

# Child Protection Policies



Clockhouse  
Preschool

Learning through play

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## 1.1 Children's rights and entitlements

### Policy statement

We promote children's right to be strong, resilient and listened to by:

- creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- encouraging children to develop a sense of autonomy and independence.
- enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.
- helping children to establish and sustain satisfying relationships within their families, with peers, and with other adults.
- working with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

### What it means to promote children's rights and entitlements to be '*strong, resilient and listened to*'.

To be strong means to be:

- secure in their foremost attachment relationships, where they are loved and cared for by at least one person who offers consistent, positive and unconditional regard and who can be relied on;
- safe and valued as individuals in their families and in relationships beyond the family, such as day care or school;
- self-assured and form a positive sense of themselves – including all aspects of their identity and heritage;
- included equally and belong in our setting and in community life;
- confident in their own abilities and proud of their achievements;
- progressing optimally in all aspects of their development and learning;
- part of a peer group in which they learn to negotiate, develop social skills and an identity as global citizens, respecting the rights of others in a diverse world; and
- able to represent themselves and participate in aspects of service delivery that affects them, as well as aspects of key decisions that affect their lives.

To be resilient means to:

- be sure of their self-worth and dignity;
- be able to be assertive and state their needs effectively;
- be able to overcome difficulties and problems;
- be positive in their outlook on life;
- be able to cope with challenge and change;
- have a sense of justice towards themselves and others;
- develop a sense of responsibility towards themselves and others; and
- be able to represent themselves and others in key decision-making processes.

To be listened to means:

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;
- adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
- adults respect children's rights and facilitate children's participation and representation in imaginative and child centred ways in all aspects of core services.

## **1.2 Safeguarding children, young people and vulnerable adults.**

### **Policy statement**

We are committed to safeguarding children, young people and vulnerable adults and will do this by putting young people and vulnerable adults' right to be '*strong, resilient and listened to*' at the heart of all our activities.

The Early Years Alliance 'three key commitments' are broad statements against which policies and procedures across the organisation will be drawn to provide a consistent and coherent strategy for safeguarding children young people and vulnerable adults in all services provided.

The three key commitments are:

1. We are committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of our service delivery.
2. We are committed to responding promptly and appropriately to all incidents, allegations 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' (HMG 2015) and '*No Secrets (updated by the Care Act 2014) and Working Together 2018*'.
3. We are committed to promoting awareness of child abuse issues throughout our training and learning programmes for adults. We are also committed to empowering young children, through our early childhood curriculum, promoting their right to be strong, resilient, and listened to.

NB: A 'young person' is defined as 16–19-year-old. In an early years setting, they may be a student, worker, or parent.

A 'vulnerable adult' (see guidance to the Care Act 2014) as: '*a person aged 18 years or over, who is in receipt of or may need community care services by reason of 'mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation*'. In early years, this person may be a service user, parent of a service user, or a volunteer.

Designated safeguarding leads (Designated persons): Rosie White & Alan Kiernan

Designated safeguarding officer: Allison Pendergast

### **Procedures**

#### *Key commitment 1*

### **Policy statement**

Clockhouse Preschool will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life. Our Safeguarding Policy is based on the three key commitments of the Early Years Alliance Safeguarding Children Policy.

## Procedures

### *Key commitment 1*

We are committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of our service delivery.

- We ensure all staff are trained to understand our safeguarding policies and procedures and that parents are made aware of them too.
- All staff have up-to-date knowledge of safeguarding issues, are alert to the signs and symptoms of abuse, and understand their professional duty to ensure safeguarding concerns are reported to the Designated safeguarding lead or the local authority.
- All staff are confident to ask questions in relation to any safeguarding concerns and know not to just take things at face value but can be respectfully sceptical and curious.
- Adequate and appropriate staffing resources are provided to meet the needs of children.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Enhanced criminal records and barred lists checks and other suitability checks are carried out for staff and volunteers during the recruitment and induction process, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Where applications are rejected based on information disclosed, applicants have the right to know and to challenge incorrect information.
- Enhanced criminal records and barred lists checks are carried out on anyone working on the premises.
- Information is recorded 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.
- All staff and volunteers are informed 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 their employment with us).
- We notify the Disclosure and Barring Service of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of a child protection concern.
- Procedures are in place to record the details of visitors to the setting, who are supervised at all times.
- Security steps are taken to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.
- Steps are taken 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.
- Any personal information is held securely and in line with the General Data Protection Regulations (2018) and guidance from the ICO.
- We keep a written record of all complaints and concerns including details of how they were responded to.
- We ensure that robust risk assessments are completed, that they are seen and signed by all relevant staff and that they are regularly reviewed and updated, in line with our health and safety policy.

- The designated officer will support the designated person to undertake their role adequately and offer advice, guidance, supervision and support.

