

Safeguarding children

1.1 Safeguarding children and child protection

ISSUE 12

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

ISSUE NUMBER	ISSUE DATE	SUMMARY OF CHANGE
1	FEB 2012	<p>Pg 1 designated persons Pg 3:7 Child Protection book Pg 3:8 Norfolk County Council Social Services Emergency Duty Team 0344 8008014 (24hrs); Pg 4:3 Confidential Incident Book; Pg 4:4 stored in a lockable filing cabinet in a locked cupboard; Pg 4:6 01553 669300 (daytime only), designated person, 0344 800 8014; Pg 5:3 Confidential Incident book; Pg5:9 LADO 01603 223473; Pg 5:10 deletion of reference to NSPCC replaced by reference to CAF; Pg 6:1 Parents aware of Complaints procedure and Ofsted poster displayed; Pg 6:8 ISA contact details; Pg 7:6 Staff sign to confirm they have read Confidentiality Policy; Pg 7:8 Statement of Group's Duty of Care</p>
2	21MAR2012	<ul style="list-style-type: none"> ▪ Pg 5 Breckland and West Child Protection consultation line changed to 01553 669330 (19/3/12) Pg 5 NSCB1 ▪ Pg 5.2 As from 19th March 2012 the completed NSCB1 child protection referral forms must be sent to Sally Sinclair, Team Manager, Floor 5, Vantage House, Fishers Lane, Norwich, Norfolk NR2 1ET or faxed to 01603 762445 or emailed from a secure email address to mash@norfolk.gcsx Pg 9 Details also in Norfolk Useful contact numbers
3	31JUL2012	<ul style="list-style-type: none"> • Pg 2 Policy aims. Deletion of reference to Pre-School Learning Alliance Commitments. Pg3. Addition of details on SLP Course for Leader and Deputy. Reference to Safeguarding in early years and childcare guidance for Norfolk folder. Pg 4 Details of all forms of abuse. Pg 6 Additional Professional Consultation telephone number 01553 669350. Pg 7 The County CAF coordinator telephone number 01603 228858. Pg 8 Reference to flow chart for parents and staff on referrals to the LADO team and subsequent actions from Safeguarding in early years and childcare in Norfolk 2012 Pg 9 Change to Children's Services TEL NO 0344 800 8020. Deletion of Sally Sinclair to The MASH Team Manager. Addition of gov.uk to MASH email. Changes to Police details as

		detailed in Norfolk Safeguarding Children Board Leaflet No 5 March 2012 Pg 10 Amendment to CRB contacts
4	05DEC2012	Pg 3 Following Claire Taylor's attendance on the SLP course November 2012 personal telephone numbers for the Leader and the Deputy have been deleted from the policy for out of hours contact as stated on the above course. The Group's mobile has, however, been added to the contacts. Marie's new surname has also been amended.
5	09FEB2013	Removal of Claire Taylor as Deputy due to her departure change to Marie Franklin (Deputy)
6	04FEB2014	<ul style="list-style-type: none"> • Pg 4 Addition of Marie Franklin SLP training July 2013. • Pg 7 Consultation Telephone Numbers and body changed to MASH, 0344 8008020. <p>Reference to Norfolk Safeguarding Children Board, Child Protection and Safeguarding Consultation Lines Leaflet amended from number 5 to 6.</p> <p>Possible to consult again if new information or there are changes to the situation.</p> <p>Also if felt the consultation advice is inadequate there is a need to make a direct referral.</p> <p>Reference changed to Working Together to Safeguard Children 2013.</p> <ul style="list-style-type: none"> • Pg8 Liaising with other agencies Common Assessment Framework changed to Family Support Process (FSP) and change of email address to www.norfolkearlyhelp.org.uk • Pg 10 Norfolk Useful Contact Numbers amended Concerns and Professional Consultations to 0344 800 8020. • Pg10 Grace Cheese omitted from LADO team re telephone conversation with NSCB at Norwich. Norfolk Constabulary details no longer valid hence deleted. • CAF replaced with FSP and amendments made to Family Support Leads etc with reference to NSCB Family Support Process Refresher training Nov 2013. Email amended. • Reference from CRB changed to DBS and details of other vetting services other than Capita deleted. Capita address amended also

