years, acting out with toys or in the home corner, other changes in behaviour and relationships with peers and adults in Nursery. Marks or bruises on non-mobile babies are especially concerning as they will be less likely to occur at this stage of development.
- Female Genital Mutilation: FGM is illegal in the UK and is a form of child abuse. Signs may include changes in behaviour, difficulty walking or sitting, frequent urinary infections, discomfort when using the toilet, or a child talking about a special ceremony or extended trip abroad. Any concerns must be reported immediately to the DSL, who will contact Children's Social Care in Hackney or Essex as appropriate. If a child is in immediate danger, the Police must be contacted. Certain professionals, including teachers, have a legal duty to report known cases of FGM involving girls under 18 directly to the Police under the Serious Crime Act 2015. All concerns and actions must be recorded confidentially. Staff must not attempt to examine a child for signs of FGM.
- Binding breasts A form of physical abuse where a girl's breast development is deliberately suppressed. Although unlikely in nursery-aged children, older siblings or family members may be at risk. Any concerns must be reported to the DSL.
- Exploitation: Children may be at risk of sexual exploitation, criminal exploitation, trafficking, forced labour or modern slavery. Although some forms of exploitation are more common in older children, younger children and their siblings may also be affected. Any concerns must be reported immediately to the DSL.
- Internet or technology: Children may be exposed to inappropriate online content, grooming, abuse or inappropriate sharing of images through digital devices. All technology used within the nursery must be appropriately supervised and used safely in line with our Online Safety and Mobile Phone Policies. Any safeguarding concerns must be reported immediately to the DSL.
- Complex, organised or multiple abuses: covers circumstances which may involve a number of abusers and, or a number of children. The term refers to the abuse of children over long periods of time. Complex abuse investigations require thorough planning and may require the information of dedicated teams of professionals from both the police and children's social care for the purpose of the investigation.
- Family Circumstances and Safeguarding Risks: Domestic abuse, parental mental health difficulties and substance misuse may affect a child's safety and wellbeing. Team members must consider the individual circumstances of each family and any impact on the child. Safeguarding concerns must be reported to the DSL, who will assess whether further support or a referral to Children's Social Care is required.
- Prevent Duty, Radicalisation and Extremism: Children-First has a duty to safeguard children from being drawn into terrorism or exposed to extremist influences. Team members must report any concerns immediately to the DSL, who will seek advice from the Local Authority Prevent Team and make a referral where appropriate. We promote British Values through age-appropriate activities that encourage respect, inclusion and positive relationships. Children-First does not allow play involving weapons or terrorism and encourages children to resolve conflicts peacefully.
- Unusual or peculiar accidents, or frequent accidents and unusual incidents: If a parent or team member reports an unusual accident or incident or a review of accident or incident reports shows involvement of one team member, team members continuously or without witnesses. Immediate action must be taken. The LADO must be contacted immediately if CCTV reveals possible harm to a child by a team member. If no clear explanation can be found on CCTV within five minutes, the LADO must be contacted for advice. Relevant CCTV footage must be preserved, and any further investigation must follow the LADO's

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advice. Parents must be informed as soon as appropriate, taking into account advice from the LADO or other safeguarding agencies.. An unusual or peculiar accident is one that red flags in the mind. The child must be examined immediately for injury to assess whether everything makes sense in terms of the verbal reports and the accident or incident forms. Team members must use the companies safeguarding flags document to evaluate abuse and risks of abuse to determined cause of action.

- Delays in reporting an accident or incident involving a sole team member or team members: It is company policy for staff to report accidents to a senior team member and apply first aid and inform parents immediately of specific accidents. Any unexplained delay in reporting an accident or incident involving a child must be treated as a safeguarding concern and reported immediately to the DSL. Where there is concern that a team member has harmed or may have harmed a child, the LADO must be contacted without delay. Deliberately failing to report or concealing an injury may constitute gross misconduct under the Staff Policy. Timelines must be reviewed on all safeguarding and serious incident forms to ensure that reporting was completed as soon as possible.
- Delays in administering first aid: It is company policy that children receive appropriate first aid immediately following an accident or injury. Any unexplained delay must be reported to the DSL and investigated appropriately. Where there is concern that a team member has harmed or may have harmed a child, the LADO must be contacted without delay. Deliberately withholding first aid or concealing an injury may constitute gross misconduct under the Staff Policy.
- Discrimination or prejudice: Children experiencing racism, bullying, prejudice or discriminatory behaviour may become withdrawn, upset or angry. Team members must challenge discriminatory behaviour, support the child and report any safeguarding concerns to the DSL. All concerns and actions must be recorded.
- Failure of parents to report and pre existing: If a team member notices a mark or injury on a child that has not been reported by parents, they must immediately inform the DSL/Manager or senior member of staff on duty. The injury must be checked discreetly, and the Nursery Director or Nursery Coordinator consulted. Parents must be contacted promptly for a discovery call, and a pre-existing injury form completed. However, if the nature, location or appearance of the mark or injury raises safeguarding concerns, the DSL must seek advice from Children's Social Care before contacting parents. All injuries, concerns and actions taken must be recorded.

Where safeguarding red flags are substantiated, historical CCTV and previous accident and incident records involving the team member must be reviewed to identify any patterns of concern. Any review must follow advice from the LADO or Police to ensure that safeguarding investigations are not compromised. All findings and actions must be recorded.

It is essential to remember that some children show no signs of being abused, especially if the Nursery is their "safe place". Practitioners must also bear in mind that there are often overlaps between abuse types when a child is being abused. Practitioners must also be alert, to concerns regarding colleagues practice in Nursery and any red flags, such as unusual or peculiar incidents and accidents must be reported immediately to the DSL on duty.

What type of people are abusers?
The following is not an exhaustive list, a child abuser may be anyone. A child abuser can be a parent, step parent, guardian, grandparent, aunt, uncle or other relative, friend of the family, child carer, and member of staff or a student. Staff must ensure they do not discount a person causing concern for any reason, including relationship to the child or job role. If there are concerns about potential abuse always report to a DSL.

What must staff do if a child discloses about abuse involving a team member or if a parent raises a concern or makes an allegation about a child?
You must be sensitive, sit and listen and tell the child you are going to tell someone else. Remain calm, reassure the child, do not ask leading questions and never promise confidentiality. Immediately report your conversation to the senior on duty. The LADO must be contacted immediately for advice and all advice given must be carefully followed. Markel Law must be contacted after following advice from the LADO. It is NOT the staff job role to interview the child, this must only be done by the social worker or police. Staff must only discuss this with the DSL or on their absence the Deputy DSL an immediate report must be made to the relevant people. A written report of the disclosure should be made as soon as possible after the disclosure

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and must not be discussed with other team members. The written report must include the child's own words wherever possible, together with the date, time and names of those present.

What happens if a child discloses a potential incident at home?
If a child disclosed a potential incident at home, the company DSL must be contacted to seek advice and potentially discuss next steps. A call to the local authority Safeguarding Children's Team will be made, without disclosing the child's or parent's details. Should the MASH team require contact with the family, the family must be contacted by phone, or in person initially to discuss the incident and sign our form. An email must be sent to follow up the form and to confirm the details of the conversation.

