

Safeguarding and Child Protection Policy and Procedures



'St Helen's Pre-school are committed to safeguarding and promoting the welfare of all children, young people and adults at all times and expects everybody working within this Pre-School to share this commitment'

Named Safeguarding Lead Practitioners

The following designated staff are in post:

Safeguarding Lead Practitioner

Name	Role	Contact
KERRY STURMAN	Lead Practitioner	01603 749901

Deputy Safeguarding Lead Practitioner

Name	Role	Contact
JANE PEARS	Manager	01603 749901 sthelens.manager@gmail.com

Contingency plan if SLP/ Deputy is absent to contact

Name	Role	Contact
JULIE WOODHOUSE	Lead Practitioner	01603 749901

Additional Contacts

Children's Advice & Duty Service (CADS)	Phone: 0344 800 8021 Open 8am-8pm If out of hours, call MASH
Multi Agency Safeguarding Hub (MASH)	Phone: 0344 800 8020 Email: mash@norfolk.gcsx.gov.uk Fax: 01603 762445 Address: The MASH Team Manager, Floor 5, Vantage House, Fisher's Lane, Norwich NR2 1ET
Norfolk Police	101
In an emergency	999
Safer Programme	01603 228966

Local Authority Designated Officers (LADO)	01603 223473
Norfolk Safeguarding Children Board (NSCB)	www.norfolkscb.org

Policy Statement

The purpose of St Helen's Pre-school's safeguarding policy is to ensure every child at St Helen's Pre-School is safe and protected from harm. We also fully recognise the contribution we can make towards promoting the welfare of our children through this policy.

Our safeguarding policy outlines our procedures around identification, prevention, protection and support.

This means we will always work to:

- Protect children from maltreatment
- Prevent impairment of children's health or development
- Ensure that children are growing up in circumstances consistent with the provision of safe and effective care
- Take action to enable all children to have the best outcomes
- Ensure our parents/carers have a clear understanding of legal responsibilities relating to safeguarding and promoting the welfare of all children and be transparent in our safeguarding policies and procedures

Our policy applies to all children, staff, students, volunteers, parents and visitors.

This policy will give clear direction to staff, volunteers, visitors and parents about the expected behaviour and our legal responsibility to safeguard and promote the welfare of all children at our Pre-School.

Our Ethos

Our Ethos at St Helen's Pre-School will establish and maintain an ethos which prioritises keeping children safe from harm and to promote personal, social and emotional development of all our children.

Children will be able to talk freely to staff if they are worried or concerned about something so they may grow to be strong, resilient and feel listened to, and that they develop an understanding of why and how to keep safe.

We aim to maintain a culture where all adults are encouraged to share concerns and follow whistle blowing and child safeguarding/protection concern procedures.

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for our children.

We take all possible steps to safeguard our children and to ensure that all adults at St Helen's Pre-School are safe to work with children.

All staff, students and volunteers are well trained and have a good knowledge and understanding about safeguarding issues.

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

We will provide activities and opportunities that will equip our children with the skills so that they may grow to be strong, resilient and listened to and so that they develop an understanding of why and how to keep safe.

At all times we will work in partnership and try to establish effective working relationships with parents, carers and colleagues from other agencies and organisations.

Confidentiality

At St Helen's Pre-School staff, students and managers have a 'confidential relationship' with our families. It is our intention to respect the privacy of our children and our families.

- All staff at the setting paid or unpaid must keep concerns confidential and only share them with those that needs to know in order to protect children in line with the referral process.
- All suspicions and investigations are kept confidential and shared only with those who need to know.
- Records will always be kept secure and only accessible to those who need to know in order to protect the children.
- All staff paid or unpaid must read and sign the settings safeguarding policy and code of conduct which includes the requirements for confidentiality.

Our Procedure

Role of Safeguarding Lead Practitioner (SLP)

Our Safeguarding Lead Practitioner (SLP) will liaise with Children's Services and other agencies where necessary, and raise any concerns with CADS using the appropriate procedure.

In relation to radicalisation and extremism, St Helen's Pre-School follow the Prevent Duty guidance for England and Wales published by the Home Office and LSCB procedures on responding to radicalisation. (see appendix A)

We are all aware of the mandatory duty that applies to report cases of Female Genital Mutilation to the police.

