

Hickory Dickorys Day Nursery Ltd

1. Safeguarding Children & Child Protection

Children have a right to be safe and should be protected from all forms of abuse and neglect. Safeguarding children is everyone's responsibility. It is important that all adults in our setting know and understand the indicators that may suggest that a child is suffering or is at risk of suffering abuse, neglect or harm. We must be aware and take the appropriate and necessary action in accordance with local procedures and statutory guidance. The nursery has effective child protection and behaviour procedures in place that are well understood by everyone in the setting. We make sure that all staff working within the setting are clear about procedures where they are concerned about the safety of a child or learner. This creates a culture of vigilance where children's welfare is promoted, and appropriate safeguarding action is taken for children who need extra help or may be suffering or likely to suffer harm.

The Designated Safeguarding Lead (DSL): **Mrs Sharon Johnson**

The Designated Safeguarding Lead (DSL): **Miss Phoebe Warren**

The Designated Deputy Safeguarding Lead (DDSL): **Miss Kirsty Pockett**

The Local Area Designated Officer (LADO) is: Nigel Hatten (**01452 42 6994**)

Multi Agency Safeguarding Hub (MASH) contact details: **01452 426565**

Option 1 - Urgent Concerns

childrenshelpdesk@gloucestershire.gov.uk

We ensure **a DSL or a Deputy is available** at all times.

EYFS Links

3.2 Providers must take all necessary steps to keep children safe and well.

3.7 Providers must have regard to the Government's statutory guidance 'Working Together to Safeguard Children 2018' and to the 'Prevent Duty Guidance for England and Wales 2015'

Safeguarding children is defined in **Working Together to Safeguard Children** 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
- Taking action to enable all children to have the best outcomes

Safeguarding refers to all children, whilst Child Protection refers distinctly to children at risk of harm.

Save the Children define child protection as:

"The goal of child protection is to promote, protect and fulfil children's rights to protection from abuse, neglect, exploitation and violence as expressed in the UN Convention on the Rights of the Child and other human rights, humanitarian and refugee treaties and conventions, as well as national laws. Child protection work aims to prevent, respond to, and resolve the abuse, neglect, exploitation and violence experienced by children in all settings."

1 (a) Role and Responsibilities of the DSL

The role of the DSL is:

- To oversee practice within the Nursery and to ensure that Safeguarding is at the forefront of our daily practice.
- To provide support and advice to other staff on child welfare and child protection matters.
- To work closely with the Local Authority to ensure that Sections 17 & 47 of **The Children Act 1989** are being met.

- Ensuring that we practice safe recruitment in line with government guidance by using at least one DSL on all interview panels and by checking the suitability of staff and volunteers who work with children.
- Ensuring that any unsuitable behaviour is reported and managed using the Allegations Management Procedures (See below).
- Raising awareness of child protection issues by cascading training and any concerns to other members of the team.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse by referring to the Children's Helpdesk.
- Establishing a safe environment in which children can learn and develop, where children feel secure, are encouraged to talk and are listened to. No child is left alone with volunteers or visitors in a one-to-one situation, this is ensured by maintaining constant supervision by staff.
- Supporting pupils who have been abused or neglected in accordance with his/her agreed child protection plan.
- Notifying the relevant social worker if there is an unexplained absence of more than two sessions of a pupil who has a child protection plan (previously known as being on the Child Protection Register).
- Ensuring all staff and volunteers understand their responsibilities in being alert to the signs of abuse and their responsibility for referring any concerns to the designated senior person responsible for child protection.
- Ensuring every member of staff (including temporary, supply staff and volunteers) knows the name of the DSL for child protection and have received a safeguarding induction within their first seven days of employment.
- Ensuring every member of staff is sensitive to the signs of possible safeguarding concerns, including poor or irregular attendance, persistent lateness or children missing from education.
- Developing effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters including attendance at child protection conferences and core groups.
- Ensuring all records are kept securely, separate from the main pupil file, and in locked locations.
- To oversee that written records of concerns about children are kept, even when there is no need to refer the matter immediately.
- Develop and then follow procedures when an allegation is made against a member of staff or volunteer, including supply workers, contractors or visitors.
- The DSL manages any offers of **Early Help**.
- Any child protection and/or Safeguarding Concerns are shared immediately with the relevant Local GSCB Authority, this includes suspected harm or risk of harm to a child.