What happens if a parent or team member raises a serious safeguarding concern or makes an allegation against a team member?
A report must be made to the LADO immediately for advice. If a potential suspension is agreed with the LADO Markel Law must be contacted for legal advice. The investigation process will include staff statements, review of full CCTV coverage and other relevant investigations agreed with the LADO. Both the parents and the LADO must be kept up to date at all times. Action will be taken in line with our Staff Policy if the allegation is substantiated and other agencies may be involved such as Ofsted and the DBS.

What happens if after thorough investigation and liaison with the family and LADO the allegation is not substantiated?
In such circumstances a team member would be exceptionally upset. The Nursery offers 24 hour, qualified, confidential counselling. All staff have access to this service on demand or if needed a regular weekly appointment. Nursery support offered may include support from a senior team member or Manager, and an offer to move rooms from the room where the child is based.

What does Nursery do if child abuse is suspected at home by family or friends?
This must be discussed with the company DSL immediately. The Local Authority Safeguarding Children's Team team will be contacted initially for next steps. Children's Social Care closest to where the child lives must be contacted. If there is no response another Area Office must be contacted. The contact details for Queens Nurseries is The Family Operations Hub 03456037627. The contact details for Independent Place Nursery is Duty Social Work Team, Children's Social Care **0208 356 5500**. This Advice may include the following; If suspected abuse is confirmed we must contact the parent immediately and inform them of our intentions unless it is deemed this will place the child at greater risk of harm. (Section 17 Children Act 1989).

All senior staff must be aware of the incident and or concern and the agreement for action made with Children's Social Care on a, need to know basis. Confidentiality is essential. The senior member of staff on duty at the time and dealing with the incident must stay on duty for as long as required. The Manager will complete a referral letter to send to social services within 24 hours of the call. A SIF must be created.

What does the Nursery do if very serious abuse is suspected at home by family or friends?
In cases of serious alleged abuse with evidence of sexual abuse, significant harm or physical abuse it is essential to make an immediate referral to services above and take advice about the police. WITHOUT PARENT CONSENT (Section 47 Children Act 1989) It may be necessary to call an ambulance. Two members of staff must accompany the child, they must be the Manager or Deputy and a senior member of staff to whom the child is close. The members of staff accompanying the child must take a photocopy of the child's emergency contact details and birth certificate. The originals must stay at the Nursery. This will usually be:

- The name, address and age of the child,
- The concern, details, dates and times of any incident,
- All information given by the child, parent or any other party such as authorised collectors.
- Any known relevant history.

What records must be kept?
The Nursery Manager is responsible for overseeing record keeping. Every concern must be reported to the DSL on duty and recorded. The written record must be on the computer or in ink and include the following:

- name of child,
- date and time the concern or disclosure was noted,
- the senior member of staff to whom the concern was reported,

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- the type of concern e.g. what marks were noted, where on the body, or what exactly was said, and what was the stimulus for the disclosure, or a full description of the incident, any other cause for concern,
- record of any discussions with parents or guardians or carers,
- circulation of written record,
- Details of all discussions and emails with the LADO.
- Children's Social Care where the concern was reported, the name of the Duty Social Worker to whom the concern was reported, the date and time the report was made to the Social Worker,
- The agreed actions with the Children's Safeguarding Officer at the Area Office and the person responsible for the agreed actions,
- The record must be signed and dated by both members of staff involved in the report, their names must also be printed,
- Manager to complete referral letter.
- Timeline of all events.
- The record must be kept for a period of five years after the child has left the Nursery.

How do we support staff?
Dealing with child abuse is challenging and distressing. The Nursery Manager will debrief any member of staff involved in dealing with child abuse. The Nursery will request that a social worker will offer support to any distressed member of staff, or it may be suggested that the staff affected visit their GP. Staff have access to a confidential counsellor as part of their contract and are able to use this service to discuss anything that is distressing to them. Staff have the details of this in their inbox's and can use this service with anonymity if they choose. This service is on demand as and when needed and can include a regular weekly session if required.

What do we need to do in relation to parents?
Parents are directed to this policy and other policies on the nursery website by the nursery manager and this is also detailed in the Welcome Pack during their visit or pre-start. Parents must be informed by the Nursery Manager if there are any concerns regarding a child's welfare. The Parent must be informed of what the concerns are. This will ensure that there are no misunderstandings. The Parent must be aware of our responsibilities to the child. The Manager or senior member of staff must be available to discuss issues with parents. In the event of a child being taken to hospital following suspected abuse, a decision must be made with Children's Social Care over who will inform the parents. This would usually be done immediately. Parents may not take responsibility for a child who is not their child within the Nursery environment. If an extremely rare event of an incident of abuse or discrimination we take action to safeguard all children. We expect parents and carers to work in partnership to ensure all children are safeguarded. Partnership may include an investigation and/or a support plan. The Nursery Policies clearly define breaches of our policies and we reserve the right to work with the local authority and our legal advisors and consult the Equality and Human Rights Commission to terminate the space if partnership does not work harmoniously to resolve the incident.
We will always alert parents to the event of a serious incident or abuse on the nursery premises as long as we have consent to share this information from the parties involved. If court orders are in place, we ask if the order states that it can be shared with the nursery and the parent or parents are able to share it with us. The Nursery will always seek advice from the local authority and Markel Law solicitors too. This ensures we are adhering to the court order. Parents are advised to give consent for the nursery to view the parts of the court order that affect them to allow us to work in line with the court order. In such cases, the Nursery Director, Nursery Coordinator and Manager will all review the order on a need to know basis. On most occasions the Deputy will need to know the implications for the nursery of the order for the child. A parent may want to redact specific areas.

What is the role of the police?
After speaking to Children's Social Care the police would usually become involved. Officers may wish to interview the child, siblings, family members, nursery staff and any other person involved with the child. Staff must fully cooperate with the investigation. Staff may need to be locked down inside the nursery and await police instruction in some cases to ensure police get the opportunity to speak to team members if needed. All arrangements will be made by the Manager in consultation with the police. Police Officers will sometimes talk to older children about, 'Stranger Danger' within the Nursery if available. This is a valuable learning experience for our Pre-School children before they go to school. Children should follow this up by creating their own risk assessments for examples such as:

- Crossing the road,

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- Talking to strangers,
- Accepting gifts from strangers,
- Being invited to a fast meal,
- Getting into a stranger's car on the pretence of a treat,
- Meeting a dog in the park or whilst outside the home and being asked by the person to come and play with the dog and go for a walk with the dog,
- A risk assessment for trips with children is also a strong learning experience for children.
- Treating people equally and sensitively,

What is the parent role?
If any accident happens at home or outside the nursery a pre-existing injury form must be completed before a parent leaves the premises. If the parent informs us via email of the pre-existing injury, we will send the pre-existing injury from via email and the parent must complete the form before the child attends.

What is the role of others?
Anyone can refer a child if they suspect a child is being abused, neglected or is being exposed to extremist, radical or discriminatory views this includes local authorities, health authorities, local education authorities and any authorised person.