Issue No 7	14Feb2015	<p>Pg 4 Deletion of former work place telephone number</p> <p>Pg 4 Change of Deputy Leader from Marie Franklin to Carly Saunders</p> <p>Pg 9 Change of location of operational plan due to moving premises</p> <p>Pg 9 Change of telephone number for FSP co-ordinator from 01603 228858</p> <p>Pg 9 If a member of staff is dismissed due to engaging in activities that cause concern for the safeguarding of a child, the Disclosure and Barring Service must be notified with the relevant details. So as to ensure an individual whom poses a threat may be barred from working with children.</p> <p>Pg 10 Further information available about MASH http://www.norfolk.gov.uk/mash SPECIALIST POLICE ADVICE AVAILABLE FROM THE DUTY DETECTIVE SERGEANT WITHIN MASH EMAIL:- MASHsupervisors@norfolk.pnn.police.uk DIRECT DIAL 01603 27(6151)</p> <p>Pg 11 Removal of Amanda Johnson to Awaiting appointment and change of telephone number to King's Lynn (01553 669639). Removal of Family Support Coordinator</p>
Issue 8	18Jan2016	<p>Pg4 Amendment of SLP course date</p> <p>Pg6 Addition of radicalisation and link to new policy on British values 1.15</p> <p>Pg9 Change of telephone number for Norfolk Early Help (FSP) to 01553 669276</p> <p>Pg11 Amendments to Norfolk Early Help as above and deletion of lead and assistant Family Support Lead</p>
Issue 9	1Feb2017	<p>Pg4 Inclusion of staff and <i>Committee</i> meetings. Amendment to front room. Change of Deputy to Jenna Kirk.</p> <p>Pg7 Reference to the Prevent Duty added</p> <p>Pg9 Addition in Liaison with Other Agencies of contacting Ofsted</p> <p>Pg10 Change to contacting LADO immediately</p> <p>Pg11 Addition of other Secondary Legislation</p> <ul style="list-style-type: none"> ▪ Childcare (Disqualification) Regulations (2009)

		<ul style="list-style-type: none"> ▪ Children and Families Act (2014), Care Act (2014) ▪ Serious Crime Act (2015) ▪ Counter-Terrorism and Security Act (2015) <p>Pg11 Addition of more 'further guidance'.</p>
Issue 10	18Sept 2017	<p>Pg. 4 Reference to policy 1:12 Mobile Phone, Camera use and E-safety and 2:7 Babysitting policy.</p> <p>Pg. 8 Referral to the MASH team amended in light of email from NCC (Gill Bucke 15/5/17). <i>'We have been made aware that MASH are no longer taking anonymous consultations.'</i></p> <p>Following on from Safeguarding Audit 27th April 2017:</p> <p>Pg. 12 Addition of Ofsted telephone number to lists of contacts (0300 123 1231).</p>
Issue 11	9 th Aug 2018	<ul style="list-style-type: none"> • Pg.5 Addition of 'All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information.' • Pg.12 Addition of LADO email address and address for referrals.
Issue 12	29 th Oct 2018	<ul style="list-style-type: none"> • Pg.8 Further to receiving new instructions from Norfolk County Council (10th October 2018 for a commencement date of 17/10/18). The following amendments have taken place: Change of telephone number, opening hours, out of hours number. • Pg. 9 Deletion of reference to MASH and written referrals. Addition of when to inform parents and details CADS will require to support 'conversation'. Deletion of section on Informing Parents and addition of reference to Norfolk Threshold Guide. • Pg. 11 Removal of MASH details and contact details for Children's Advice and Duty Service (CADS).

Buttercups Pre-school aims:

'This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.' (Children's Workforce Development Council, 2009).

- Our setting will work with children, parents and the community to ensure the rights, safety from harm, of all the children who attend Buttercups and to give them the very best start in life.