The DSL is able to access further information and/or training on the points below to support children and families (not exhaustive):

- Domestic Abuse
- Parental Substance Misuse & Mental Ill Health
- Child Sexual Exploitation (CSE)
- Female Genital Mutilation (FGM)
- Forced Marriage (FM)
- Modern Slavery & Child Trafficking
- Prevent Duty & Radicalisation (**Policy 3d**)
- Safer recruitment (**Policy 1c**)
- Safer working practices (**Policy**)
- Gender identity and sexuality
- Honour based violence
- Fabricated and induced illness
- Medication
- Gang Related Violence
- Peer on Peer Abuse

Liaison with other agencies

- We work within the **GSCB** guidelines.
- We have the current version of "What to do if you're worried a child is being abused" available for parents and staff.
- We have procedures for contacting the local authority regarding child protection issues, including maintaining a list of names, addresses and telephone numbers, to ensure that it is easy, in any emergency, for the setting and children's social care to work well together.
- We work in partnership with local and national agencies to promote the safety and well-being of all children.
- Safeguarding data is reviewed on a quarterly basis and shared with GSCB when required.
- Contact details for the local **National Society for the Prevention of Cruelty to Children (NSPCC)** are also kept. www.nspcc.org.uk

More information can be found in **Policy 3: Legislation**, section 3a Working in partnership with other agencies.

1 (b) Allegations Management Procedures

- We follow the guidance of the Gloucestershire Safeguarding Children's Board when responding to any complaint that a member of staff, or volunteer within the setting, has abused a child. This also includes incidents or allegations relating to Staff:Staff, Staff:Child, or Child:Child
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- Where an allegation is made or concern is raised, regarding a Nursery Director, it must be reported to another Nursery Director.
- We refer any such allegation immediately to the local authority's **Gloucestershire MASH** and **LADO**.
- We also report any such alleged incident to Ofsted as well as what measures we have taken. We are aware that it is an offence not to do this.
- A referral will be made to the DBS if the person is dismissed, removed or has resigned due to a safeguarding concern.
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management team and children's social care agree it is appropriate in the circumstances, the directors/owners will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as children and families throughout the process.
- Allegations are recorded on the proforma available in the setting.

Our GSCB Allegations Management Co-Ordinator is Tracy Brooks (**01452 42 6320**)

Disciplinary action

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, the appropriate Senior Management will notify the **Local Authority Designated Officer (LADO)** for Allegations Management of relevant information so that individuals who pose a threat to children (and vulnerable groups), can be identified and barred from working with these groups.

1 (c) Suitable people, Safer recruitment & Training

We have vigorous protocols for the recruitment and employment of staff to ensure the safety of children in the setting. Please refer to our full Employment Policy (**No 2.1**)
Applicants for posts within the setting are clearly informed that the positions are exempt from the **Rehabilitation of Offenders Act 2014**

(www.legislation.gov.uk/ukpga/2014/11/pdfs/ukpga_20140011_en.pdf).

- Candidates are informed of the need to carry out checks with the **Disclosure and Barring Service (DBS)** before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and DBS checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children. Volunteers do not work unsupervised.
- We record information about staff qualifications, and the identity checks and vetting processes that have been completed including:
 - The criminal records disclosure reference number
 - The date the disclosure was obtained: and details of who obtained it
- We inform staff that they are expected to disclose any convictions, cautions, court orders or reprimands and warnings which may affect their suitability to work with children (whether received before or during employment with us). These details are declared annually as a 'Continued Suitability Checks'.
- We abide by the **Safeguarding Vulnerable Groups Act (2006)**
www.legislation.gov.uk/ukpga/2006/47/pdfs/ukpga_20060047_en.pdf
- We have procedures for recording the details of visitors to the setting. Visitors are checked prior to attending the setting and are never left unattended in the building.
- We take steps to ensure children are not photographed or filmed on video for any other purpose than to record their development or their participation in events organised by us. Parents sign a consent form and have access to records holding visual images of their child.
- We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.