What are safe working practices to protect children?
The following procedures apply:

- All staff must have a DBS completed by their main Nursery base. These are renewed every three years if they have been in continuous employment with Children-First.
- The DBS must be back before team members start their employment.
- All volunteers and work experience team members must have a current DBS.
- Agency staff must be used from a reputable agency which insists on up to date DBS's before sending out agency staff. The Manager must request a copy of the agency staff members DBS on booking.
- Students must never change nappies or take part in personal care routines. If this is required as part of a course assessment, this must be discussed directly with the Nursery Manager.
- Students must have a DBS check by their college before starting at the Nursery. The Nursery Manager must take a photocopy of this for the student file, along with their photo ID and completed paperwork.
- Students must not enter into any babysitting arrangement with parents or guardians or carers.
- DBS declarations must be completed yearly to ensure suitability remains the same.
- Managers should get 3 professional references for new team members in line with their CV and safer recruitment practices. In cases of students who have just qualified a tutor can provide a reference if they have been at college
- Gaps in employment should be checked and investigated with new team members in line with safer recruitment practices.
- The most recent employment or college reference must be obtained.
- All staff must report any concerns they have about another member of staff, student or temporary staff member to the Manager, who will conduct a full investigation under our Conduct Requirements and Disciplinary Policy.
- Visitors must not be allowed into the Nursery without an appointment.
- Professional visitors must carry personal identification, this must be requested and checked.
- Our child collection Policy must be adhered to.
- Staff must not carry mobile phones, or personal cameras in bum bags or pockets. Personal mobiles and cameras must be kept in the mobile phone safes, whilst staff are on duty. These must be signed in and out accordingly.
- Visitors and parents must not use mobiles phones whilst on the nursery premises. Visitors or parents staying in the nursery for an extended period of time, MUST leave their phone or camera in the office.
- Visitors, contractors or parents must not wear Meta glasses or other glasses with camera facilities.
- Apple watches or glasses with built in cameras must not be worn by team members in the nursery.
- For special occasions such as the Christmas Concert and many Nursery events throughout the year, parents will need to sign a permission form on entrance to the Nursery allowing the use of a cameras, camera phones and video recorders by parents.
- Only technology such as personal iPads, phones and laptops can be used at the manager's discretion and only on staff breaks OUTSIDE of the children's rooms.

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- Nursery cameras and Famly tablets are in use throughout the day to capture those special development moments for each child's development profile. All images are stored on a password protected computer in the Manager's office.
- Monthly iPad history checks are completed by the deputy and manager.
- Maintenance contractors and other visitors must be accompanied at all times, by a member of staff, they must not be allowed to be alone at any time with a child or allowed in the bathroom while children are using the bathroom.
- Children must be supervised at all times.
- All staff working in the Nursery must have a duty of care to all of the children.
- Safeguarding children from harm of any kind is everyone's responsibility.
- There will be as much no lone working practices to safeguard children and staff as possible. Managers must always be informed of any lone working if at all necessary to ensure they are listening and looking out where possible. Lone working must be limited to times of need due to ratios such as toileting older children.
- Children must be supported to understand equality and all children and families must be treated equally and not face any discrimination or prejudice.
- Sleeping children are checked every 10 minutes and recorded.
- Team members are trained in safer sleeping requirements.
- Children under 1 must sleep in cots on a firm and flat surface.
- Food is served in colour coded format to support allergy awareness.
- All food is prepared accordingly to ensure children will not choke.
- Food cannot be brought in from home to ensure it is safe of allergens.
- Children are always monitored at sleep and meal time.

Are staff allowed to care for children out of hours?
Staff at the nursery are allowed to care for children attending the nursery out of hours providing it does not conflict with nursery duties. This is not a requirement of staff, but a voluntary agreement entered in to between the member of staff and the parents involved. All arrangements of this kind must be made out of hours. The Nursery accepts no responsibility or liability for these arrangements, what happens within them, or the individual requirements of the children during these times. Staff are **not** permitted to take children into their personal car unless Nanny Insurance has been purchased, a copy of which must be kept in the nursery and updated annually or each and every time the policy expires. There are no exceptions to this instruction. Both parents and staff must complete an 'Out of Hours Care Form' prior to any arrangements. These forms are attached to the Parent Partnership Policy. A copy will be stored in the child's personal file. Staff may not care for children out of Nursery hours at any time if the care or relationship conflict with the interests of the nursery, its children, other members of staff, or Children-First. Any such concerns must be brought immediately to the attention of the Manager so that a decision can be made as to whether there is a conflict of interests. The Nursery Director must be informed of all concerns. Where there has been a conflict of interests, staff are not permitted to babysit. If the conflict continues then disciplinary proceedings may follow.

What happens if there is suspected abuse from a member of Staff?
When the abuse suspected or alleged is by a member of staff the matter must be reported to the Local Authority Designated Officer (LADO) immediately always within 24 hours. If the LADO is out of hours you must contact the out of hours team before contact with the solicitors and advice followed. CCTV footage must be downloaded reviewed and saved. The LADO contact is **03330 139 797** for Queens Nurseries and **0208 356 4569** for Independent Place Nursery. The LADO will advise on what action to take next. This is a very serious issue. Any member of staff suspected of abuse will be suspended, pending an investigation by the Safeguarding Officer, Ofsted, and Police. An investigation must not be done by the nursery unless as part of the wider investigation. Continuous contact with the LADO will ensure the best outcomes for the child or children. OFSTED must be informed within 14 days of the allegation preferably as soon as possible. The parents of the child and, or children involved must also be kept fully informed. The staff member accused of abuse will be supported by the Nursery during the suspension and investigation. The Nursery Director must be kept informed of any such issues. If the allegation was founded the staff member would be dismissed and a referral would be made to the DBS. If the allegation was unfounded then the staff member would be able to return to work and would be supported by management and senior staff.

How important is confidentiality?

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Confidentiality is essential. Parents, legal carers, guardians have the right to see all information that is held on file about their child. Senior staff and the child's Key Worker must also have full knowledge of the concerns in order to protect the child's welfare. Sensitive information such as this must be kept in the filing cabinets which are locked at night. Staff must only be informed on a need to know basis. Breach of confidentiality in such matters is a disciplinary issue. Parent's questions must be referred to the nursery manager and only non-confidential details may be given. This must only be discussed with the manager on a need to know basis and must not be discussed in the rooms with the children. When a court order is in place this should be shared through the relevant manager's confidential email boxes. Deputies and staff will be made aware of elements of the court order on a need to know basis.

What is senior staff responsibility?
Any concerns must be reported to the Manager, Deputy Manager or most senior member of staff on duty. Such concerns must be reported to the Nursery Director. The senior member of staff on duty must report concerns to the LADO regarding a team member or volunteer immediately or as soon as possible. The contact details can be found above and on in the Nursery Office. All concerns must also be reported to OFSTED without delay. It is a statutory requirement to adhere to the above directions. If a child is known to be on a Child Protection Plan, we can contact the child's Social Worker with any concerns or advice at any time. Suitable people are required to liaise with the Nursery Co-Ordinator and Nursery Director with any concerns or any whistleblowing scenarios to enable to support the case better as soon as possible.