- We ensure all the people who work at Buttercups, either paid or unpaid, have a clear understanding of their legal responsibility to safeguard and promote the welfare of all children. This is achieved by reading policies during induction, regular statutory training provided by or endorsed by the Norfolk Safeguarding Children's Board, the reading and signing of all safeguarding and child protection policies at least annually or when updates occur and through regular 'in house' training during staff and Committee meetings.
- Other policies to be considered concerning safeguarding are 1:12 Mobile phones, Camera use and e-safety and 2:7 Babysitting policy.
- We also ensure that all parent/carers have a clear understanding of our legal responsibilities to safeguard and ensure the welfare of all the children in our care. This is achieved when the child first registers at the Group by being part of the initial Parent/Carer agreement on the enrolment form, through our Duty of Care notice which is permanently on display on the Parent's notice board in the front room, being part of the Group's Policies and Procedures which are always available for parent/carers and also through written reference in newsletters etc.
- Our environment and training ensures all adults are encouraged to share their concerns and can adhere to whistle-blowing (see separate policy on Whistle-blowing 1.11) and child protection referral procedures as stated in Norfolk Safeguarding Children Board guidance and the Early Years Foundation Stage requirements.
- By ensuring this commitment to safeguarding and welfare we prevent impairment to both the health and development of children and their families.
- Helping children to have optimum life chances and to enter adulthood successfully.

Roles and Responsibilities:

- All staff and Committee at Buttercups Pre-school have a duty of care to ensure all children are kept safe and are protected from harm. This means all adults have a duty to report child protection or welfare concerns to Children's Services or the Police.
 - All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.
 - Our designated person who co-ordinates child protection issues and has attended the Early Years Safeguarding Lead Practitioner Refresher Course (SLP Jan 2018) is:
Sue Fuller (Pre-school Leader) who can be contacted on 07934 170412 (work number).
In her absence this responsibility is the duty of the Deputy Leader Jenna Kirk. Jenna can also be contacted on 07934 170412 (work number).
Our designated officer (a committee member) who oversees this work is
The Chairperson
-

Training

- Buttercups Pre-school also has a duty to ensure that all staff, whether paid or unpaid, undertake appropriate training in safeguarding and child protection in line with Norfolk Safeguarding Children Board to enable them to carry out their duties. This ensures they are able to recognise the signs and signals of possible abuse whether it be physical, emotional, sexual or neglect and are able to report their concerns to Children's services or the Police.
- Regular discussions and updates on safeguarding and child protection will take place at staff meetings and training sessions which will be minuted.

Parents/Carers

Our commitment

- Buttercups Pre-school is committed to working in partnership with parents/carers and is fully aware of the duty of Pre-school staff and Committee to promote the protection and welfare of children in their care. This will be through:
 - Enrolment Forms
 - Policies always being available for parent/carers to access.
 - Newsletters
 - Parent's Notice Board 'Duty of Care' and Ofsted Parent's Poster.
 - The managing allegations against staff process.

Your commitment

- We require all parent/carers to share information with staff in respect of any injuries or accidents which a child may receive at home or outside of our care. We will ask parent/carers to provide us with written details, signature and date of the event which we will record in a designated book which will be available on entry to the setting each day. This information is confidential and will only be disclosed to other professionals if it is deemed to be in the child's best interests.

What is abuse and neglect?

The abuse of children can take different forms - physical, emotional, and sexual, as well as neglect. They are all forms of maltreatment. 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 an institutional or community setting, by those known to them or, more rarely, by a stranger for example via the internet. They may be abused by an adult or adults or another child or children.

Physical Abuse

Physical abuse 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

Emotional abuse is 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 children 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 the 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 cyberbullying), 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

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 (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

Neglect is 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)
- Ensure access to appropriate medical care or treatment

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

Responding to concerns of abuse

- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.