We have a Designated senior person for safeguarding who has received appropriate training and support for this role and is part of the settings senior leadership team.

We ensure all staff are trained to understand our safeguarding policies and through a thorough induction process and recognised appropriate training via the GSCB.

Safer Recruitment

We recognise that the enhanced DBS disclosure is only part of a suitability decision and we will ensure each individual working with a child goes through a thorough recruitment and induction procedure. We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery. We have procedures in place that help to deter, reject and identify people who may pose a risk to or abuse children.

All students and volunteers will also receive an interview to ensure they are suitable for the nursery and an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised at all times to ensure they receive the appropriate support, training and information they may require.

We ensure that systems and checks are put in to place so that we continue to provide a safe environment. This includes:

- DBS certificates are required for all existing and new nursery employees regardless of whether they are in a childcare role or not.
- DBS checks are also required for students, bank staff and long term, regular volunteers.

- New staff joining the nursery, regardless of whether they have an existing DBS certificate, will be required to undergo a DBS check at or before the commencement of employment.
- New staff joining the nursery with existing DBS certificates obtained from other organisations are only accepted by the nursery if the employee is registered for the government's update service and permission is granted to us to access the information prior to commencement of employment. Otherwise a new DBS will be obtained and staff are the required to join the update service.
- Each job offer is subject to 2 satisfactory references about the employee, these will be required before the commencement of employment.
- Safer recruitment checklists are completed on each member of staff, this includes a copy of the job advert, job description and photographic ID.
- Once employed within the Nursery, each member of staff is added to the Single Central Record, which contains information on their safeguarding suitability.

Training & supporting staff

- We seek out training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- We ensure the designated person/s receive training in accordance with that recommended by the GCSB.
- We ensure that all staff are aware of the procedures for reporting and recording their concerns they may have about the provision.
- Regular staff meetings are held to cascade new information and legislation to all staff.
- Personal staff supervisions are carried out to support staff and to provide staff with an opportunity to discuss any issues or confusions.
- Staff are fully aware of who the Nursery DSL is and that they can approach them at any time with any concerns, issues or questions.
- Staff are provided with regular handouts, prompt cards and mentoring sessions to ensure that their skills, knowledge and understanding are up to date.
- Qualification training, experience, mentoring and through modelling the Nursery Ethos, staff are aware of the importance of listening to the voice of the child and how to act on this.
- Through in-house and induction training, staff are made aware of the importance of The Prevent Duty and how to recognise the signs of radicalisation and of children and their families being drawn in to terrorism. This includes information on internet safety. **(Policy 3d The Prevent Duty)**
- When internal promotions take place, staff are invited to an interview with the Nursery Directors to discuss the potential of taking up a new role. During this meeting, the job description, roles & responsibilities, hours and rate of pay are discussed. This is to ensure that the candidate seeking promotion is suitable for the new role, especially those who have recently completed an apprenticeship.

Professional Boundaries

- Staff must ensure that they maintain professional boundaries at all times and avoid behaviours such as, favouritism, infatuations & personal relationships, which might be misinterpreted by others. They should report and record any incident with this potential.
- Staff must act in a courteous manner and present a professional image.

1 (d) Recording and Responding to suspicions of abuse

The Nursery is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in **"What to do if you're worried a child is being abused"** and compliments **"Working Together To Safeguard Children" (2018)** Statutory Guidance www.gscb.org.uk

We acknowledge that abuse and neglect of children fall into 4 main categories of concern:

Physical abuse is deliberately physically hurting a child. It might take a variety of different forms, including hitting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Emotional abuse is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse affects on a child's emotional development

Sexual abuse is any sexual activity with a child. We are aware that many children and young people who are victims of sexual abuse do not recognise themselves as such. A child may not understand what is happening and may not understand that it is wrong. Sexual abuse can have a long-term impact on health.