Section 5
How do we evaluate safeguarding risks?
Safeguarding flags in accidents at nursery or at home-
As professionals we have a responsibility to safeguard children and vulnerable team members from harm. Contact with safeguarding authorities is our responsibility and we are protected under Data Protection Laws in this area. Write down the time, date and details what you've observed. Signs, symptoms or red flags you have seen. If you suspect a team member report to the senior on duty who will review the CCTV. If images cannot be found or images of concern are found on the CCTV contact the LADO immediately. If a quick review of the CCTV does not provide clear evidence of a genuine incident or accident report to the LADO and take advice. If you notice marks from home first of all ask the parent about it and request them to complete a pre-existing injury form. If you are not satisfied with the explanation or know that this is a re-occurring accident, contact the duty social care team and record your concerns.

Stop
Did you notice something not quite right? Do you feel an explanation is odd? Does it add up? Is this a common sort of accident or incident? Here's what to do: **act quickly stop and think**:

- If the accident was at home does any injury fit with the explanation given on the pre-existing injury form, accident form or explanation given verbally?
- If the accident involved a team member did another team member witness it?
- Is a team member or parent is overly upset, drawing attention away from the child, anxious or shows immediate changes in behaviour when an accident or incident or the harm of a child is discovered.
- Would the accident have occurred in a CCTV covered area?

Assess:
Report immediately to the senior on duty and DSL or Deputy DSL the accident or incident. Here's what to assess:

- Discuss questions about an accident or incident and consider if it might be unusual for a child of that age or suspicious?
- Is it something very uncommon or unheard of?
- Does it seem plausible?
- If it occurred at Nursery and if time allows asses what you see on Nursery CCTV.
- How did the team member or parent behave when reporting?
- Use the Safeguarding and Safety Policy and all other guidance available to help you decide if you need to do anything further. View your local safeguarding board website for information. Remain curious.

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Feel:
Maintain professional curiosity. If something doesn't feel right, there's a chance it's not. How do you feel about the accident? Ensure commitment to safeguarding supports you as to **how do you feel about the report made of a concern:**

- Don't assume everything is fine, it will need further investigation.
- Don't assume because the parent/carer partnership is very strong, and they are loving caring parents who have been at nursery a long time that everything is ok.
- Don't assume that a valued team member or visiting professional who has worked at Nursery very successfully for a long time could not do anything to harm a child.
- Don't think what if I'm wrong, think what if I'm right.

Refer: Red flag referral avenues are:

- Make a safeguarding referral.
- Report to the LADO if about a team member or social care if about a parent.
- Follow the LADO's or social care's instructions. Open a SIF. Record your actions, phone calls, emails and notifications in an ongoing manner.
- Notify the Nursery Director.
- Decide with other agencies and/or the Nursery Director if the police should be called.

Follow up: Agree follow up actions with the person and keep in contact with the person you have made the referral, agreeing further follow up actions.

Potential Green flags:

- CCTV is reviewed and it was an ordinary childhood accident for the age and development stage of the child.
- Child has an accident, and it is recorded on the CCTV footage that the team member does not reach the child in time to intervene.
- Parent/Carer forgets to complete the pre-existing injury form. Parent is called or asked about the pre-existing injury. Parent/carer gives a thorough and co-operative explanation in cases of a minor injury such as grazed knee. This does not apply where there is a serious injury. Monitor for on-going minor injuries not reported on the pre-existing injury form.
- CCTV showing that the accident could not have been prevented due to staff deployment.

Potential Amber Flags:

- CCTV shows it appears to be a normal childhood accident for the age and development of the child, but the team member has an unusually high proportion of lone witness accidents either with just one child or with many children. This needs investigation as it be a red flag.
- Parent/carer gives an account of the minor injury which does not match the injury.
- A team member forgets to report an accident, however on review of the CCTV the accident appears to be normal.
- The accident form was not completed correctly.

Potential Red Flags

- It was a lone working or no witness accident.
- Many accidents with the same child involved.
- Many accidents dealt with and witnessed by the same team members.
- Parents consistently do not acknowledge accidents on the Eylog.
- Child has a high level of unexplained absences.
- Child has regular doctor's appointments with no explanation.
- Child has consistent untreated nappy rash or irritation.
- Child is constantly brought in unwell.
- Child comes in with a full nappy often.
- Child comes in hungry often.
- Child has been subjected to derogatory, offensive, or prejudicial remarks.

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What does intimate care mean?
Intimate care covers; toilet training, toileting, nappy changing, changing of children's clothes, applying sun cream and or any other body creams and washing or bathing children after sickness and or diarrhea. Staff who provide intimate care must have; undergone an enhanced DBS, which has been carried out by Children First, been referenced with background checks and also been with employed by the company for an amount of time that the management team deems.

What is the nappy changing process?
Staff are trained on how to change nappies, and instructed that only the child's own nappies, wipes and creams brought in by their parents must be used. If a child does not have any nappies then the Nursery will provide either a Nursery nappy or the nursery will purchase a packet of nappies and a charge will be put on the child's account. Our nappy routine is as follows:

- Staff member will take the child over to the nappy changing mat with a nappy, wipes and any cream.
- Staff members must put on a disposable apron and two disposable gloves, one on each hand.
- Children must be asked if they would like their nappy changed, and if they are engaged in something, either persuaded to if the nappy needs changing urgently, or changed a little later.
- The child will then be placed upon the clean mat ready for changing.
- Any clothes and shoes will be removed, along with the soiled or wet nappy
- The staff member will then use wipes or cotton wool to clean the child using the front to back wiping method.
- Once clean the soiled nappy, wipes and staff gloves will be placed in a nappy sack.
- A fresh pair of gloves must be worn when applying any cream.
- A clean nappy can now be fitted, replacing clothes and shoes.
- The child can then be safely lifted down from the mat.
- Remove apron and place in the bin along with the nappy sack and gloves.
- Staff member must then clean the changing mat with antibacterial spray and paper towels.
- Staff member must also wash their hands before repeating the process for another child.
- The nappy change is recorded on the Famly App.
- Only one child can be taken to have their nappy changed at a time.

What about toilet training?
Toilet training starts when the parent and nursery feel the child is ready. The same hygiene requirements are required for staff helping children with toileting at the early stages as apply to nappies. Children must be taught to wash their hands. More information can be found in the Health Policy and Parent Partnership Policy. Older children can create their own risk assessments in relation to the washing of their hands after using the toilet. Team members are required to ensure that children can access toilet facilities as and when they need to. Team members need to support children to undress, wipe and re-dress when needed.

Section 7:
What about child collection?

What is the procedure statement?
This is very important as children's safety and protection are paramount and central to the care we provide. The Nursery has a great responsibility for children's security. Our Nursery environment must be secure and allow only those people authorised by the Parent to collect a child. The guiding principle is always: IF IN DOUBT SAY PLEASE WAIT WHILE I CONTACT THE PARENT. Those who have legitimate authority to collect the child will have the child's best interests at heart and will be patient.

