

7. Safeguarding/Child Protection Policy

SAFEGUARDING LEAD: Nicola Barkhouse

DEPUTY SAFEGUARDING OFFICER: Tracy Hobbs

Name of Responsible Person: All Staff

Tigers Day Nurseries takes its responsibilities for safeguarding, promoting the welfare of children and child protection issues very seriously. The setting has a Safeguarding Officer who receives up to date training in all issues relating to the protection and welfare of children. All staff are trained in child protection issues to enable them to respond appropriately to:

- Significant changes in a child's behaviour
- Deterioration in their general well being
- Unexplained bruising, marks or signs of possible abuse including female genital mutilation (FGM)
- Neglect
- Fabricated illness
- Extremism
- Comments that a child could make that would give cause for concern.
- Concerns expressed by children over their peers behaviour
- Supporting children with special educational needs and disabilities and being aware of their vulnerability to abuse.
- Child sexual exploitation
- Peer on peer abuse
- Modern slavery and trafficking
- Keeping children safe online

Which can indicate one of the following types of abuse:

1. Physical
2. Neglect
3. Emotional
4. Sexual
5. Bullying and harassment
6. Domestic violence
7. Mental Health

Staff are also trained to recognise and report concerns within families and are aware of practices such as forced marriages and child sexual exploitation. . We have 3 safeguarding training sessions with each staff member annually and it is a requirement for them to

attend. During these sessions our Trainer will reiterate the signs and symptoms of all types of abuse, how staff members should respond and the correct lines of reporting, as well as giving them information on issues such as witch craft and culturally specific concerns such as FGM and breast ironing.

Guidance and information from the Early Years and Childcare Team is made available to all staff members. The most up to date and current information can be found at Pan Berkshire Safeguarding Children's Procedures Manual (west Berkshire) which also contains a portal for online referrals. This includes advice for staff on how to avoid situations that may make them vulnerable to allegations of abuse. Training at induction and throughout each staff members employment with us is seen as essential in order to keep the children and families in our care safe from harm. All staff have safeguarding updates annually, either with training sessions or newsletters.

At each setting we have a Designated Lead Safeguarding Officer and a Deputy to ensure there is always someone on the premises, or who is contactable who will take responsibility for safeguarding or if there is a child protection incident. The staff in these roles will have Local Authority Designated Person training every two years as well as keeping their safeguarding training within their own setting up to date. Over all our settings we have a 'trained Safeguarding Trainer' who ensures all staff at all our settings have access to annually training sessions.

All incidents or allegations affecting the welfare of children will be investigated in a prompt and confidential manner, according to guidelines. Written records of a concern will be kept of all incidents and allegations and these will be stored securely in the setting. Information will be shared with other agencies and professional according to guidelines.

All staff hold enhanced DBS (Disclosure and Barring Service) disclosures and any allegations made against a member of staff will be thoroughly investigated. Allegations of serious harm or abuse will be reported without delay to Ofsted and the BWSCP (Berkshire West Safeguarding Children's Partnership). We also have a **legal duty** to report cases of FGM (female genital mutilation) to the BWSCP.

Those of our staff under the age of 19 are considered by The Local Authority and the law to be classed as children so all our safeguarding guidelines apply to them in the same way as the children and families in our care and we have a duty to protect them in the same way. Therefore as part of all inductions we discuss social media policies and how to protect ourselves from online bullying and abuse which may occur outside our setting. Our internet access is restricted and filters are in place to prevent access to unsuitable or harmful material.

Our setting requires that all staff share information about themselves because of the following:

- Found to have committed a relevant offence against a child
- Made subject to an order or determination removing a child from their care or preventing a child from living with them
- Found to have committed certain offences against an adult; e.g. murder, kidnapping, rape, indecent assault, or assault causing actual bodily harm
- Charged with certain offences against an adult, or an offence that is related to an offence, and had a relevant order imposed.
- Included on the list of those who are barred from working with children, held by the Independent Safeguarding Authority.
- Made the subject of a disqualifying order
- Refused registration as a child carer previously or have had registration cancelled, unless the cancellation was only for non-payment of fees for continued registration after 1st September 2008
- Refused registration as a provider or Manager of children's homes or have had registration cancelled.

A waiver request will be sent to Ofsted under any of these circumstances which will be considered by them.

Prospective families are received within the setting without appointments but are accompanied at all times and are given guidance on safeguarding procedures and health and safety before being shown around (see accepting visitors into the setting procedure under our children's security policy). Any other visitors to the settings are expected to make appointments and to be accompanied at all times, including staff's family members.