Any concern for a child's safety or welfare will be recorded in writing and given to the SLP who will be responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow.

The SLP/ Manager will ensure that all staff, volunteers and regular/repeat visitors have received appropriate child protection information during induction and have been trained by Norfolk County Council or the Safer Programme.

The SLP/ Manager will ensure that our safeguarding policy is in place and is reviewed annually. The content of our policy has been written following consultation with the Safer Programme.

At all times the SLP/ Manager will ensure that safer recruitment practices are followed.

St Helen's Pre-School undertakes to remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention.

New Staff, volunteers and visitors

Every new member of staff or volunteer will have an induction period that will include essential safeguarding information (see list below)

- Given a copy of our organisation's safeguarding policy
- Introduced to Safeguarding Lead Practitioner (SLP) and Deputy
- Be shown the recording format, given information on how to complete it and who to pass it to.

This programme will include safeguarding training through Norfolk County Council or the Safer Programme relating to signs and potential indicators of abuse and neglect. To understand it's their professional duty to ensure safeguarding and child protection concerns are reported, how to manage a disclosure from a child, how to record any issues of confidentiality.

The induction will inform staff and volunteers of their responsibility to safeguard all children and the remit of the role of the Safeguarding Lead Practitioner (SLP).

All staff are confident to ask questions in relation to any safeguarding concerns and know not to just take things at face value but can be respectfully skeptical.

All staff understand the principles of early help (as defined in *Working Together to Safeguard Children*, 2015) and are able to identify those children and families who may be in need of early help and enable them to access it.

All staff understand LSCB thresholds of significant harm and understand how to access services for families, including for those families who are below the threshold for significant harm.

All staff understand how to escalate their concerns in the event that they feel that St Helen's Pre-School has not acted adequately to safeguard.

All staff understand what St Helen's Pre-school expects of them in terms of their required behaviour and conduct, and follow our policies and procedures on positive behaviour, online safety (including use of mobile phones), whistleblowing and dignity at work.

All staff and volunteers will be asked to read this policy annually after it has been reviewed and updated if necessary. They will sign to say they have read and understood the policy.

We will display the reporting flowcharts when St Helen's Pre-School is operating.

All regular visitors and volunteers to St Helen's Pre-School will be told where our policy is kept, they will be given a set of safeguarding procedures, they will be told who our Safeguarding Lead/ Deputy Practitioner are and what the recording and reporting system is.

Training

Every member of staff will undertake basic safeguarding training ie: introduction to safeguarding through the NSCB Safer Programme every three years and within the first 3 months of employment.

The SLP and deputy will access the appropriate training for their role. By ensuring they attend relevant LSCB training at least every two years (Safeguard Lead Training) and refreshes their knowledge of safeguarding at least annually and complete Prevent training and keep updated with where available to ensure they are familiar with the local protocol and procedures for responding to concerns about radicalisation.

We actively encourage all of our staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed via www.norfolklscb.org

We ensure that all staff receive updates on safeguarding via emails, notices and online training, we also ensure that we have discussions at staff meetings and supervisions.

The Safeguarding Lead Practitioner should be used as a first point of contact for concerns and queries regarding any safeguarding concern in St Helen's Pre-School.

The Safeguarding Lead Practitioners will be responsible for ensuring all new staff, students and volunteers are aware of our Safeguarding/Child Protection policy, and receive appropriate child protection information during induction and training as necessary

Concerns about a child

All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.

Our Safeguarding Lead Practitioners will liaise with CADS and other agencies where necessary, and discuss concerns.

Any concerns for a child's safety or welfare will be recorded in writing on either a child comment form or a CADS concern referral form depending on the nature of the concern. These will be signed and dated and given to the Safeguarding Lead Practitioner who should support the staff member in this process. (appendices B & C)

When children are suffering from physical, sexual or emotional abuse, or experiencing neglect, this may be demonstrated through:

- significant changes in their behaviour;
- deterioration in their general well-being;
- their comments which may give cause for concern, or the things they say (direct or indirect disclosure);

- changes in their appearance, their behaviour, or their play;
- unexplained bruising, marks or signs of possible abuse or neglect; and
- any reason to suspect neglect or abuse outside the setting.