- We take into account factors affecting parental capacity, such as social exclusion, domestic violence, parent's drug or alcohol abuse, mental or physical illness or parent's learning disability.
- We are aware of other factors that affect children's vulnerability such as abuse of disabled children, fabricated or induced illness, child abuse linked to beliefs in spirit possession, sexual exploitation of children such as through internet abuse Female Genital Mutilation, radicalisation and extremism, (we follow the Prevent Duty for England and Wales see policy 1.15 British Values) that may affect or may have affected children and young people using our provision.
- We also make ourselves aware that some children and young people are affected by gang activity, by complex, multiple or organised abuse, through forced marriage or honour based violence or maybe victims of child trafficking. While this may be less likely to affect young children in our care we may become aware of any of these factors affecting older children and young people who we may come into contact with.
- Where we believe a child in our care or known to us may be affected by any of these factors we follow the procedure for reporting child protection concerns.
- Where such evidence is apparent, the child's key person makes a dated record of the details of the concern and discusses what to do with Safeguarding Lead Practitioner (SLP). This information is stored in the Child Protection folder which is stored in a lockable cabinet.
- **We refer concerns to the Children's Advice and Duty Service (CADS) on 0344 800 8021 (between 8am-8pm Mon-Fri since Oct 2018) and out of these hours call 0344 800 8020 for the Emergency Duty Team. The latter is also the number for members of the public to use.** The Police is called on 999 if immediate action is required.
We take care not to influence the outcome either through the way we speak to children or by asking questions of children.
- We take account of the need to protect young people aged 16-19 as defined by the Children Act 1989. This may include students or school children on work placement, young employees or young parents. Where abuse is suspected we follow the procedure for reporting any other child protection concerns. The views of the young person will always be taken into account, but the setting may override the young person's refusal to consent to share information if it feels that it is necessary to prevent a crime from being committed or intervene where one may have been or to prevent harm to a child or adult. Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having shared it.

Recording concerns of abuse and disclosures

- Where a child makes comments to a member of staff (often the Key Person) that gives cause for concern (disclosure), observes signs or signals that gives cause for concern, such as

significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect that member of staff:

- listens to the child, offers reassurance and gives assurance that she or he will take action;
- does not question the child;
- makes a written summary on Buttercups Recording form for safeguarding concerns (which is stored in the Child Protection folder – see appendices to this policy):
 - Records the name of the child
 - Records what was said/observed immediately or who passed information to you
 - Records the date and time of the observation or the disclosure
 - Notes the recorder's name and role
 - Records what was happening immediately before the child spoke to you or you became worried
 - The exact words spoken by the child or adult
 - The names of any other person present at the time
 - Uses a body map if there are any physical injuries or concerns
- These records are signed and dated and stored in a lockable metal filing cabinet which is kept secure and confidential in a locked cupboard.
- The concerns and details must be shared with the Safeguarding Lead Practitioner which is the Leader or in her absence the Deputy Leader.

Children's Advice and Duty Service (CADS)

Any safeguarding concerns can be discussed with a senior social worker by calling the direct line on **0344 800 8021 (Mon-Fri 8am-8pm)**. **Out of hours on 0344 800 8020 or in an emergency 999.**

- It is considered good practice to seek consent from parents (Norfolk County Council, Oct 2018). However, if it is felt that it would place a child at risk or 'undermine the investigation into a serious crime, it may be made without consent. Reasons for not seeking consent should be clearly stated when speaking with CADS' and recorded for Group records.
- For all calls raising concerns about a child, CADS will ask:
 - all details known to you/your agency about the child;
 - their family composition including siblings, and where possible extended family members and anyone important in the child's life;
 - the nature of the concern and how immediate it is;
 - Any and what kind of work/support you have provided to the child or family to date.
- They will also need to know where the child is now and whether you have informed parents/carers of your concern.
- **The local authorities Children's Services has a legal duty under section 47 of the Children Act 1989 to investigate where there is reasonable cause to suspect that a child is suffering or is likely to suffer significant harm.**

Liaison with other agencies

- We work within the Local Safeguarding Children Board guidelines.
- The current version of 'What to do if you're worried a child is being abused' is available for parents and staff and all staff are familiar with what they need to do if they have concerns.
- We will notify Ofsted of any incident or accident and any changes in our arrangements which may affect the well-being of children or where an allegation of abuse is made against a member of staff (whether the allegations relate to harm or abuse committed on our premises or elsewhere). Notifications to Ofsted are made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made.
- We offer parents support via the Family Support Process (FSP) in order to assess family needs and strengths where there are non-child protection concerns for a child and it is in their best interests for a multi-agency approach. Further details can be found in the Group's Operational Plan, in the Safeguarding in Early Years toolkit, the Norfolk Threshold Guide or at www.norfolkearlyhelp.org.uk or by contacting 01553 669276.