## **Key Commitment 2**

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual, or emotional abuse, or experiencing neglect, this may be demonstrated through:
  - significant changes in their behaviour;
  - deterioration in their general well-being;
  - their comments which may give cause for concern, or the things they say (direct or indirect disclosure);
  - changes in their appearance, their behaviour, or their play;
  - unexplained bruising, marks or signs of possible abuse or neglect; and
  - any reason to suspect neglect or abuse outside the setting.
- We consider factors affecting parental capacity and risk, such as social exclusion, domestic violence, parent's drug or alcohol abuse, mental or physical illness or parent's learning disability.
- We are aware that children's vulnerability is potentially increased when they are privately fostered and when we know that a child is being cared for under a private fostering arrangement, we inform our local authority children's social care department.
- 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; and Female Genital Mutilation and radicalisation; 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 may be 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 that a child in our care or that is known to us may be affected by any of these factors we follow the procedures below for reporting child protection concerns and follow the LSCB procedures.
- 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 the member of staff who is acting as the 'designated person'. The information is stored on the child's personal file.
- In the event that a staff member or volunteer is unhappy with the decision made of the designated person in relation to whether to make a safeguarding referral they must follow escalation procedures.
- We refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation. NB In some cases this may mean the police or another agency identified by the Local Safeguarding Children Board.
- 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 considered, 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.

- We have a whistle blowing policy in place.

#### *Recording suspicions of abuse and disclosures*

- Where a child makes comments to a member of staff that give cause for concern (disclosure), or a member of staff observes signs or signals that give 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 record on a record of concerns form, that forms an objective record of the observation or disclosure that includes: the date and time of the observation or the disclosure; the exact words spoken by the child as far as possible; the name of the person to whom the concern was reported, with the date and time; and the names of any other person present at the time.
- These records are signed and dated and kept in the child's personal concerns file, which is kept securely and confidentially.
- The member of staff acting as the 'designated person' is informed of the issue at the earliest opportunity, and within 1 working day.
- Where the Local Safeguarding Children Board stipulates the process for recording and sharing concerns, we include those procedures alongside this procedure and follow the steps set down by the Local Safeguarding Children Board.

#### *Making a referral to the local authority children's social care team*

- We follow the procedures for recording and reporting set down by our Local Safeguarding Children Board.

#### *Escalation process*

- If we feel that a referral made has not been dealt with properly or that concerns are not being addressed or responded to, we will follow the LSCB escalation process.
- We will ensure that staff are aware of how to escalate concerns.

#### *Informing parents*

- Parents are normally the first point of contact. Concerns are discussed with parents to gain their view of events, unless it is felt that this may put the child in greater danger.
- Parents are informed when we make a record of concerns in their child's file and that we also make a note of any discussion we have with them regarding a concern.
- If a suspicion of abuse warrants referral to social care, parents are informed at the same time that the referral will be made, except where the guidance of the Local Safeguarding Children Board does not allow this, for example, where it is believed that the child may be placed in greater danger.
- This will usually be the case where the parent is the likely abuser.
- If there is a possibility that advising a parent beforehand may place a child at greater risk the designated person should seek advice from children's social work services, about whether or not to advise parents beforehand, and should record and follow the advice given.

#### *Liaison with other agencies*

- We work within the Local Safeguarding Children Board guidelines, allowing access to the Bromley Safeguarding Children's Partnership guidance via all pre-school devices and sharing this information regularly with parents and all staff and volunteers.



- The current versions of safeguarding legislative documents are available for parents and staff via Tapestry, and all staff are familiar with what they need to do if they have concerns.
- We have procedures for contacting the local authority regarding child protection issues, including maintaining a list of names, addresses and telephone numbers of currently known social workers, to ensure that it is easy, in any emergency, for the setting and children's social care to work well together.
- We notify Ofsted of any significant incident or accident and any changes in our arrangements which may affect the well-being of children or where an allegation of harm 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.
- When a child leaves our care, all child records relating to safeguarding matters are passed on by the Designated Person of Clockhouse preschool to the Designated Person of the child's next setting. Details of this are kept in the concerns file for future reference.

### *Allegations against staff*

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone working on the premises occupied by the setting, which may include an allegation of abuse.
- We respond to any inappropriate behaviour displayed by members of staff, volunteer or any other person living or working on the premises, which includes:
  - inappropriate sexual comments.
  - excessive one-to-one attention beyond the requirements of their usual role and responsibilities, or inappropriate sharing of images.
- We follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child.
- We ensure that all staff and volunteers know how to raise concerns about a member of staff or volunteer within the setting. We respond to any concerns raised by staff and volunteers who know how to escalate their concerns if they are not satisfied with our response.
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the Local Authority Designated Officer (LADO) to investigate:

*Gemma Taylor 020 8313 4325 (name and phone number)*

- We also report any such alleged incident to Ofsted, as well as detailing what measures we have taken. We are aware that it is an offence not to do this.
- 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 member of staff or volunteer will be suspended 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.

### *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, we will notify the Disclosure and Barring Service 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.

### **Key commitment 3**

We are committed to promoting awareness of child abuse issues throughout our training and learning programmes for adults. We are also committed to empowering young children, through our early childhood curriculum, promoting their right to be strong, resilient, and listened to.