Our safeguarding policy will be shared with parents/carers and time will be spent explaining any issues which may arise, including the procedures undertaken by our setting to ensure the suitability of our staff.

Children are given opportunities to discuss their own feelings and are encouraged to be resilient when trying new things. They are supported to be confident and questioning about what is happening within the setting and within their own lives. We take part in regular activities such as 'talk privates' to encourage the children to understand they can say no if they are being asked to do something they feel uncomfortable with.

Procedures:

Reporting of Concerns

Dealing with low level concerns

Dealing with an allegation against a staff member

Recruiting staff

Checking new staff credentials

Radicalisation and Extremism

Storing confidential information

Collection of children and Child absence

Whistleblowing

Online Safety

Bullying/Harassment in the workplace

Reporting of concerns

- Guidance and flow charts for reporting concerns are displayed at all times in our staff room.
- Any concern must be reported immediately to the Senior in the child's room and then to the Nursery Manager who will discuss with the Safeguarding Officer.
- A record of concern will be completed and if appropriate be shared with the parent/carer.
- Information recorded on the record of concern form must be factual, accurate and include dates and signatures of all staff involved.
- If at any point the Manager or Safeguarding Officer feels the child could potentially be in immediate danger of harm the Duty Officer at the BWSCP must be contacted on 01635 503090 or out of hours on 01344 786 543. If there are concerns regarding an adults behaviour these should be disclosed to LADO (Local Authority Designated Officer) on 01635 503153 or by emailing LADO@westberks.gov.uk
- If this is not the case regular observations must be taken on the child's demeanour and general well-being by the Safeguarding Officer and a review held within an appropriate period of time to monitor the situation. Advice can be sought from CAAS (Contact Advice Assessment Service) on 01635 503090 or by emailing child@westberks.gov.uk
- Any paperwork related to the concern is to be stored securely.
- Any additional support and guidelines can be sought from the LSCB website.

Dealing with low level concerns

- Occasionally there may be an incident involving a child that could be classed as a low level incident which would not necessarily need to be reported but may need to be recorded for future reference. Examples of these may be a comment made by a child which is explained clearly by a parent and doesn't evoke suspicion, a mark on a child which has a reasonable explanation etc. This would need to be decided by the DSL or DDSL and advice and a second opinion should be gained from the Operations

Managers as well. If there are any doubts the concern should be escalated to the relevant outside agencies.

- These incidents should be reported to the DSL or DDSL as per any other incident but will be recorded in the child's file in the office.
- These incidents should always be discussed with the child's parents and a record made of that discussion and outcome.

Help for Families

- West Berkshire Council provide support under the Family Hubs where referrals can be made for families that need support to care for children.
- Referrals can be made by the family themselves, a teacher, doctor, Health visitor or the nursery setting.
- Our local Hub is in Thatcham and details can be found on the West Berks Council website. They are able to arrange multi-agency support for families to access services and provision for short or long term issues.
- When making a referral the Manager, SENDCO or Safeguarding Officer will complete a CYP enquiry form which can be accessed online and consent must be given by the parent/carer before submission. Guidelines for submission can be found in the Safeguarding folder in the Managers office.

Dealing with an Allegation Against a Staff Member

- All staff are trained to deal with challenges with the children while remaining calm and collected.
- Policies and procedures are in place to protect staff from allegations against them and are expected to follow these at all times, especially never, under any circumstances, being left alone with a child or group of children.
- Any concerns reported against a staff member will be investigated fully and independent and unbiased support would be sought from the Early Years and Childcare Team (EYC) and advice gained from the LADO on 01635 503153.
- In accordance with our staff contract and employment guidelines, the member of staff would be suspended on full pay until the investigation was completed.
- If the allegation is found to be accurate the staff member would be dismissed immediately and the police, LADO and Ofsted would be informed within 14 days.
- The staff member will be reported under the Protection of Children Act (POCA).
- If the allegation is unfounded the staff member would be reallocated to their post.