We are aware of the 'hidden harm' agenda concerning parents with drug and alcohol problems and consider other factors affecting parental capacity and risk, such as social exclusion, domestic violence, radicalisation, mental or physical illness and parent's learning disability.

We are aware of other factors that affect children's vulnerability that may affect, or may have affected, children and young people using our provision, such as abuse of children who have special educational needs and/or disabilities; fabricated or induced illness; child abuse linked to beliefs in spirit possession; sexual exploitation of children, including through internet abuse; Female Genital Mutilation and radicalisation or extremism.

If an adult has concerns about a child's safety and welfare in the setting they must:

- Stay calm, and be supportive to the child
- Listen carefully, and let the child go at their own pace.
- Do not ask leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions although it is OK to ask questions for the purposes of clarification
- Do not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality – it must be explained that information will need to be passed on to help keep them safe
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child's disclosure. Be sure to list any witnesses and sign and date the record in ink. Original notes must be kept.
- Contact the Safeguarding Lead Practitioner immediately
- Seek support if necessary

A CADS concern referral report will contain the following: (appendix C)

- Child's name, age and date of birth
- Child's address
- Other family members
- Other professionals involved with the family
- What are we worried about
- What's going well
- What do we want to happen next
- Where on the threshold we think they are
- What support do we think the child will need
- Original disclosure notes to be kept with referral form

Contacting CADS (appendix D)

If we have a concern about a child or children we will telephone the Children's Advice and Duty Service (CADS) on 0344 800 8021 immediately. We will be put through to a Social Worker who will take all of the relevant details. We will make sure we are prepared with full details of the child and family, plus what our concerns are, details of any support we have provided to the child/family and what we would like to happen. We will ensure we gain consent from the parent/carer unless to do so would place the child at further risk of harm or undermine a criminal investigation.

If we have not sought consent from the parent/carer we will inform the CADS worker of this and the reason for this.

The CADS worker will agree a way forward with us and keep us informed. They will send us a written record of our conversation within 5 working days. The outcomes could include a full referral to Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help. We will not investigate and will be led by the Local Authority and/or the Police.

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

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

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

Informing parents

Parents are normally the first point of contact. Concerns are discussed with parents to gain their view of events, unless it is felt that this may put the child at risk, or interfere with the course of a police investigation. Advice will be sought from CADS if necessary.

Parents are informed when we make a record of concerns in their child's file and that we also make a note of any discussion we have with them regarding a concern.

If a suspicion of abuse warrants referral to social care from CADS, parents are informed at the same time that the referral will be made, except where the guidance of the Local Safeguarding Children Board does not allow this, for example, where it is believed that the child may be placed at risk. This will usually be the case where the parent is the likely abuser.

If there is a possibility that advising a parent beforehand may place a child at greater risk (or interfere with a police response) the SLP should seek advice from CADS, about whether or not to advise parents beforehand, and should record and follow the advice given.

Concerns about an adult

Our aim is to provide a safe and supportive environment which secures the well being and very best outcomes for our children.

We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned.

We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.

We will take all possible steps to safeguard our children and to ensure that the adults in St Helen's Pre-School are safe to work with our children.

We will always ensure that the Norfolk Safeguarding Children Board's procedures are followed:

- The Safeguarding Lead Practitioners: **Kerry Sturman** or manager **Jane Pears**. or in their absence **Julie Woodhouse** or **Joanna Greengrass** must be the first point of contact for concerns and queries regarding any safeguarding concern in our setting.
- All staff that comes into contact with children will be made aware of the steps taken if an allegation is made, either against an adult in the setting or suspected abuse elsewhere. This procedure is put in place through training and induction, as well as the information set out in the "what to do if you're worried a child is being abused" booklet and the NSCB flow charts that are available to read around the Pre-School. (appendices D, F, H)
- All concerns that have been raised must be recorded.
- Staff will not investigate these matters
- Should an allegation be made against a designated Safeguarding Lead Practitioner or Manager: this will be reported by the staff member or volunteer raising the concern who will liaise with LADO.