#### *Training*

- All staff received training in accordance with that recommended by the Local Safeguarding Children Board and annexe C of the Statutory Framework for the Early Years Foundation Stage 2025, which is renewed every 2 years.
- Designated persons receive appropriate training in accordance with that recommended by the Local Safeguarding Children Board and annexe C of the Statutory Framework for the Early Years Foundation Stage 2025, which is renewed every 2 years.
- We ensure that all staff are aware of our whistleblowing policy and know the procedures for reporting and recording any concerns they may have about the provision.

#### *Planning*

- The layout of our rooms allows for constant supervision. No child is left alone with staff or volunteers in a one-to-one situation without being accessible to others.

#### *Curriculum*

- 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 grow to be strong, resilient and listened to and so that they develop an understanding of why and how to keep safe.
- We create within the setting a culture of valuing and respecting individuals, having positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is developmentally appropriate for the children.

#### *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 Local Safeguarding Children Board.

#### *Support to families*

- We believe in building trusting and supportive relationships with families, staff and volunteers.
- We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, information sharing, monitoring of the child, and liaising always with the local children's social care team.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, after any investigation.
- Confidential records kept on a 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 procedure and only if appropriate under the guidance of the Local Safeguarding Children Board.

- We monitor children's attendance and ensure we are aware of reasons for any absences, taking note of regular patterns of absence or lateness and discussing these with parents in the first instance.

## Useful Contacts

- Duty Officer Social Services. Telephone number;
  - 020 8464 3333 (Bromley)
  - 0208 659 2131 (Anerley).
  - 0208 464 4848. (Emergency out of hours team)
- Police Child Protection Team, 41–43 Nightingale Grove, Hither Green, London. SE13 6HE. 0208 284 5882

## 1.3 E-safety (including all electronic devices with internet capacity)

### Policy statement

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 Information Communication Technology (ICT) equipment or exposure to inappropriate materials in the setting. This policy was written using the Surveillance Camera Code of Practice (Home Office 2013 updated 2021).

It is important that children and young people receive consistent messages about the safe use of technology and can recognise and manage the risks posed in both the real and the virtual world.

Terms such as 'e-safety', 'online', 'communication technologies' and 'digital technologies' refer to fixed and mobile technologies that adults and children may encounter, now and in the future, which allow them access to content and communications that could raise issues or pose risks.

The issues are:

*Content* – being exposed to illegal, inappropriate or harmful material

*Contact* – being subjected to harmful online interaction with other users

*Conduct* – personal online behaviour that increases the likelihood of, or causes, harm

### Procedures

- Our designated persons responsible for co-ordinating action taken to protect children is Rosie White

### *Information Communication Technology (ICT) equipment*

- Only ICT equipment belonging to the setting is used by staff and children in the pre-school room.
- The designated person is responsible for ensuring all ICT equipment is safe and fit for purpose.
- All computers have virus protection installed.
- The designated person ensures that safety settings and restrictions are set to ensure that inappropriate material cannot be accessed.
- Only the tablets, phones and laptops belonging to the setting can be used in an area being used by the children. These are kept on site and only allow access to suitable reputable apps and sites.
- The Manager and Deputy Manager(s) review the staff usage of all setting ICT equipment regularly.

### *CCTV*

- We operate a CCTV system which captures video from many of the public areas in the setting. This is for the purpose of providing additional security for children, staff,



parents/carers, visitors and other agencies concerned with the setting, to protect the setting and its assets; to assist in the detection of any crime that may have been committed and ultimately to further ensure that the safeguarding and welfare requirements of the Early Years Foundation Stage (2025) are adhered to at all times.

- There are signs clearly displayed for staff, parents and visitors, informing them that CCTV is in operation and that they may be recorded. Complaints relating to the use of CCTV should be discussed with the setting manager in the first instance following the Complaints procedure.
- The CCTV system is owned and operated by Clockhouse pre-school and records during our operating hours. The setting manager is responsible for the day-to-day management of the CCTV system. Images are stored on the system for up to 4 weeks and are then automatically recorded over. Images are not routinely scrutinised unless there is a legitimate reason to do so.
- The data captured by the CCTV system is stored and processed securely, in line with our privacy policy. The data captured is recorded over after 30 days, unless a request to view them has been made, in line with our privacy policy.
- The data captured is only accessible to pre-school managers, church and pre-school committee members who have a legitimate reason to view it, and will only be shared, if requested, with law enforcement agencies. If an instance arises where the CCTV images need to be reviewed to prove or disprove an allegation or incident, this is the responsibility of the setting manager who will share the images with the police, social care or Ofsted to assist with an official investigation if required. A record is retained, containing the date of the incident/allegation.
- Under no circumstances are CCTV images shared with parents or other service users