Neglect is a pattern of failing to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter. It is likely to result in the serious impairment of a child's health or development

Additional Barriers

There are additional barriers that exist when recognising the signs or abuse and neglect of children who have special educational needs and/or disabilities. This can have an impact on all aspects of their lives. Factors that increase risk and lessen protection include:

- Communication impairments.
- An inability to understand what is happening or to seek help.
- Impaired capacity to resist/avoid abuse.
- The child and their family being isolated.

Staff are made aware that all children should be listened to and treated equally, regardless of any disability and/or impairment. Staff are vigilant in recognising and responding to any signs of abuse or neglect and attend appropriate training courses.

Anti-bullying

The nursery has a zero tolerance towards all acts of bullying either towards children or peer on peer abuse, we respond promptly & appropriately by displaying calmness & educating staff & children about its negativity & the effects on the child's & adult's emotional development.

Forms of bullying include:

Homophobic, Cyber, Lesbian, Gay Bi-Sexual, Transgender, Gypsy, & Roma Traveller children.

Discriminatory Behaviour

Children and staff are protected and helped to keep themselves safe by understanding and being aware of:

- Bullying
- Homophobic behaviour
- Racism
- Sexism

Any discriminatory behaviours are challenged, help and support is given to children on how to treat others with respect. Through activities, listening to the children, mutual respect and acceptable behaviour.

Our Policy is embedded into everyday practice throughout day to day mentoring of staff.

We take action if we are concerned that any child in our care is suffering from the signs and symptoms of abuse. We refer them immediately to local authorities' children's helpdesk (Front door). We follow the signs and symptoms of abuse as set out in the document "What to Do If You're Worried a Child is Being Abused" Advice for Practitioners (2015).

There are 4 key steps we follow that help us identify and respond appropriately to possible abuse and/or neglect these are (not necessarily in this order):

BE ALERT

QUESTION BEHAVIOURS

ASK FOR HELP

REFER

We take account of the need to protect young people aged 16-25 as defined by the **Childcare Act 2006**. Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having shared it.

Handling and recording disclosures

Where a child makes comments to a member of staff that gives cause for concern, we listen to the child, offer reassurance and gives assurance that she or he will take action to keep them safe.

- A member of staff will keep a full record of any disclosures on the 'Handling a Disclosure' form.

The member of staff acting as the **DSL** is informed of the issue at the earliest opportunity and will liaise with local statutory children's services agencies. A 'Chronology of Involvement Form' will be completed.

See GSCB Guidance on handling a disclosure from a child (enclosed)

1 (e) Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for nonmedical reasons. It's also known as female circumcision or cutting. Religious, social or cultural reasons are sometimes given for FGM. However, FGM is child abuse. It's dangerous and a criminal offence. There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.

FGM has been a criminal offence in the UK since 1985. In 2003 it also became a criminal offence for UK nationals or permanent UK residents to take their child abroad to have female genital mutilation. (www.nspcc.org)

If FGM is discovered, it is essential to report this to the police as soon as possible as it is a Child Protection concern.

If staff are suspicious that FGM is being planned or discussed by children & families, this must also be reported immediately to the DSL.

Staff must be vigilant of any changes in child behaviour, or changes in genitals, unplanned or unusually extended periods of absence must also be noted.

1 (f) Supporting Children & Families

Informing parents

- Parents are normally the first point of contact when a concern is raised. We discuss concerns with parents to gain their view of events, unless we feel that this may put the child in greater danger.
- The parents are made aware of and receive a full policy pack.

Support to families

- We continue to welcome the child and family into the setting whilst investigations are being made into any alleged abuse.
- We follow the child protection plan (CPP) or Child In Need plan (CIN) as set out by the child's social care worker. These plans identify the help that the child receives and the action to be taken if a professional working with the child has further concerns or information to report.
- Confidential records kept on the child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records Policy and only if appropriate under the guidance of the GSCB.