Recruitment

- The nursery has robust procedures to establish the history and identity of people applying for positions at the setting.
- Vacancies are advertised within the local press, internet sites, job centre and local training consortiums and all carry a statement regarding safeguarding procedures
- Applicants apply initially over the telephone and are sent our own application form to complete using a job description.
- Potential candidates are invited to spend some time in the setting and are supervised by staff throughout this time.
- Staff supervising the candidates are asked to complete a feedback form on the candidate's performance during their trial session.
- The Manager and Operations Manager will draw up a shortlist of candidates based on this feedback and invite them to interview.
- During the interview an assessment form is completed.
- Any gaps in employment or training must be explained by the candidate. Records of working abroad are checked and validated.
- A formal offer of employment is made to the suitable candidate and the references supplied are contacted to supply a written reference.
- Written references are requested using a proforma and are followed up with a telephone call.
- An induction meeting is arranged with the new employee and the Operations Manager to complete required paperwork and original copies of identity and certificates are requested.
- A staff handbook is issued at the induction meeting along with online access to the policies and procedures.
- The DBS (Disclosure and Barring Service) disclosure paperwork is completed at this meeting and sent off immediately to our agent First advantage. This usually takes about two weeks to be returned and staff without this are unable to provide the children with personal care routines and are always closely supervised by existing staff. Staff without an updated DBS certificate are recorded in red on the staff rota so all staff are aware there are limits to what they are able to do. Ideally we prefer staff to have their DBS completed by the time they begin working with us but this is sometimes not possible so their duties will be restricted and their supervision enhanced.
- Staff are required to sign up for the Update Service which enables the Management Team to regularly check their suitability and if they are barred from working with children.
- On the new staff members first day they receive a health and safety induction and a safeguarding induction from the appointed Health and Safety Officer and DSL.

- All new staff are subject to a three month probationary period which can be extended if there are any concerns regarding their performance or suitability. During this period of time detailed inductions and training are completed on safeguarding and child protection, health and safety, special educational needs and disabilities, customer service and EYFS.

Checking new staff credentials

- Potential candidates are subject to strict procedures as outlined in our recruitment procedure to establish their true identity and their suitability to work with children.
- Telephone references can be acceptable but the ultimate decision rests with the Operations Manager.
- The referees supplied by the candidate are written to using a proforma or emailed if appropriate.
- A reference is required from the most recent employment.
- If the reference request is in the form of a letter a stamped addressed envelope is enclosed with the reference request to encourage a reply.
- All written and emailed references must be followed up with a telephone call to confirm identity.
- All certificates and identity documents seen must be the original copies and not photocopies.
- Photographic identity is required to check persons legal entitlement to work in the UK.
- The DBS check is completed and staff are required to be registered with the Update Service to allow regular checks to be made on their suitability.

- Radicalisation and Extremism**
- The threat of extremism and radicalisation is taken seriously by all staff and they have a duty under the safeguarding procedures at the setting to report any concern about a child or family.
- All children within the setting are taught British values as part of children's personal, social and emotional development which encompass Democracy: making decisions together, Rule of law: understanding that rules matter, Individual liberty: freedom for all and Mutual respect and tolerance; treat others how you would like to be treated through simple opportunities and experiences such as sharing, turn taking, learning about differences between people, considering others feelings and being tolerant of others.
- Staff are aware of the changes children and families may show if they are under the threat of radicalisation including changes in a families behaviour, changes in the child's behaviour, comments made by children that may cause concern (talking

about fighting for the cause etc) or comments made by family members about certain faiths, beliefs cultures etc and will act upon this by following the guidelines for reporting of concerns.

- The Nursery Manager will report a child's sudden absence from the setting without notice and if they are unable to contact the family to the Duty Officer at LSCB or if there are any concerns regarding a child or families absence from the setting under the Prevent Duty guidelines.
- We are not in a 'Prevent priority area' in West Berkshire, but our area does border those that do, so would call the police non-emergency number of 101 if the child was not in immediate danger or 999 if we felt they were.
- Further advice can be sought from counter.extremism@education.gsi.gov.uk
- We can also make a referral to the 'Channel' program which provides early support to those who may be at risk of radicalisation or being drawn into terrorism. Managers have received training on how and when to make a referral under these guidelines.

Storing Confidential Information

- Sharing of confidential information is prohibited in all circumstances except if permission is given or a child or person is in immediate danger of harm.
- All confidential information on children, families and staff are stored in secure filing cabinets and are not removed from them unless permission is given.
- Learning journals and child's records are only to be worked on within the nursery and staff are not allowed to take them home, except in exceptional circumstances and only with the agreed permission of the Operations Manager.
- Children's records can be shared with the child's next setting or other agencies working to support the child or family, only with permission from parents.
- Confidential information on children, families or staff members must not be shared by telephone and any requests for information must first be approved and then be sent by letter or secure email.
- Staff receive training on data protection on a 3 year rolling program.
- Administration staff complete data protection training annually.
- All confidential information held on the computer is password protected.
- Staff have strict guidelines to adhere to when using social networking sites to ensure the children are safe and protected from harm.
- All staff are forbidden to pass any details regarding a child or their family to anyone else but can ask for the enquirer's details to pass on.
- All records relating to children and families are stored in archives, off the premises for 21 years and three months.

- Any breach of confidential data must be reported to the ICO (Information Commissioners Office) immediately.