#### *Internet access*

- Children do not normally have access to the internet and never have unsupervised access.
- The designated person has overall responsibility for ensuring that children and young people are safeguarded and risk assessments in relation to online safety are completed.
- Children are taught the following stay safe principles in an age-appropriate way prior to using the internet;
  - only go online with a grown up
  - be kind online
  - keep information about me safe
  - only press buttons on the internet to things I understand
  - tell a grown up if something makes me unhappy on the internet
- Designated persons will also seek to build children's resilience in relation to issues they may face in the online world, and will address issues such as staying safe, having appropriate friendships, asking for help if unsure, not keeping secrets as part of social and emotional development in age-appropriate ways.
- If a second-hand computer is purchased or donated to the setting, the designated person will ensure that no inappropriate material is stored on it before children use it.
- All computing equipment for use by children is in an area clearly visible to staff.
- Children are not able to access social networking sites.
- Staff report any suspicious or offensive material, including material which may incite racism, bullying or discrimination to the designated person who will report to the Internet Watch Foundation at [www.iwf.org.uk](http://www.iwf.org.uk).
- Suspicions that an adult is attempting to make inappropriate contact with a child on-line is reported to the National Crime Agency's Child Exploitation and Online Protection Centre at [www.ceop.police.uk](http://www.ceop.police.uk).
- The designated person ensures staff have access to age-appropriate resources to enable them to assist children to use the internet safely.

- If staff become aware that a child is the victim of cyber-bullying, they discuss this with their parents and refer them to sources of help, such as the NSPCC on 0808 800 5000 or [www.nspcc.org.uk](http://www.nspcc.org.uk), or Childline on 0800 1111 or [www.childline.org.uk](http://www.childline.org.uk).

#### *Email*

Children are not permitted to use email in the setting. Parents and staff are not normally permitted to use setting equipment to access personal emails.

- Staff do not access personal or work email whilst supervising children.
- Staff send personal information by encrypted email and always share information securely.

#### *Mobile phones – children*

- Children do not bring mobile phones or other ICT devices with them to the setting. If a child is found to have a mobile phone or ICT device with them, this is removed and stored in the mobile phone box in the kitchen until the parent collects them at the end of the session.

#### *Smart technology (i.e. Apple watches) – Children*

- For the purposes of this policy, smart technology refers to technology which can photograph, record or interact with another device while it is on the preschool premises.
- Children must not bring smart devices or other ICT devices with them to the setting. If a child is found to have a smart watch or ICT device with them, this is removed and stored in the office until the parent collects them at the end of the session.

#### *Mobile phones – staff and visitors*

- Personal mobile phones are not usually used by our staff, volunteers, or visitors on the premises during working hours. They will be stored in the personal mobile phone boxes in the kitchen. Personal mobile phones may be used in the designated area (where there are no children present) with permission from the manager or while staff are on their break.
- Our staff and volunteers ensure that the setting telephone number is known to family and other people who may need to contact them in an emergency.
- If our members of staff or volunteers take their mobile phones on outings, or home visits for use in case of an emergency, they must not make or receive personal calls or take photographs of children.
- Parents and visitors are requested not to use their mobile phones whilst on the premises. We make an exception if a visitor's company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where no children are present.
- These rules also apply to the use of work-issued mobiles, and when visiting or supporting staff in other settings.

#### *Smart technology (i.e. Apple watches) – Staff and visitors*

- For the purposes of this policy, smart technology refers to technology which is able to photograph, record or interact with another device while it is on the preschool premises.
- Staff who wear a smart watch into the setting, must turn off its connectivity i.e. Bluetooth connection to allow them to be fully attentive during the hours that children are present, to ensure all children in the preschool receive good quality care and education.
- Visitors who wear smart technology into the setting are asked to remove it or turn off the connectivity to the phone it is connected to.

#### *Cameras, Photographs, Audio and Video recordings*

- Photographs and recordings of children are only taken for valid reasons i.e. to record their learning and development, or for displays within the setting, with written permission

received by parents (see the Registration form). Children are given the opportunity to consent to their photograph being taken, even if parent/carer permissions are in place.

- Such use is monitored by the Designated safeguarding lead.
- Our staff and volunteers must not bring their personal cameras or video recording equipment into the setting unless for a pre-arranged event, where specific parental permission has been granted.
- When we have an authorised photographer in the setting, they are always supervised by a member of staff.
- Where parents request permission to photograph or record their own children at special events, general permission is gained from all parents for their children to be included. Parents are advised that they do not have a right to photograph anyone else's child or to upload photos of anyone else's children to social media.
- If photographs of children are used for publicity purposes, parental consent must be given, and safeguarding risks minimised, for example, ensuring children cannot be identified by name or through being photographed in a sweatshirt with the name of the setting on it.

### *Tapestry*

- Practitioners have a personal log in for Tapestry which must not be shared with others.
- Practitioners with PIN access, may access Tapestry in the setting only.
- All practitioners will read, understand and agree to follow the confidentiality policy before being given full access to Tapestry.

### *Procedure for using Tapestry.*

- All parents give permission for us to observe and assess their child using Tapestry before the child is added.
- All practitioners have a separate email or PIN log in and profile and are automatically logged out when they have finished inputting an observation.
- When a practitioner may be distracted while recording an observation, they ensure that the other practitioners present are aware of this and are fully engaged with the children.
- All observations are reviewed by the Manager or Deputy before they are published.
- Photographs taken for observations are shared in line with the parental permissions given.
- All photographs stored on the settings tablets and phones are deleted at the end of each week from the devices and any cloud storage.
- When a child moves from our setting to another provider or school, their records can be transferred to their new setting if parental permission is given.
- When a child leaves our setting, their learning journal is given to their parent, in either electronic or printed form and the child is made inactive on Tapestry. After one year, the child is deleted.
- When a child leaves our setting, their relatives' profiles are made inactive after 1 month unless they have another child attending. They are deleted after 3 months unless they have another child registered to attend in the future.
- When a practitioner leaves our setting, their profile is restricted to pin only access once their notice is received and their profile is made inactive immediately after their final session.