Care in the environment

- We introduce key elements of keeping children safe into our programme to promote the personal, social and emotional development of all children, so that they may develop an understanding of why and how to keep safe. In line with "**Keeping Children Safe in Education**" (2015) the setting and staff will carefully consider the offer of **Early Help** including examples such as: Guidance on Parenting, Language Development, Dietary advice, money management, toileting, & listening to the voice of the child in order to identify **Female Genital Mutilation (FGM)***, Staff supervision, promoting **Fundamental British Values** (posters on display), Multi Agency Working, Accident Prevention, referral processes and staff training. All staff are aware of how to raise a concern.

Risk Assessments

- Each room and area has a separate **risk assessment booklet** that all staff can contribute to this is used to monitor the ongoing safety within each room/area in the nursery and are provided in each room to protect the children from harm or the risk of harm.

Support to children

- Through the key person system, we support the children to form strong relationships with key people. This enables them to freely express themselves and, through this, we promote their voice through mutual respect and understanding.
- The children's groups are small and focussed, enabling them to be heard.
- Likes & dislikes are recognised.
- Any changes in behaviour are monitored and acted upon.
- Children are supported by suitable, qualified and knowledgeable practitioners.
- Robust policies are in place and implemented by staff to ensure that children always remain safe .
- Children are taught how to keep themselves safe in a variety of situations, this includes internet safety, road safety, building positive relationships and staying safe in their environment.
- Children's positive behaviour is promoted consistently throughout the setting, staff use effective techniques and alternative strategies which are specific to the individual needs of the children.
- Reasonable force, including restraint is only used in strict accordance with our **Behaviour Policy 7(e)**

1(g) Information sharing & confidentiality

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the GSCB.

Information Sharing

We recognise that parents have a right to know that the information they share will be regarded as confidential as well as be informed about the circumstances and reasons why we are obliged to share information. We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest; when:

- It is to prevent a crime from being committed or intended, or to prevent harm to a child/adult;
- **NOT** sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the back-up of management. The three critical criteria are:

1. Where there is **evidence** that the child is suffering or is at risk of significant harm.
2. There is **reasonable cause** to believe that a child may be suffering or at risk of suffering significant harm.
3. To **prevent** significant harm arising to children or adults, including the prevention, detection and prosecution of serious crime.

Procedures:

Our Procedure is based on the **GDPR guidelines (Policy 15)**

Consent:

Parents have a right to be informed that their consent to share information will be sought in most cases, other than Child Protection issues. If a safeguarding concern is raised we respond immediately by acquiring help and advice from 'Front Door' Services of the GSCB.

Safeguarding:

Child Protection information is shared between the staff to ensure that they are able to understand each child's individual situation and adapt procedures where necessary. Information is collated and stored securely in a locked cabinet.

1 (h) Escalation

If a concern or complaint is raised about a child or our safeguarding processes do not appear to have been appropriately acted upon, then there are procedures to follow in order to escalate the concern to the next senior person in the setting and higher again if it is felt that concern has not been addressed. This is called 'escalation'.

If you consider that the actions, inaction or decisions do not adequately safeguard a child/children in our setting, you are able to follow our Policy: **Making a Complaint (2d)**.

Inter-agency working is essential in Safeguarding children. Occasionally there may be an instance in which workers feel that the actions or inactions or decisions of another agency do not safeguard children effectively. In this instance we follow the GSCB Escalation of Professional Concerns Guidance to ensure that the matter can be resolved appropriately.

Escalation is monitored within the setting using the GSCB Escalation of Professional Concerns Monitoring Form.

1 (i) Disclosure and Barring Service Checks

It is an express requirement of the Code of Practice for Disclosure and Barring Service (DBS) Registered Bodies, that anyone in receipt of Update Service information must have a written policy on the secure handling and safekeeping of information provided by DBS.

The Assigned DBS Officer: Sharon Johnson

General Principles

The Nursery is committed to providing a safe and stimulating environment and as a part of this we ensure that all staff are suitable to work with children.