What is the parent's role in relation to child collection?
Parents are responsible for ensuring that the Enrolment Form is up to date, photographs of authorised collectors are supplied, and that the password is known by those who may collect the child. Parents must keep us informed of legal issues such as guardianship and court orders. Unless states otherwise in a court order if a parent has parental responsibility, they can collect the child from the nursery unless the parent has restrictions which inform us that they cannot collect the child. There is a section on the Enrolment Form for this

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and the Nursery sends out regular update forms. Parents must inform us in advance if they are sending another collector for emergency collection - this person must be given the password by the parent. If a parent requests that the other mum or dad is not to be an authorised collector for any reason, we are unable to apply this if both parents are named on the birth certificate unless you have an injunction or court order. Parents and managers share a partnership to ensure that all contact details for authorised collectors are completed up to date and correct. When parents and carers drop off, collect their child or attend partnership events, we expect that they are respectful to all children and staff and members of the Nursery community. Parents and carers are expected to work in partnership with team members to support children and the Nursery community.

Who is an 'Authorised or Regular Collector'?
An Authorised Collector is a person who the Parent has given consent to collect the child. There are two spaces on the enrolment for photos and contact details of such people. Parents may wish to add other people to their list of authorised people or have an occasional authorised collector. At all times we must be informed in advance by email, a phone call is not sufficient. The collector must have the password. Additional permanent authorised collectors can be added to the child's file using the form attached. Parents must insure they complete the authorised collectors and emergency contacts on the enrolment form in the case of an emergency and we cannot get in touch with the parents. Photos must be included for all authorised collectors.

What is the 'Authorised and Regular Collectors, Collection Forms' for?
If the parent informs of a collection by a person other than themselves the parent must record it on the 'Authorised Collector Form'. The password is never written on here. The collector must have the password for collection. This must be checked by a senior member of staff on the child's confidential records.

Who may collect a collect a child from the Nursery?
The following people can collect children from the Nursery:
- Parents as indicated on the Enrolment Form
- Authorised and Regular Collectors for whom we have information and who are indicated on the collection form.
- A person who we have been told about in advance, who is recorded on the collection form, who arrives at the correct time with the password. The password must not be written on the collection form.
- Another parent from the nursery if we have prior written consent from the parent.
- A nursery practitioner who is babysitting and both the practitioner and parents have completed the out of hours form.

Who may not collect a child?
The following people may not collect a child:
- A person who we have not been informed of in advance.
- A person who is not an authorised collector.
- A person who does not know the child's password.
- A person with a court order not allowing them to have contact with the child.
- A person who the parent has removed from the authorised collector list.
- A person who the parent has informed us may not collect the child.
- A person under the age of 18 unless the parent or parents themselves are under 18.

What do we do if somebody arrives to collect the child without us being informed in advance?
The senior member of staff on duty is responsible for the following course of action:
1. A telephone call by a senior member of staff who knows the parents voice must be made, preferably to a land line.
2. The parent must assure us that they have sent a collector and immediately send an email. The nursery will not allow collection of a child without written confirmation by email.
3. The parent must communicate with the collector and give them the password.
4. The parent must email a photograph of the person collecting to ensure the staff are sure it is the correct person to release the child to.
5. The parent must then confirm that they know this person and then assure us that they are authorised.
6. We remind the Parent of the Nursery collection Policy and safeguarding.

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7. The collector must give us the password.
8. The child can then be collected.
9. An email is sent to the parent confirming receipt of the data and a link for this policy on the website is sent to the Policy parent concerned.
10. A record of the collection will be made on the child's file and copy of the email.

What does the senior member of staff do if they are unable to contact the parent and we have not been informed of collection in advance?
We **do not** allow collection until contact has been made and permission has been given, following the procedure above. The person must wait outside so that the child is not affected, and the senior staff member can continue to try to contact the parent.

What must happen if a forcible attempt is made to remove a child, or a collector becomes aggressive?
If a forcible attempt is made to remove the child from the Nursery, the senior member of staff must:
1. Prevent the removal only to the extent that neither the team member nor the child is injured.
2. Call to another senior member of staff to ring the police immediately on 999, explaining the situation quietly and calmly and asking for urgent assistance, remembering to give the address.
3. Ask the person who telephoned the Police to ring the parents urgently to inform them of the incident.
4. Other staff to remove other children from the area quietly and calmly.

What will happen if somebody breaches the child collection procedure?
The child's safety and protection are paramount. Breach of the Policy will jeopardize this safety and safeguarding. An immediate report will be made to the LADO if a staff member is involved or to social care regarding all other instances and there will potentially be police involvement, DBS and Ofsted reports. Disciplinary processes will be followed.

What happens if a child is not collected from the Nursery when we close?
We understand that, from time to time, parents may get held up or run late. It is a requirement in the Parent Partnership Policy, that they inform us whenever possible if they know this is going to happen, or inform us that lateness is going to occur. The Children Act 1989 states, the Nursery, "*must have procedures to be followed in the event of …… a parent failing to collect a child*". This procedure child is not collected 2 members of staff must wait on the premises to care for the child. One member of staff must be a senior member of staff and a, 'CF Suitable Person'. If the collector has not arrived within five minutes after closure, or after the usual collection time, session or agreed contractual hours, then the senior member of staff must try to contact parents or authorised collectors and arrange collection with a parent or authorised collector. If after two hours no contact has been made the senior member of staff must contact Social Services and ask to speak to the Duty Social Worker and follow their directions. The Nursery Director must be informed.

What happens if a parent makes derogatory or offensive remarks when collecting or attending events?
At the Nursery we a zero-tolerance policy for discrimination and prejudice of any kind. No child, parent, team member or visitor should be subjected to any form of discrimination, offensive or derogatory remarks or prejudicial behaviour. The nursery treats this as abuse and discrimination and will follow safeguarding practices such as:
- Meet with the parents or carers.
- Put an improvement plan in place with parent's consultation meeting.
- Work with the local authority.
- Discuss with the police if needed
- Discuss with our legal advisors.
- Discuss with the Equality and Human Rights Commission is needed.
- Report to Ofsted if required.
- Liaise with parents and update behaviour plan as needed.
- In particularly unusual circumstances if a parent refuses to support their child's understanding and offensive or derogatory behaviour continues a termination of place may be the only resolution, to safeguard other children.

Does the Manager have any other responsibility in relation to child collection?
The Manager is responsible for the following actions such as:

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- Updating contact information for parents.
- Court order, guardianship, collectors, and authorised people information.
- Disseminating confidential information to senior staff.
- Ensuring that all staff know who is allowed or not allowed to collect the child.
- Ensuring enrolment forms are complete with authorised collectors, photos and passwords before the child joins the waiting list.

Section 8:
What happens if a child is lost?

What does Nursery do when a child is lost?