### *Social media*

Staff are expected to;

- manage their personal security settings to ensure that their information is only available to people they choose to share information with.
- ensure the organisation is not negatively affected by their actions and do not name the setting
- be aware that comments or photographs online may be accessible to anyone and should use their judgement before posting

- be aware that images may still be accessed by others and a permanent record of them made, for example, by taking a screen shot of the image with a mobile phone
- observe confidentiality and refrain from discussing any issues relating to work
- not share information they would not want children, parents or colleagues to view
- set privacy settings to personal social networking and restrict those who are able to access
- not accept service users/children/parents as friends, as it is a breach of professional conduct
- report any concerns or breaches to the designated safeguarding lead in their setting
- not engage in personal communication, including on social networking sites, with children and parents with whom they act in a professional capacity. There may be occasions when the educator and family are friendly prior to the child coming to the setting. In this case information is shared with the manager and a risk assessment and agreement in relation to boundaries are agreed

#### *Use and/or distribution of inappropriate images*

- Staff are aware that it is an offence to distribute indecent images. In the event of a concern that a colleague or other person is behaving inappropriately, the Safeguarding Children and Child Protection policy, in relation to allegations against staff and/or responding to suspicions of abuse, is followed
- Staff are aware that grooming children and young people online is an offence in its own right and concerns about a colleague's or others' behaviour are reported (as above).

#### *Cyber Bullying*

- If staff become aware that a child is the victim of cyber-bullying at home or elsewhere, they discuss this with the parents and refer them to help, such as: NSPCC Tel: 0808 800 5000 [www.nspcc.org.uk](http://www.nspcc.org.uk), ChildLine Tel: 0800 1111 [www.childline.org.uk](http://www.childline.org.uk) and CEOP *Keeping Children Safe Online* training: [www.nspcc.org.uk/what-you-can-do/get-expert-training/keeping-children-safe-online-course](http://www.nspcc.org.uk/what-you-can-do/get-expert-training/keeping-children-safe-online-course)

### **1.4 Low level concerns and allegations of serious harm or abuse against staff, volunteers or agency staff**

Concerns may come from a parent, child, colleague or member of the public. Allegations or concerns must be referred to the designated person without delay – even if the person making the allegation later withdraws it.

#### **What is a low-level concern?**

The NSPCC defines a low-level concern as *'any concern that an adult has acted in a way that:*

- *is inconsistent with the staff code of conduct, including inappropriate conduct outside of work*
- *doesn't meet the threshold of harm or is not considered serious enough to refer to the local authority.*

*Low-level concerns are part of a spectrum of behaviour. This includes inadvertent or thoughtless behaviour, behaviour that might be considered inappropriate depending on the circumstances and behaviour which is intended to enable abuse.*

*Examples of such behaviour could include being over friendly with children, having favourites, engaging with a child on a one-to-one basis in a secluded area or behind a closed door or using inappropriate sexualised, intimidating or offensive language'*

#### **Responding to low-level concerns**

Any low-level concerns about the conduct of staff, students or volunteers must be shared with the designated person and recorded on 06.02a Low level concerns form. The designated person should be informed of all low-level concerns and make the final decision on how to respond. Where appropriate this can be done in consultation with their line manager.

Reporting low-level concerns about the conduct of a colleague, student or volunteer contributes towards a safeguarding culture of openness and trust. It helps ensure that adults consistently model the setting's values and helps keep children safe. It protects adults working in the setting from potential false allegations or misunderstandings.

If it is not clear that a low-level concern meets the local authority threshold, the designated person should contact the LADO for clarification.

In most instances, low-level concerns about staff conduct can be addressed through supervision, training, or disciplinary processes where an internal investigation may take place.

### **Identifying**

An allegation against a member of staff, volunteer or agency staff constitutes serious harm or abuse if they:

- behaved in a way that has harmed, or may have harmed a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child in a way that indicates they may pose a risk of harm to children
- behaved or may have behaved in a way that indicates they may not be suitable to work with children