All new staff are required to complete a new DBS and sign up to the update service in order for their DBS to be validated and re-validate as and when required.

We do this through carrying out enhanced DBS clearance checks as well as personal checks through other sources, such as employer references, identity checks and qualification checks etc.

Where possible new staff will have the DBS checks completed prior to starting employment. However if there are delays in checks coming through, as a last resort, new staff may work in the nursery before these checks are completed as long as they are supervised by senior DBS checked staff at all times. All nursery staff will be informed of those members of the team awaiting enhanced DBS clearances.

Staff awaiting these checks will never:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by registered staff
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Look at a child's learning journals
- Have access to children's personal details and records

If a DBS Check is returned with any cautions or convictions showing, we will refer this to the Gloucestershire Safeguarding Children Board DBS Panel. They will then consider whether the applicant is suitable to work with children.

DBS checks are not required to be updated during employment, they have no expiry date. The only occasions to re-apply for a new DBS are:

- In the event of a break in service of longer than 3 months (not including maternity leave); or
- If there are concerns about the suitability of the member of staff to work with children.

We reserve the right to request that a member of staff must apply for a new DBS if we deem it necessary.

The nursery fully complies with the DBS Code of Practice 2015 and the Data Protection Act 2018 regarding the handling, use, storage, retention and disposal of private information, disclosures and disclosure information.

DBS Code of Practice -Handling of DBS checks

Storage and access

Any disclosure information obtained by the nursery is kept securely in a lockable filing cabinet, access to which is strictly controlled and limited to those who are entitled to view it as a part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage

Any information obtained as a part of the DBS check process will only be used for the purpose in which it was requested and for which consent was obtained by the applicant.

Retention

Once a DBS check has been received, we do not retain any disclosure information for any longer than necessary. Generally, information is stored for up to 6 months to allow for any resolutions, disputes or complaints. In exceptional circumstance, information may be retained for longer than 6 months. If this situation arises, we will consult with the DBS and will give full consideration to data protection and the rights of the individual.

We will not keep any photocopy of the Disclosure. However, staff are asked to provide us with the original certificate and we will record the date of issue, the type of disclosure, the name of the subject and the unique reference number.

Disposal

Once the retention period has elapsed, all information held will be destroyed by shredding.

Personal Declaration of Continued Suitability

Personal Declaration of Continued Suitability checks are carried out on all staff on an annual basis during appraisals, or ad-hoc if personal circumstances change, such as: Change of address or name, change of living circumstances and any cautions, arrests or disqualifications.

If a member of staff has been **disqualified** from working with children, they will not be employed within the setting. We follow the disqualification requirements as set out in the EYFS.

As a part of their Employee Contract Handbook staff are required to inform management **immediately** of any changes.

1(j) Non-attendance

We recognise the importance of regular attendance and a commitment to Early Years Education to ensure children develop and reach their full potential. Poor attendance can leave children vulnerable and falling behind in their development.

It is extremely important that parents/carers communicate reasons for absence(s) both unexpected and planned, e.g. illness, holidays, appointments etc. If a child is not brought to the setting as planned, we must follow up the reason for this absence.

Procedures

- Attendance is not mandatory however it will be monitored
- We ask all parents to notify us if their child is going to be absent and to provide a reason, for example because they are sick or on holiday.
- If a child is regularly late or absent, this will be discussed with the parents and the reasons will be documented. Support will be offered where possible.
- If we have any reason to be concerned about a child's absence or well-being, we will contact the local authority and follow child protection procedures.
- If a child is in receipt of Early years funding and is not brought in to Nursery on a regular basis we may withdraw their space with us and the offer for their allocated hours.

First Session Absence

- We expect parents to contact us via email or telephone by 9:30am on the first day their child is absent.
- If we have not heard from a parent by 9:30am The key person will contact the parent.
- If there is no reply when we contact the parent and the child does not arrive, we will telephone the emergency contacts listed on the child's registration documentation.
- We will keep a record of our contact attempts.