Collection of Children and Child Absence

- Children are only to be collected by parent/carers or persons stated on their registration form.
- In the case of looked after children we will seek guidance from the Local Authority or Foster parents as to who is permitted to collect the child.
- If a stranger or barred person tries to collect a child under the care of the Local Authority, we will treat the incident as an intruder in the building.
- Parents/carers must inform the nursery if anyone else is collecting their child for any reason.
- If we haven't met the collector before we would ask parents/carers for a password the collector can use for security purposes.
- If a person unknown to staff arrives to collect a child without us being informed beforehand, they will be asked to wait away from the children while parents are contacted to give permission.
- If parents/carers separate or divorce, we can only refuse permission for one parent to collect their child if a court order is in place and we have a copy of this.
- Staff will not allow a child to leave the nursery with a parent/carer who appears to be under the influence of alcohol or drugs.
- In the case of a child not be collected within their session time, we will make every effort to contact those stated on the registration form. We would expect carers to contact us if they expect to be late collecting for any reason.
- If the child has not been collected within one hour of their normal collection time and no contact has been made from parents/carers or others on the registration form, we are required to contact Social Services who will make alternative arrangements for the child.
- Under no circumstances do we allow staff to drop off or collect a child from the nursery unless it is their own child or that of a close relative.
- If parent/carers wish, they can have a password allocated to their child which will be kept of their child's file and used when necessary.
- If a child is expected to be present at nursery and no call/email is received explaining their absence that day, the Manager in charge will call the parent/carer within 2 hours to seek an explanation for absence. If contact cannot be made the unexplained absence must be referred to the Safeguarding Lead.

Whistleblowing

- We operate with complete transparency and will fully investigate any concerns of issues staff or families may have regarding any aspect of care.
- Staff have regular opportunities to discuss any concerns or issues with the members of their own small teams, Senior staff and members of the Management Team through supervision sessions, appraisals and reviews.
- Staff are given regular opportunities to discuss and review other staff practices and question these.
- Regular team meetings are held to ensure opportunities are taken to discuss practices within the setting and strategies to support children and their families.
- The Nursery Manager reviews practice, care, environment, staff training and all other aspects of the nursery provision regularly and will seek support from the Operations Manager if there are concerns.
- There are named support staff within the setting for advice and additional support to deal with children with special needs and requirements and to ensure staffs work load is manageable.
- Any concerns raised by staff or families within the setting will be taken seriously and thoroughly investigated immediately.
- At all times during an investigation confidentiality will be maintained for everyone involved.
- If any staff member or parent/carer feels their concerns or issues are not being taken seriously or acted upon in an appropriate manner there are various other agencies they can contact for advice and support. These include:
 1. CAAS (contact, advice and assessment) West Berks Children's Services: 01635 503090
 2. BWSCP (Berkshire West Safeguarding Children's Partnership)
 3. LADO (for allegations against an adult) 01635 503153 LADO@westberks.gov.uk
 4. The Early Years and Childcare Team for West Berkshire: 01635 519063
 5. Ofsted: 0300 123 1231
 6. NSPCC Whistleblowing Hotline: 0800 028 0285 or email: help@nspcc.org.uk

Online Safety

- Staff ensure online safety for children is a priority while they are using digital devices in the setting.
- Screen time is restricted for children
- Posters and information are displayed in the settings to prompt staff to discuss online safety with the children as a matter of routine.

- Information on helping children to stay safe online is shared with parents/carers on a regular basis.
- Staff who are office based have access to training on using computers safely and maintaining their health through correct sitting positions etc.
- Staff who have smart watches disable their cameras, texts and calls while on duty.
- Staff are expected to ensure their online activities in their free time reflect the ethos of the nursery setting.
- Staff are not allowed to name their setting in their personal profiles and are not to post photos of themselves in their uniforms.

Harassment/Bullying in the workplace

- Bullying and challenging behaviour in the children is covered in the positive behaviour policy
- Bullying/harassment within the staff team will not be tolerated and will be dealt with immediately.
- We have an open door policy for staff to discuss concerns or worries they may have.
- Staff have a range of colleagues and avenues they can choose to resolve an issue with another staff member including speaking to their Seniors/Manager/Operations Manager/Staff Advisor either in person or by email. Contacts of everyone who is bale to help are displayed in the setting.
- Managers/Mentors/Support staff will ensure the alleged incident is dealt with in a sensitive and timely manner which takes into account the preferences of the staff member reporting.
- All discussions/incidents will be recorded in writing.
- All staff members will receive training on how to deal with any incidents when they join our settings, through our Staff Advisor and staff will receive regular reminders from her on how to manage situations.