### **Informing**

- All staff report allegations to the designated person.
- The designated person alerts the designated officer. If the designated officer is unavailable the designated person contacts their equivalent until they get a response - which should be within 3-4 hours of the event. Together they should form a view about what immediate actions are taken to ensure the safety of the children and staff in the setting, and what is acceptable in terms of fact-finding.
- It is essential that no investigation occurs until and unless the LADO has expressly given consent for this to occur, however, the person responding to the allegation does need to have an understanding of what explicitly is being alleged.
- The designated person must take steps to ensure the immediate safety of children, parents, and staff on that day within the setting.
- The Local Authority Designated Officer (LADO) is contacted as soon as possible and within one working day. If the LADO is on leave or cannot be contacted the LADO team manager is contacted and/or advice sought from the point of entry safeguarding team/mash/point of contact, according to local arrangements.
- A child protection referral is made by the designated person if required. The LADO, line managers and local safeguarding children's services can advise on whether a child protection referral is required.
- The designated person asks for clarification from the LADO on the following areas:
  - what actions the designated person must take next and when and how the parents of the child are informed of the allegation
  - whether or not the LADO thinks a criminal offence may have occurred and whether the police should be informed and if so who will inform them
  - whether the LADO is happy for the setting to pursue an internal investigation without input from the LADO, or how the LADO wants to proceed
  - whether the LADO thinks the person concerned should be suspended, and whether they have any other suggestions about the actions the designated person has taken to ensure the safety of the children and staff attending the setting
- The designated person records details of discussions and liaison with the LADO including dates, type of contact, advice given, actions agreed and updates on the child's case file.
- Parents are not normally informed until discussion with the LADO has taken place, however in some circumstances the designated person may need to advise parents of an



incident involving their child straight away, for example if the child has been injured and requires medical treatment.

- Staff do not investigate the matter unless the LADO has specifically advised them to investigate internally. Guidance should also be sought from the LADO regarding whether or not suspension should be considered. The person dealing with the allegation must take steps to ensure that the immediate safety of children, parents and staff is assured. It may be that in the short-term measures other than suspension, such as requiring a staff member to be office based for a day, or ensuring they do not work unsupervised, can be employed until contact is made with the LADO and advice given.
- If after discussion with the designated person, the LADO decides that the allegation is not obviously false, and there is cause to suspect that the child/ren is suffering or likely to suffer significant harm, then the LADO will normally refer the allegation to children's social care.
- If notification to Ofsted is required the designated person will inform Ofsted as soon as possible, but no later than 14 days after the event has occurred. The designated person will liaise with the designated officer about notifying Ofsted.
- The designated person ensures that the incident report form is completed and sent to the designated officer. If the designated officer is unavailable their equivalent must be contacted.
- Avenues such as performance management or coaching and supervision of staff will also be used instead of disciplinary procedures where these are appropriate and proportionate. If an allegation is ultimately upheld the LADO may also offer a view about what would be a proportionate response in relation to the accused person.
- The designated person must consider revising or writing a new risk assessment where appropriate, for example if the incident related to an instance where a member of staff has physically intervened to ensure a child's safety, or if an incident relates to a difficulty with the environment such as where parents and staff are coming and going and doors are left open.
- All allegations are investigated even if the person involved resigns or ceases to be a volunteer.

### **Allegations against agency staff**

Any allegations against agency staff must be responded to as detailed in this procedure. In addition, the designated person must contact the agency following advice from the LADO

### **Allegations against the designated person**

- If a member of staff has concerns that the designated person has behaved in a way that indicates they are not suitable to work with children as listed above, this is reported to the designated officer who will investigate further.
- During the investigation, the designated officer will identify another suitably experienced person to take on the role of designated person.
- If an allegation is made against the designated officer, then the owners/directors/trustees are informed.

### **Recording**

- A record is made of an allegation/concern, along with supporting information. This is then entered on the concerns file of the child.
- If the allegation refers to more than one child, this is recorded in each child's file
- If relevant, a child protection referral is made, with details held on the child's file.

### **Disclosure and Barring Service**

- If a member of staff is dismissed because of a proven or strong likelihood of child abuse, inappropriate behaviour towards a child, or other behaviour that may indicate they are

unsuitable to work with children such as drug or alcohol abuse, or other concerns raised during supervision when the staff suitability checks are done, a referral to the Disclosure and Barring Service is made.

### **Escalating concerns**

- If a member of staff believes at any time that children may be in danger due to the actions or otherwise of a member of staff or volunteer, they must discuss their concerns immediately with the designated person.
- If after discussions with the designated person, they still believe that appropriate action to protect children has not been taken they must speak to the designated officer.
- If there are still concerns, then the whistle blowing procedure must be followed.

### **1.5 Visitor or intruder on the premises**

The safety and security of the premises is maintained at all time and staff are vigilant in areas that pose a risk, such as shared premises. A risk assessment is completed to ensure that unauthorised visitors cannot gain access.

**Visitors with legitimate business** - generally a visitor will have made a prior appointment

- On arrival, they are asked to verify their identity and confirm who they are visiting.
- Staff will sign them in and explain the procedures for the use of mobile phones and emergency evacuation.
- Visitors (including visiting VIPs) are never left alone with the children at any time.
- Visitors to the setting are monitored and asked to leave immediately should their behaviour give cause for concern.

### **Intruder**

An intruder is an individual who has not followed visitor procedures and has no legitimate business to be in the setting; he or she may or may not be a hazard to the setting.