Next Steps

- If we are still unsuccessful in gaining contact or discovering an acceptable reason to explain the absence, we will then carry out a home visit with 2 members of staff.
- If after the home visit we are still unsuccessful in gaining contact or discovering an acceptable reason to explain the absence, then will contact the Police on 111 and request a welfare check.
- At this point, we will also make a referral to MASH (**01452 426565**) if deemed necessary or required to do so.

If, at any time, we have a concern regarding the welfare and safety of the child our DSL will contact our local authority designated officer (LADO) through the local safeguarding children's board.

We have a legal duty to safeguard children and must take non-attendance very seriously.

1 (k) Uncollected child

If a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedures

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our **Child Confidential Sheet (CCS)**:
 - Home address ○ Contact telephone & mobile number.
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Those who have parental responsibility for the child ○ Social worker and Health visitor (if applicable)

- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing or by e-mail of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child a photograph may be requested, and an additional password is given.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number, which is: **01242 574362**
- After 10 minutes of the non-show of a parent/carer, we will call the named contacts on the CCS. The child stays at setting in the care of two fully-vetted staff members until the child is safely collected either by the parents or by a social care worker.
- The child's Key Person is contacted to verify any collection information that may not have been given.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child's file is checked for any changes to the normal collection routines.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file without prior consent from the parent.
- If the time elapsed exceeds **one hour**, with no contact from any named contact on the CCS then we apply our child protection procedures. We contact the Nursery Directors and manager to relieve the staff if necessary. We then call our local authority children's social services care team and out of hours duty officer **Tel: 01452 614 194**
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours care.
- The GSCB and Ofsted may be informed.

1 (I) Missing Child

Children's safety is our highest priority, both on and off premises. Every attempt is made, through carrying out the outing's procedure and the exit/entrance procedure to ensure the security of children is maintained at all times. In the unlikely event of a child going missing whilst in our care, our missing child procedure is followed.

Procedures:

Child going missing from the setting

- As soon as it is noticed that a child is missing the key person/staff alerts the setting manager.
- The setting manager will carry out a thorough search of the building and garden.
- The register is checked to make sure the child is in attendance and that no other child has also gone astray.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out. If a breach is detected, then Parents/carers and the police are called immediately.
- The setting manager talks to the staff and children to find out when and where the child was last seen and records this.
- The setting manager contacts the Director(s) and reports the incident. The Director(s) comes to the setting immediately to carry out an investigation, with the management where appropriate. If the directors are unavailable, other Managers will attend.
- The Nursery will be placed on high security alert.

- If the child has not been located after a period of 15 minutes, then Parents/carers and the police are called immediately.
- We follow local procedures for notifying the GSCB for children who go missing from home.

Child going missing on an outing

This describes what to do when staff have taken a small group on an outing, leaving the setting manager and other staff back in the setting. If the setting manager has accompanied children on the outing, the procedures are adjusted accordingly.

*What to do when a child goes missing from a whole setting outing may be a little different, as parents usually attend and are responsible for their own child.

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate vicinity but does not search beyond that.
- The setting manager is contacted immediately (if not on the outing) and the incident is reported.
- The setting manager contacts the police and reports the child as missing.
- The setting manager contacts the parent, who makes their way to the setting.
- Staff will take the remaining children back to the setting.
- In an indoor venue, the staff will contact the venue's security who will handle the search and contact the police if the child is not found after 10 minutes.
- The setting manager contacts the Director(s) and reports the incident
- The setting manager, or designated staff member may be advised by the police to stay at the venue until they arrive.
- If the child has not been located after a period of 15 minutes, then Parents/carers and the police are called immediately.