Allegations Management Procedures (appendix F)

- The Manager or SLP must contact the Local Authority Designated Officer (LADO) within 24 hours of receiving an allegation or concern.
- The Manager/SLP should not investigate the allegation at this stage.
- The LADO will discuss the case with the Manager/SLP and will oversee to its conclusion.
- The Manager must inform the Chair on the behalf of the Pre-School Committee.
- Ofsted must be informed 0300 123 1231 by phone and in writing (unless advised by LADO that this is unnecessary due to the incident not meeting the threshold), as well as what measures we have taken.

Norfolk County Council Children's Services LADO team can be contacted by e-mail only lado@norfolk.gov. For all referrals or consultations a form needs to be completed. (appendix G). These can be found on the NSCB website www.norfolkscb.org under 'People working with children' and click on 'How to make a referral' and the duty LADO will contact you, once they have read the completed form.

These are sensible steps that every adult should take in their daily professional conduct with children. This can be found in the NSCB **Safer Programme Safer Working Practice** (this guidance is on the NSCB website and also included in our procedures).

Working in partnership with Parents / carers

At St Helen's Pre-School we are committed to working with parents/carers and will ensure they are made aware of the duty to promote the protection and welfare of the children in our setting this will be done through:

- When we receive the child's enrolment form we ask to see the child's original birth certificate as proof of their identity.

- Parents receive a copy of our safeguarding policy in their enrolment pack and to sign to say they have received and to be given an opportunity to discuss if necessary.
- Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have to discuss concerns with CADS.
- To keep parents up to date with what is happening at the Pre-School, regular emails and display notices will be used and these will include any safeguarding issues.
- Parent's notice board display, the Duty of care poster (appendix H), Ofsted parents poster and allegations against a staff process.
- Parents sign a consent form at the start of their child's involvement with St Helen's Pre-School, which includes any vital health and other notable information we need to be made aware of. It also requests permission for photographs to be used for the website, promotional purposes, observations and displays around the setting.
- Parents give consent for information sharing with other professionals.
- All parents /carers are given the opportunity to read all policies and procedures and are also displayed and accessible within the room.
- Parents keep the Pre-School and child's key person up to date with any information needed to support the child's needs whilst they are with us at the Pre-School this may be a change in circumstances to an interest they may have at home.
- Parents are made aware before their child starts of the importance of sharing information should their child have an accident or injury at home, and the expectations on staff to inform parents of any injuries that may occur in the setting.
- On arrival to Pre-School parents must complete the existing injury form to inform us of accidents that may have happened outside of school (appendix I).
- The Pre-School will always ensure parents are informed and will sign off any incidents or accidents that may have happened during our care (appendices J and K).

Working Together 2018

What is abuse and neglect?

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and

persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Safeguarding and promoting the welfare of children

Defined for the purposes of this guidance as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children are growing up in circumstances consistent with the

provision of safe and effective care; and

- taking action to enable all children to have the best outcomes.

Child protection

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Relevant Guidance and Legislation

- Working Together 2015
- What to do if You're Worried a Child is Being Abused 2015
- Children Act 2004
- Children Act 1989
- Framework for the Assessment of Children in Need and their Families
- Early Help – www.norfolk.gov.uk/children-and-families/earlyhelp
- Hidden Harm – Responding to the Needs of Children of Problem Drug Users (ACMD, 2003)
- Information Sharing: Guidance for Practitioners providing Safeguarding Services (DfE 2015)
- Disclosure and Barring Service: www.gov.uk/disclosure-barring-service-check
- Revised Prevent Duty Guidance for England and Wales (HMG, 2015)
- Inspecting Safeguarding in Early Years, Education and Skills Settings, (Ofsted, 2016)
- Channel Norfolk – Guidance on safeguarding individuals vulnerable to radicalisation (VTR) and referral process.

Policy Review

We will always make any changes immediately to our procedures in line with Norfolk Safeguarding Children Board's guidance on www.norfolkscb.org

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: June 2019

Review Date: June 2020

Appendices

- A. Prevent**
- B. Child comment**
- C. CADS concern referral form**
- D. CADS flow chart**
- E. Professional disagreement**
- F. LADO flow chart**
- G. Lado form**
- H. Duty of care**
- I. Existing injury**
- J. Incident form**
- K. Accident form**