- An individual who appears to have no business in the setting will be asked for their name and purpose for being there.
- The staff member identifies any risk posed by the intruder.
- The staff member ensures the individual follows the procedure for visitors.
- The setting manager is immediately informed of the incident and takes necessary action to safeguard children.
- If there are concerns for the safety of children, staff evacuate them to a safe place in the building and contact police. In some circumstance this could lead to 'lock-down' of the setting and will be managed by the responding emergency service.
- The designated safeguarding lead informs their designated officer of the situation at the first opportunity.
- In the case of a serious breach where there was a perceived or actual threat to the safety of the children, the manager/designated person completes an incident report form and copies in their line manager on the day of the incident.
- The owners/trustees/directors ensure a robust organisational response and ensure that learning is shared.

### **1.6 Attendance and absence**

We are committed to ensuring the wellbeing and development of every child. Regular attendance and routines for young children supports the settling-in process and enhances their sense of security and belonging

This policy sets out the procedures we follow to promote and monitor attendance at Preschool and the steps that will be followed if a child is absent from the setting.

### **Absence**

Children and adults must only come to preschool if they are symptom free of any illness.

If a child is absent from pre-school, parents must inform us of the reasons within 1 hour of the start of their session. This can be done either by telephone on 020 8663 6149 (leaving a voicemail if unanswered) or WhatsApp on 07519700470, by email to [admin@clockhousepreschool.org](mailto:admin@clockhousepreschool.org) or via a message on Tapestry. The reason for absence, expected duration and any follow up action to be taken, will be recorded on the register.

Children's attendance is monitored closely. If a child is absent without an explanation, we will email and call the child's parents to establish the reason for absence and confirm the wellbeing of the child and their family. Attempts to contact the child's parents or other named carers will continue throughout the day on the first day of absence.

If no contact is made, then the following process will be followed;

- 1) Telephone calls will be made to parent/carer's work or training provider or other emergency contacts to try to establish why the child is absent.
- 2) If no contact is made, this is recorded as an unexplained absence on the register and is followed up by the DSL each day until contact is made. A note is also made on the safeguarding chronology of an unexplained absence.
- 3) If contact has not been made within 3 working days, children's services will be contacted for advice about making a referral. Other relevant services may be contacted as per LSP procedures.
- 4) If at any time further information comes to light that gives cause for concern, then safeguarding procedures are immediately followed. If the child has current involvement with social care the social worker is notified on the day of the unexplained absence.

### **Poor/irregular attendance**

Whilst attendance in Early Year's settings is not mandatory, regular poor attendance may be indicative of safeguarding and welfare concerns that should be followed up. In the first instance the key person should discuss a child's attendance with their parent/s/carers to ascertain any potential barriers i.e. transport, working patterns etc and should work with the parent/s to offer support where possible.

- If poor attendance continues and strategies to support are not having an impact, the DSL must review the situation and decide if a referral to a multi-agency team is appropriate
- Where there are already safeguarding and welfare concerns about a child or a CPP is in place, poor/irregular attendance at the setting is reported to the Social Care worker without delay.

### **1.7 Incapacitated parent/carer**

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include appearing drunk or under the influence of drugs, demonstrating angry and threatening behaviour to the child, members of staff or others or appearing erratic or manic

#### **Informing**

- If a member of staff is concerned that a parent displays any of the above characteristics, they inform the designated safeguarding lead as soon as possible.
- The designated safeguarding lead assesses the risk and decides if further intervention is required.
- If it is decided that no further action is required, a record of the incident is made on a record of concerns form or an incident report as appropriate.
- If intervention is required, the designated safeguarding lead speaks to the parent in an appropriate, confidential manner.
- The designated safeguarding lead will, in agreement with the parent, use emergency contacts listed for the child to ask an alternative adult to collect the child.

- The emergency contact is informed of the situation by the designated safeguarding lead and of the setting's requirement to inform social care of their contact details.
- The designated officer is informed of the situation as soon as possible and provides advice and assistance as appropriate.
- If there is no one suitable to collect the child social care are informed.
- If violence is threatened towards anybody, the police are called immediately.
- If the parent takes the child from the setting while incapacitated the police are called immediately and a referral is made to social care.

### **Recording**

- The designated safeguarding lead completes a record of concerns and an incident report.
- Further updates/notes/conversations/ telephone calls are recorded.

## **1.8 Uncollected child**

### **Policy statement**

If a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care 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 children will be properly cared for.

### **Procedures**

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form:
  - Who has parental responsibility for the child and their home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses, telephone numbers and signatures of at least one other adult(s) who are authorised by the parents to collect their child from the setting.
  - Information about any person who does not have legal access to the child.
- 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 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 written details of the name, address and telephone number of the person who will be collecting their child. This person must be over 16. We agree with parents how to verify the identity of the person who is to collect their child, usually using a password.
- 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. Our contact telephone number is 0208 663 6149 or 07519700470.
- If a child is not collected at their expected collection time, we follow the procedures below:
  - The child's file is checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.

- If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact the local authority children's social care team on 02082592131 or the out of hours duty officer (where applicable): on 020 8464 4848
- The child stays at the setting in the care of two members of staff, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker.
- 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 will we go to look for the parent, nor leave the setting premises with the child.
- We ensure that the child is not anxious, and we do not discuss our concerns in front of them.
- A full written report of the incident is recorded in the child's file.