The investigation

- Staff will keep calm and do not let the other children become anxious or worried.
- The setting manager and a member of the management team will speak with the parent(s).
- The Director(s) carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The key person/staff member writes an incident report detailing:
 - The date and time of the report.
 - What staff/children were in the group/outing and the name of the staff designated responsible for the missing child.
 - When the child was last seen in the group/outing.
 - What has taken place in the group or outing since the child went missing.
 - The time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, the police will handle all aspects of the investigation, to include interviewing staff. **Children's Social Care** may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under **RIDDOR** arrangements (see the Reporting of Accidents and Incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, Ofsted is informed.
- The insurance provider is informed.
- If necessary, we follow the Staff Disciplinary Procedure as listed in Employee Contract Handbook.
- Parents may follow our Policy: **'Making a Complaint' (2d)**

Managing people

- Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing.
- Staff may be the understandable target of parental anger and they may be afraid. Setting leaders need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
- The parents will feel angry, and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the setting manager. When dealing with a distraught and angry parent, there should always be two members of staff, one of whom is the setting manager and the other should be the Director(s). No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated, and the police should be called.
- The other children are also sensitive to what is going on around them. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- In accordance with the severity of the outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. If the action of the staff member in charge was deemed a breach of nursery protocols, then disciplinary action may be taken.
- Staff must not discuss any missing child incident with the press without taking advice.

1 (m) Technology and Social Media

We take steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones, cameras and ICT (Information Communication Technology) in the setting.

Procedures

Personal Mobile Phones

- At the beginning of each staff members shift, personal mobile phones are stored in the office, staff mobile phones may only be used during lunch breaks and in the Staff Room only.
- In the event of an emergency, personal mobile phones may be used in the privacy of the office, with permission from the manager.
- Members of staff ensure that the telephone number of the setting is known to immediate family and other people who need to contact them in an emergency.
- Staff do not take their mobile phones on any outings, a nursery approved phone is provided
- Parents and visitors must not use their mobile phones whilst on the premises. There is an exception if a visitor's company or organisation operates a lone working policy that requires contact periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children present.
- Any visitors to the setting must leave their mobile phones securely in the office.

Cameras and videos

- Members of staff must not bring their own cameras or recording devices into the setting, without prior permission of senior management.
- Photographs and recordings of children are only taken to record their learning and development, or for displays within the setting. Photographs or recordings of children are only taken on equipment belonging to the setting
- All photographs are printed using nursery equipment and all nursery cameras remain in the setting, in exception, when parents take home the camera to record learning and development in the home environment for display and development purposes then a blank memory card is inserted into the camera, and signed out by the parent, who is aware of our policy.
- Camera and video use is monitored by the setting manager and Directors.
- When parents request permission to photograph or record their own children at special events, permission will first be gained from all parents for their children to be included.
- Photographs and recordings of children are only taken of children if there is written permission to do so (found on the Child's Confidential Record).

Internet Use

Access to the Internet is fully monitored by the Nursery Directors and the ICT Consultant. Provision is made to use a recognised security app such as Norton where possible. Access is restricted using Password Controls.

Additional Security Measures include:

- USB memory sticks are stored in the office.
- Access to the Main Computer is limited to the Owners and Senior Managers only.
- All history is reviewed termly by an ICT specialist and reports are given to the Owners.
- All staff agree to uphold the confidentiality of staff and children in the setting whilst engaged in any Social Media conversations either private or public.
- Staff are not permitted to use any Nursery laptops, tablets or cameras for personal use. This is deemed as a breach of contract and will result in Disciplinary Action.
- If any unauthorised internet access is discovered, a full investigation will take place and disciplinary procedures may be implemented.

Tapestry

- The online assessment system is accessed by laptop & tablets. All staff receive training during their induction & are aware of the safeguarding issues.

Social Media

- To ensure the safety of all children within the setting, staff, parents & families must not share information or discuss any aspects of the Nursery on social media. Photographs taken within the setting must not be shared on social media.
- If we feel that these guidelines have not been followed, a full investigation will take place.

E-Safety

- During registration, Parent & Carers are asked to give consent for their child to use the internet under staff supervision for educational purposes only. This includes teaching the children E-Safety.
- Parents & Carers must also monitor the use of the internet at home and teach their children about the implications of using the internet, including how to stay safe online.