Allegations against staff

If these relate to an incident being witnessed by someone and there are concerns for a child's immediate safety then the Police should be called on 999 or Children's Services on 0344 800 8020.

If concerns or allegations arising from information shared with a member of staff, parent or child are disclosed following the guidance of Norfolk Safeguarding Children Board any behaviour that:

- Has or may harm a child,
- any criminal offence against or related to a child
- or any behaviour that indicates unsuitability to work with children

MUST BE REFERRED TO THE LADO IMMEDIATELY. They can be contacted on 01603 223473. Ofsted should also always be advised.

- If the concern is about the Manager, the individual concerned should contact the LADO Team.
- Full details can be found in Safeguarding Early years and Childcare in Norfolk Toolkit (Section 6 Pg5-7).
- If a member of staff is dismissed due to engaging in activities that cause concern for the safeguarding of a child, the Disclosure and Barring Service must be notified with the relevant details. So as to ensure an individual whom poses a threat may be barred from working with children and vulnerable groups.

Confidentiality

- All staff whether paid or unpaid will keep concerns confidential and will only share them with those that need to know in order to protect children. Any information is shared under the guidance of the Norfolk Safeguarding Children Board.
- All staff and volunteers sign to say they have read and understood the Group's Confidentiality Policy.

Legal framework

Primary legislation

- Children Act (1989 s47)
- Protection of Children Act (1999)
- The Children Act (S11) (2004)
- Safeguarding Vulnerable Groups Act (2006)

Secondary legislation

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

Further Guidance

- Working Together to Safeguard Children 2018
- What to do if you are Worried a Child is Being Abused (HMG 2015)
- Framework for the Assessment of Children in Need and their Families (DoH 2000)
- The Common Assessment Framework for Children and Young People: A Guide for Practitioners (CWDC 2010)
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 (HMG 2008)
- 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)

Norfolk Useful Contact Numbers

FOR ANY CONCERNS REGARDING A CHILD CONTACT THE CHILDREN'S ADVICE AND DUTY SERVICE (CADS) ON 0344 800 8021 (MON-FRI 8AM TO 8PM). OUT OF HOURS CUSTOMER SERVICE CENTRE ON 0344 800 8020 OR IN AN EMERGENCY 999.

Local Authority Designated Officer (LADO)

LADO Team 01603 223473

Email: LADO@norfolk.gov.uk

Secure: cs.norfolkLADOsecure@norfolk.gcsx.gov.uk

All referrals to be sent to:

LADO Service, Children's Services

1 Norwich Business Park

Whiting Road

Norwich, NR4 6DJ

Full details available with this policy in N.C.C leaflet 'A Guide to Managing Allegations Against Adults Working/Volunteering with Children and Young People.

There is always someone on that number in normal working hours

Norfolk Safeguarding Children Board

Sarah-Jayne Lumley – Safer Programme Coordinator

For training and resources 01603 228966

For policies, procedures, protocols and training www.norfolkscb.org

Family Support Process (FSP)

Family Support for West Norfolk and King's Lynn – Tel 01553 669276

Children's Services, 9 Austin Street, King's Lynn. Norfolk. PE30 1EB

Further details available at: www.norfolkearlyhelp.org.uk

Disclosure and Barring Service (DBS) contact:

CAPITA Recruitment Vetting Service Tel 0870 8502516 option 1

email db.enquires@capita.co.uk

P.O Box 4324, Sheffield S1 9EW

Ofsted 0300 123 1231

This policy was adopted at a meeting of

Buttercups Pre-school

Held on

1st November 2018

Date to be reviewed

1st November 2019

Signed on behalf of the management
committee

Name of signatory

Linda Creed

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

Chairperson

Staff/Committee member	Date Read	Signature
Sue Fuller	1 st November 2018	
Jenna Kirk		
Marie Patmore		
Charlotte Chilvers		