### **1.9 Missing child**

#### **Policy statement**

Children's safety is our highest priority, both on and off the premises. Every attempt is made, through the implementation of our policies and procedures, to ensure the security of children is always maintained.

To safeguard all children, the Pre-school will ensure that:

- All exits from the premises will be locked or manned, in a way, which makes it impossible for a child to leave unobserved or unattended, while allowing rapid exit for the whole group in the case of an emergency.
- An accurate and up-to-date register will be kept of both adults and children, including visitors.
- The Pre-school will ensure that children and their parents know where they may and may not go.

In the unlikely event of a child going missing, our missing child procedure is followed.

#### **Procedures**

##### *Child going missing on the premises*

- As soon as it is noticed that a child is missing, the child's key person or relevant member of staff alerts our manager. The register is checked to make sure no other child has also gone astray.
- Our manager will carry out a thorough search of the building and garden, while the other staff care for the rest of the children.
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, one member of staff searches the immediate vicinity, if there is no sign of the child, the police are called immediately.
- If it is suspected that the child may have been abducted, the police are informed of this.
- The parent(s) are then called and informed.
- A recent photo and a note of what the child is wearing is given to the police.
- Our Designated Safeguarding Lead contacts our Designated Safeguarding Officer, who attends the setting.

##### *Child going missing on an outing*

- As soon as it is noticed that a child is missing, the staff members on the outing ask children to stand with their designated carer 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.
- Our senior staff member on the outing contacts the police and reports that child as missing.
- Our Designated Safeguarding Lead is contacted immediately and the incident is recorded.
- Our Designated Safeguarding Lead contacts the parent(s).
- Our staff take the remaining children back to the setting as soon as possible. According to the advice of the police, a member of staff, should remain at the site where the child went missing and wait for the police to arrive.
- A recent photo and a description of what the child is wearing is given to the police.
- Our Designated Safeguarding Lead contacts our Designated Safeguarding Officer, who attends the setting.

### *Recording, Investigating and Reporting*

- Our manager talks to our staff to find out when and where the child was last seen and records this.
- Our Designated Safeguarding Lead contacts our Designated Safeguarding Officer and reports the incident. The Designated Safeguarding Officer attends the setting to carry out an investigation, with the manager where appropriate.
- Ofsted are informed as soon as possible and kept up to date with the investigation on 0300 123 1231.
- The Designated Safeguarding Officer carries out a full investigation, taking written statements from all our staff and volunteers who were present.
- The Designated Safeguarding Lead and Designated Safeguarding speaks with the parent(s) and explains the process of the investigation.
- Each member of staff present writes an incident report detailing the date and time of the incident, Where the child went missing from e.g. the setting or an outing venue, which staff/children were in the premises/on the outing and the name of the staff member who was designated as responsible for the missing child, When the child was last seen in the premises/or on the outing, including the time it is estimated that the child went missing, What has taken place in the premises or on the outing since the child went missing.
- A conclusion is drawn as to how the breach of security happened and action is taken to prevent future recurrence.
- If the incident warrants a police investigation, all our staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff and parents. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- The Pre-school Insurance Company (RSA, policy number RTT209840) is informed.
- The Early Years Alliance National Centre can be called for advice and help on 020 7620 0550.

### *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.
- Our 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. They may blame themselves and their feelings of anxiety and distress will rise as the length of time the child is missing increases.
- They may be the understandable target of parental anger and they may be afraid. Our manager ensures that any 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 our staff and may single out one staff member over others; they may direct their anger at our manager. When dealing with a distraught and angry parent, there should always be two members of staff one of whom is our manager, our chair or another representative of the management

committee. No matter how understandable the parent's anger may be, aggression or threats against our staff are not tolerated, and the police should be called.

- The other children are also sensitive to what is going on around them. They too may be worried. Our 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, our staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. Our chair will use their discretion to decide what action to take.
- Our staff must not discuss any missing child incident with the press without taking advice.

### **1.10 Death of a child on-site**

#### **Identifying**

- If it is suspected that a child has died in the setting, emergency resuscitation will be given to the child by a qualified First Aider until the ambulance arrives.
- Only a medical practitioner can confirm a child has died.

#### **Informing**

- The designated safeguarding lead ensures emergency services have been contacted; ambulance and police.
- The parents are contacted and asked to come to the setting immediately, informing them that there has been an incident involving their child and that an ambulance has been called; asking them to come straight to the setting or hospital as appropriate.
- The designated safeguarding lead calls the designated officer and informs them of what has happened.
- The owners/trustees/directors are contacted and 06.1c Confidential safeguarding incident report form prepared by the designated safeguarding lead and designated officer.
- A member of staff is delegated to phone all parents to collect their children. The reason given must be agreed by the designated officer and the information given should be the same to each parent.
- The decision on how long the setting will remain closed will be based on police advice.
- Ofsted are informed of the incident by the nominated person and a RIDDOR report is made.
- Staff will not discuss the death of a child with the press.

#### **Responding**

- The owners/trustees/directors will decide how the death is investigated within the organisation after taking advice from relevant agencies.
- The owners/trustees/directors will coordinate support for staff and children to ensure their mental health and well-being.