This procedure applies if a child is lost within the Nursery; there is an additional procedure if a child is lost on an outing in the Outings Procedures in the Safety Policy.
The following procedure must be adhered to:

- The senior member of staff on duty searches the Nursery, garden, toilets to locate the child, double checking all unlikely places as well as the obvious ones.
- At the same time the room leader searches the Nursery in a different order to attempt to locate the missing child as soon as possible.
- If the child is not located the perimeter of the building and the local area is checked whilst all secure doors and windows are checked in the Nursery.
- If the child is not found the Parents and the Police must be contacted at the same time using two phones.
- A calm purposeful atmosphere must be maintained in the Nursery AND the children must continue with their usual activities.
- Once the Parents and the Police have been informed the senior member of staff on duty must inform the Company Director.
- The senior member of staff must continue to search the Nursery and the close vicinity of the Nursery.
- Ofsted must be informed by the Nursery Manager within 14 days of the incident and a SIF must be started
- There will be a full investigation by the Nursery Manager, who will inform the Nursery Company Director of the outcomes.
- Staff disciplinary processes may be followed.

How do we prevent losing a child?

There are many procedures in place to prevent losing a child within the premises. The following procedures must be adhered to:

- Every time the group's transition to a different part of the Nursery, e.g. the garden, a head count must be completed.
- Child safety gates are fitted within each room to ensure children do not leave the room, it is staff and visitor's responsibility to ensure these are closed at all times.
- When children arrive at Nursery they are signed in immediately and signed out once they are collected.
- Staff must carry out regular headcounts throughout the day.
- Thorough hand overs must be given to staff members joining the room, such as evening cover, part way through the day to ensure they are aware of how many children ae present at that time.

Section 9:
What is the Critical Incident Procedure and how are Ofsted and the LADO involved?

What is a critical incident?

An incident becomes a critical incident when it creates a serious disruption arising with little or no warning on a scale beyond the coping capacity of the Nursery operating under normal circumstances and requires assistance from the emergency services, or the Local Authority, the LADO or Ofsted. Examples of critical incidents impacting on the nursery could include but is not limited to:

- Death or serious injury as a result of violence, accident, self-harm and, or sudden traumatic illness.
- Child protection incident, individual or collective.
- Lower attendance due to specific events, for e.g. Outbreak of epidemic illness or food poisoning.
- Major fire.
- Building collapse.
- Natural disaster, e.g. flooding.
- Terrorism.

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- Missing or lost person including abduction.
- Attempt to remove a child by an unsuitable or unauthorized collector.
- Intense media interest from incidents such as these listed.
- Environmental factors, e.g. Loss of heating, sanitation problems, water.
- Discrimination, prejudice or offensive comments or language.

Examples of critical incidents that might occur:

- In the Nursery including outdoor areas and car parking areas during business hours.
- In a vehicle used to transport children, e.g. bus.
- Whilst the children and staff are taking part in activities away from the setting, e.g. trips and outings
- Within the local community.
- An anaphylactic shock incident

What measures do we have in place to help minimise risk?

The Nursery is not unable to plan for every eventuality. There are several preventative and precautionary measures that must be understood and practiced by all staff to help minimize the risk, these are as follows:

- All staff and children to be aware and well-practiced with regards to evacuation procedures for fire.
- Staff need to be aware and follow procedures for dealing with emergencies.
- Staff, children and parents must be aware of the settings security procedures; this includes recording all visitors to the setting, checking identification. All visitors must be accompanied by a member of staff at all times.
- When engaging in trips and, or outings a risk assessment must be implemented. This must include appropriate adult to child ratios and circumstances where this may be exceeded, along with adequate parental consent.
- All children, staff and visitors must be signed in and out of the setting.
- Staff must have a thorough understanding of each child's medical, allergy and health needs.
- Staff must be aware and adhere to internal and external safeguarding procedures, this must include how staff understand the importance of safeguarding themselves whilst in and away from the setting.
- Staff must respect laws and procedures concerning confidentiality, sensitivity, data protection and privacy.
- All parents and visitors to be aware of our equality policy and zero tolerance policy.
- Team trained in administering auto adrenaline injectors.

What happens if a critical incident takes place?

If a critical incident takes place there are a number of steps the Nursery must follow to ensure we are completing what needs to happen, the steps are:

- Contact relevant emergency services. In order to ensure this happens appropriately all staff must know the contact details for emergency services, and if not in the setting the place where the incident has happened.
- Contact Nursery Director, and Coordinator as soon as possible.
- If on a visit or outing, make arrangements to return other children and staff to the safety of the setting.
- When appropriate, or safe to do so, complete an incident log to include: all persons involved, date and time of the incident and any actions taken.
- Contact Ofsted and any other appropriate agencies to report the significant incident.
- Open an ongoing log of events, a chronology or time line.
- Contact families of child, adults and staff involved in the incident.
- Keep an evacuation and outings bag which includes lists of all children and staff contact numbers, updated monthly by the health and safety officer of the nursery.
- Designate a member of senior staff to make contact with the parents, ensuring this person has appropriate information to share with families appropriate contact numbers, e.g. the phone number of the hospital and address.
- Check that families have the correct immediate support.
- Create a timeline.
- Create a SIF.
- The incident must be reviewed so that a decision about contacting the LADO and, or Ofsted are informed.
- Consider whether disciplinary action is required.
- Termination of space if required.

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- In a case of anaphylactic shock, the Heath Policy guidelines must be followed.

What does Nursery need to notify Ofsted about?
We must notify Ofsted about:
- The death of a child while on the premises, or later, as the result of something that happened while the child was in our care.
- Serious injuries, please see the section below for the definition of serious injuries.
- Incidents where a child in our care is taken to hospital, to an Accident and Emergency Department for more than 24 hours, either directly from our provision, or later, as the result of something that happened while the child was in our care.
- Any significant event which is likely to affect the suitability to care for children.
- Changes in management structure.
- Serious complaints from parents.

What does Ofsted deem as a serious incident or accident which needs to be notified?
- Broken bones or fracture.
- Child abuse.
- Loss of consciousness.
- Pain that is not relieved by pain killers.
- Acute confused state.
- Persistent, severe chest pain or breathing difficulties.
- Amputation.
- Dislocation on any major joint including the shoulder, hip, knee, elbow, or spine.
- Loss of sight, temporary or permanent.
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injury resulting from an electrical shock or electrical burn leading to unconsciousness. Or requiring resuscitation or admittance to hospital for more than 24 hours.
- Any other injury leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation or requiring admittance to hospital for more than 24 hours.
- Unconsciousness caused by asphyxia, strangulation, exposure to harmful substance or biological agents.
- Medical treatment or loss of consciousness arising from absorption of any substance by inhalation or ingestion or through the skin.
- Medical treatment where there is reason to believe that this resulted from exposure to a biological agent, or it's toxins, or infected material.
- Discrimination, prejudice, or offensive language.
- An allergic reaction.
- A severe anaphylactic shock incident where a child has breathing issues or other serious reactions.
- A serious choking incident.
- Any sleeping incidents with children.

How and when does the Nursery notify Ofsted?
We must inform Ofsted if a serious accident, injury or death occurs in our setting as soon as we reasonably can, and in all cases, within the statutory 14 days of the incident. The Nursery Manager must report serious incidents using Ofsted's online 'Report a serious childcare incident' service as soon as reasonably practicable and within 14 days. We must also notify the relevant Local Authority Child Protection Agency of any serious accident or injury to, or death of, a child in our care, using the appropriate Hackney or Essex contact details. A copy of the Ofsted notification and details of any advice received must be emailed to the Nursery Director and recorded on the Serious Incident Form (SIF). Ofsted keep a record of all information given to them, whether this is given by telephone or in writing. This information may need to be shared with other agencies that have duties in relation to the incident. Agencies that may need to be contacted are the LADO, the local authority, environmental health departments. Our setting is on the Early Years Register and we endeavour to report as soon as possible. The nursery would be committing an offence by not notifying Ofsted within 14 days.

Section 10:
How do we safeguard children's wellbeing?
We safeguard children's wellbeing by:
- Treating every child as a unique child.

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- Valuing every child's views and ideas.
- Supporting children to celebrate similarities and differences as part of every day practices using the Fundamental British Values.
- We teach children to be confident and to discuss their emotions and feelings openly as part of their daily routine.
- We ensure all team members are aware of all children in their cares needs and ensure staff training is up to date and all team members have knowledge of the safeguarding policy.
- We celebrate children's achievements and are role models for the children.
- We ensure we are aware of children's feelings and any changes of behaviour to support all children.
- Listening and responding appropriately to children.

What can jeopardise a child's wellbeing?

- Not meeting a child's needs.
- Not listening to each child's ideas and contributions.
- Racism.
- Prejudice.
- Offensive language or gestures relating to any person with protected characteristics under the Equality Act.
- Bullying.
- Family issues.
- Any form of abuse including neglect.
- Poverty.
- Trauma.
- Hunger.

How do we use the Leuven scales to monitor wellbeing?

We use the Leuven Scales in line with our nursery curriculum and evaluate children's wellbeing through every observation. We evaluate children's involvement and wellbeing through all activities and the daily routine. This is shared with parents.

What do we do if a child's wellbeing is jeopardised?

We plan internal interventions to ensure that all unique children are supported and meet with the family to discuss next steps and actions to put in place both at the nursery and at home. We consult the support of the local authority. We follow our safeguarding procedures to safeguard all children's physical and mental wellbeing.

Section 11:

Why do we monitor children's attendance?

Although attendance in our settings is not mandatory, under the new statutory framework requirements in the Early Years Foundation Stage (2026) we have a responsibility to monitor children's attendance.
This is due to good attendance in Early Years encourages good attendance is statutory education later in life. Gaps in attendance can also be a safeguarding concern. Having a strong parentship with parents is essential in supporting us to monitor attendance.

How do we monitor children's attendance?

We ask parents and carers to inform us of any changes to children's attendance. This can be due to holidays, celebrations, sickness etc. In line with The Early Years Statutory Framework the team in the room are responsible for monitoring children's attendance. Team members should notice if a child has not arrived and call the parents as a courtesy and follow up with a message on Famly if the call is not answered. Once team members have established the reason for a child's absence, this should be marked on the Famly app.
Managers are responsible for monitoring overall absences and any trends or patterns.

Section 12:

How do we safeguard children when recruiting staff?

We safeguard children when recruiting by taking part in safe recruitment practices in the following ways:

- Reviewing any gaps in employment and collecting evidence of these such as travel visas etc.
- Obtaining a new DBS check.

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- Asking team members to sign a DBS declaration.
- Ensuring staff do not start until the DBS check is completed.
- Collecting medical information.
- Collecting three references (where possible, a minimum of two references) for all candidates including the most recent employer.
- Ensure all references come from professional email addresses.
- The manager to contact all references via telephone to confirm the reference.
- Confirming there were no safeguarding concerns in previous employment.
- Having a stringent induction process where staff undertake a pre-start induction process where staff have to be inducted and trained in mandatory courses before starting and being counted in ratio.
- Having a probationary review meeting at 1, 3 and 6 months to monitor performance and set targets for improvement if needed.
- Having a 6-month probationary period and extension if needed.
- Managers to train in safer recruitment.
- Staff

Section 13:
Safeguarding children during sleep and meals
How do we safeguard children at meal times?
The nursery provides its own healthy a nutritious menu that is reviewed by a nutritionist and in line with the Nutrition in Early Years Guidance. All staff that handle food hold a minimum of Level 2 Food Hygiene qualification and Food Allergens qualifications. The chef and anyone cooking food hold the Level 3 Food Hygiene qualification.
Chef's follow the guidance from Safer Foods, Better Business.
Any incident regarding food poising will be recorded as an incident and if this affects two or more children this will be reported to Ofsted.
All team members are qualified in First Aid, if team members are waiting to update training at least one team member must have first aid when children are eating.
Food is prepared safely to avoid choking.
Children's allergies are

How do we safeguard children with allergies?
When children or a new team member start at the nursery this is the procedure:

- The family or team member must provide us with details regarding allergies, preferences and medical conditions.
- For children, Key workers must gather information on this during the settling in period and must work with the parents and manager to make a care plan and risk assessment.
- The parents of a child or children must provide an allergy action plan from the professionals working with the child and provide this to the nursery with what to do in the event of an allergic reaction or anaphylaxis.
- The parent of a child must provide the nursery with antihistamine and two EpiPens where needed. These should be stored securing in medical boxes where the children eat.
- All allergies and preferences must be added to the colour coded charts in the kitchen and all rooms.
- Allergies and preferences must be added to the daily dietary chart daily and meal alternatives explained as part of the 3-point check.
- The nursery chef must cook for children without cross contamination due to allergies and preferences.
- Food must be placed in the correct colour coded dish and labelled with allergy labels and children's names. Crockery is also colour coded.
- When the food is delivered to the rooms, the chef and two team members in the room must take party in the 3 point check to ensure everyone understands what is in each dish.
- A team member must sit on the table with allergies and preferences and be vigilant.
- Children must have placemats with the allergies and preferences displayed.

More information can be found in the safety policy.

How do we safeguard children when weaning?
We will have ongoing discussions with parents/carers about the stage their child is at about introducing solid foods, including to understand the textures the child is familiar with. We will not make assumptions based on

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age. We will prepare food in a suitable way for each child's individual developmental needs, working with parents/carers to help children move on to the next stage at a pace right for their child. We refer to Weaning – Start for Life- NHS

How do we safeguard children from choking?
Food will be prepared safely to prevent choking. The chef and team have been trained in safer eating and best preparing and serving practices. Children are sat on appropriate low level chairs and tables for their height and weight. Team members sit at tables with children, with one runner. If a child experiences a choking incident that requires intervention, we will record the details and ensure that parents/carers are made aware. We will periodically review any records to identify any trends or common features and take appropriate action if there are any concerns identified. More information can be found in the Safety Policy which can be found here:

How do we safeguard children at sleep time?
- The team are trained in safer sleeping during the induction process
- A first aider must always be in the room when children are sleeping.
- Children are placed on sleep mats positioned head to toe a safe distance apart.
- Children have their own sheets and blankets that are cleaned weekly. Sleep mats are cleaned after every nap.
- Children's sleep is recorded on the Famly app including every 10 minute check.
- Children are to sleep without pillows or toys on their bed.

More information can be found in the Safety Policy which can be seen here: https://www.children-first.info/media/19696/safety-policy-95.pdf

Section 14:
How do we support children's behaviour?
We support behaviour in the following ways:
- The team support children to manage their behaviour and behave appropriately with positive behaviour managment.
- As outlined in the EYFS, we will not give or threaten corporal punishment or any punishment which could negatively affect a child's wellbeing. We will take reasonable steps to ensure that corporal punishment is not given by anyone who is caring for or is in regular contact with a child, or by anyone living or working in the premises where care is provided. Any early year's provider who does not meet these requirements commits an offence.
- A person will not be considered to have used corporal punishment (and therefore will not have committed an offence), if physical intervention was taken to avert immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary.
- We will keep a record of any occasion where physical intervention is used, and parents and/or carers will be informed on the same day, or as soon as reasonable practicable.

How do we support children's privacy?
The team speak to children about their own privacy and teach children to have an understanding of their own privacy and body parts.
- Children are taught in line with NSPCC guidance and taught the Pantasouras song which is also shared with parents.
- Practitioners support children in the bathroom and ensure children are not in the bathrooms alone.
- CCTV footage is positioned very carefully to ensure that children's privacy is supported.

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Additional Authorised Collector Form.

If you would like a regular known person to collect your child such as an au pair, relative or grandparent. Please complete this form

This form is to be copied for use in the Nursery

Name of child: _____

Name of authorised collector: _____

Mobile phone number of collector: _____

Daytime telephone number of collector: _____

Email address of collector: _____

Photo of authorised Collector:

Parent's name: _____

Parent's signature: _____

Date: _____

This form must then be added to the child's file for the entire time the child attends the nursery.

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INTERNAL SERIOUS ACCIDENT FORM. Child's Name:	Age:	Date:

Location:

Date of injury:

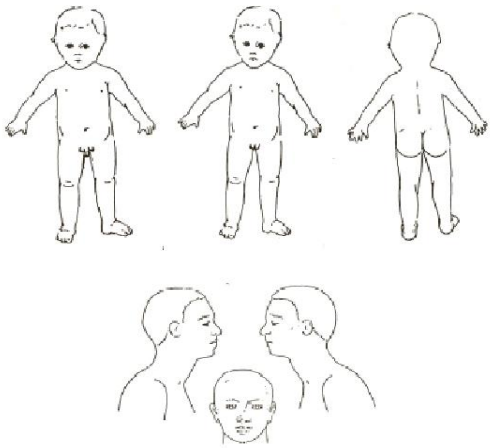
Time of Injury:

Child taken to hospital or GP:

Medication administered: Yes/No

Name/type of medication:

Description of incident/accident:	Location of injury:



Staff member witness:

Staff member witness:

If two staff members did not witness the accident, the CCTV must be reviewed.
Review undertaken by:

Parent/guardian signature: _____

Staff member who parent reported incident/accident to signature: _____

This form is to be signed on the date of the date an accident.

Follow up report/actions if needed:

Nursery Manager sign: **Date:**

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Pre-Existing Injury Form for accidents out of nursery reported by parents/carers.
To be retained for the entire time child attends nursery.

Child's Name:	Age:	Date:

Location:

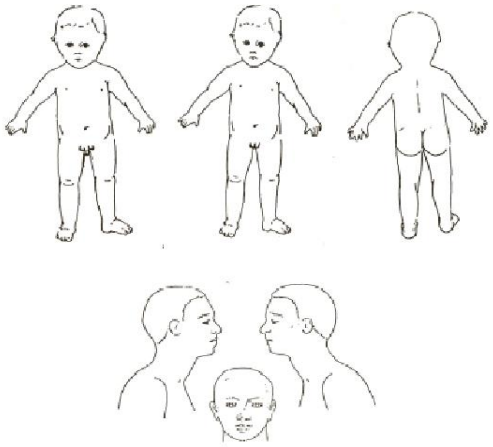
Date of injury:

Time of Injury:

Child taken to hospital or GP:

Any medication administered:

Brief description of incident/accident:	Location of injury:



Parent/guardian signature: _____

Staff member who parent reported incident/accident Signature: _____

This form is to be signed on the date of the date an incident is disclosed to us or we are informed.

Follow up report if needed:

Nursery Manager sign: **Date:**

Incidents may be reported to relevant authorities, such as MASH and other child protection agencies.

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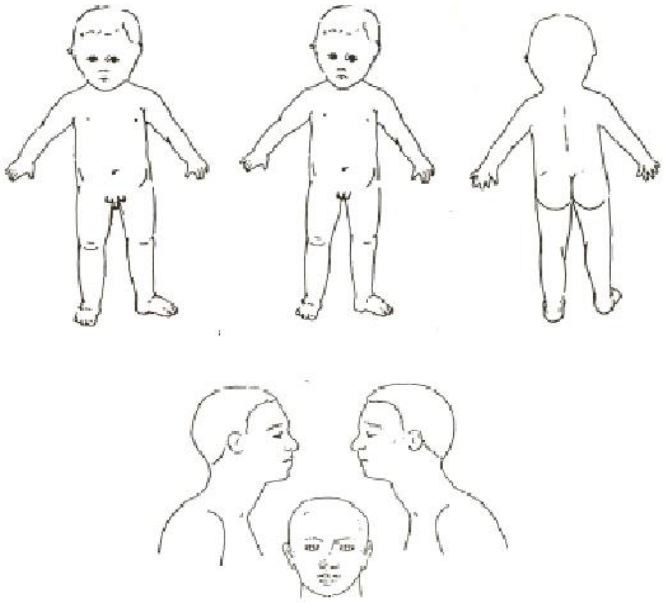
Disclosure and unreported pre-existing injury log form – To be retained for 24 years.

To be completed when a staff member notices an injury that causes concern or query over its cause. This to record any disclosures made by a child to a staff member in line with the Safeguarding Policy.

Child's Name:	Date of Birth:	Date and time:

- ☐ Observation of child's play
- ☐ Behaviour displayed by parent/adult towards or about child
- ☐ Mark or injury on body
- ☐ Disclosure by child
- ☐ Other; Please specify:

Description of observation/injury/disclosure: (please include EXACT quotes by child if needed)	Location on body (if applicable):



Parent/Guardian informed? Yes / No

Name of senior staff member who informed parent:

Log of interaction with parent/guardian:

Parent/guardian sign: Date:

Staff member reporting incident sign: Date:

Nursery Safeguarding Coordinator Advisor (or deputy) sign: Date:

Nursery Manager Sign: Date:

Incidents may be reported to relevant authorities, such as MASH and other child protection agencies.
This form is to be signed on the date of the date informed of the
THIS FORM IS TO BE KEPT FOR 24 YEARS

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Safeguarding Log

Date and time Team member	Child's name	Details of log	Actions	Reported to	Additional notes

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Policy 13:
Safeguarding Policy
Updated: November 20206

Month: **Room:**

All accidents that do not have a witness must be reviewed on CCTV by the manager on duty.

Child's name	Overview of accident	Equipment	Time reported to senior	Parent contacted and time	Staff member	Witness	CCTV reviewed and notes	Links to other accidents	Follow up actions

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