



Registered Charity No. 1033185

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| Title:                                       | <b>SAFEGUARDING POLICY</b>                                                                                                                                                                                                                                                                                                                                                                                                            |
| Outcome Statement:                           | <p>This policy is written in line with guidance and procedures of local safeguarding partners <b>Norfolk Safeguarding Children Partnership (NSCP)</b>.</p> <p>Hainford and Frettenham Preschool is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The safety and well-being of all the children is always our paramount concern.</p> |
| To meet the standards as part of:            | <p>The Safeguarding Children Programme</p> <p>SAFE</p> <p>Every Child Matters</p> <p>Ofsted</p> <p>EYFS</p>                                                                                                                                                                                                                                                                                                                           |
| Applicable to & For use by:                  | All members of the pre-school setting; Staff, Committee Members, Volunteers, Parents / Carers                                                                                                                                                                                                                                                                                                                                         |
| Appendices:                                  | <p>(1) CADS Flowchart for reporting Safeguarding Concerns</p> <p>(2) Managing Allegations and concerns about adults who work with children</p> <p>(3) What to do if you suspect a child is at risk of radicalisation</p>                                                                                                                                                                                                              |
| Last reviewed:                               | October 2026                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Reviewed by:                                 | Hainford & Frettenham Pre-school Manager / Chairperson                                                                                                                                                                                                                                                                                                                                                                                |
| Date of Committee Meeting policy adopted at: |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Chairperson Name and Signature:              |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Review Date:                                 | October 2027                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|------------------------------------------------------|----------------|
| Designated safeguarding lead:                        | Louisa Coleman |
| Deputy designated safeguarding lead:                 | Laura Luxford  |
| 2 <sup>nd</sup> deputy designated Safeguarding lead: | Jodie Girling  |

## SAFEGUARDING POLICY

Hainford and Frettenham Preschool is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The safety and well-being of all the children is always our paramount concern.

We intend to create in our pre-school an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. We work within the guidelines set by the Local Safeguarding Children Board.

We aim to:

- Ensure every child who attends the pre-school is safe and protected from harm
- Ensure all those working in the pre-school, either paid or unpaid, have a clear understanding of the legal responsibility to safeguard and promote the welfare of all children, this includes the Prevent Duty.
- Ensure parents/carers have a clear understanding of the legal responsibilities relating to safeguarding and promoting the welfare of all children
- Prevent impairment of health or development
- Enable children to have optimum life chances and enter adulthood successfully
- To have due regard to the need to prevent people from being drawn into terrorism. This duty is known as the Prevent duty.

The Preschool will ensure these aims are met by:

- Ensuring the child's welfare is central and children and young people are supported by safe and effective care
- A duty of care is placed on all adults working with children whether paid or unpaid
- Staff, volunteers, visitors and parents are reminded that it is everybody's responsibility to report a safeguarding concern. We should never assume that somebody else will report it.
- Maintaining a culture where adults are encouraged to share concerns and can follow whistle-blowing and child protection referral procedures
- Where adults are well trained and knowledgeable about safeguarding issues – all staff undertake safeguarding children training every 2 years with Norfolk Safeguarding Children Partnership.
- All adults adhere to the code of conduct
- All adults adhere to the e-safety policy
- Where positive relationships with parents/carers are an important part of practice
- Where those working in the Preschool whether paid or unpaid, undertake their roles in a professional manner enabling children to have optimum life chances.
- Building children's resilience to radicalisation by promoting fundamental British values and enabling them to challenge extremist views.

## Confidentiality

All those working in the preschool whether paid or unpaid will:

- Keep concerns confidential and only share them with those that need to know in order to protect children in line with the referral process
- Always keep records secure and accessible only to those who need to know in order to protect children

This is in line with the pre-schools confidentiality policy.

## Procedures

- We ensure all staff, students, volunteers or regular visitors are familiar with the safeguarding arrangements and read the policies and procedures. Safeguarding information is available on the parent notice board outside, the main notice board in the building and in the safeguarding folder
- Staff will be informed of the safeguarding procedure for the Preschool during their induction
- Parents should be aware that the Preschool have a duty of care as shown on the safeguarding posters displayed and detailed in the roles and responsibilities below.
- All staff, parents and volunteers have all policies of the preschool emailed to them as part of the induction/intake process. They are asked to read them and sign to confirm they have understood.

## Roles and responsibilities

All staff, paid and unpaid, have a duty of care to keep children safe and protect them from harm, this includes the Prevent Duty. This means that all adults have a duty to report child protection or welfare concerns to Children's Services or the Police.

**The Designated safeguarding lead is Louisa Coleman**  
**The Deputy designated safeguarding leads are Laura Luxford and Jodie Girling**

- All staff, whether paid or unpaid, in the pre-school will undertake appropriate training in line with and delivered by the Norfolk Safeguarding Children Partnership and will be renewed/updated every two years minimum. This includes Prevent awareness training. Training needs will be reviewed at each supervision
- Staff will be given the opportunity to talk about the safeguarding policy and procedures during staff meetings/termly supervisions and regular updates to be shared by the Designated safeguarding lead.
- All staff understand their responsibilities under the General Data Protection Regulations and the circumstances under which they may share information about you and your child with other agencies.  
[https://assets.publishing.service.gov.uk/media/66320b06c084007696fca731/Info\\_sharing\\_a\\_device\\_content\\_May\\_2024.pdf](https://assets.publishing.service.gov.uk/media/66320b06c084007696fca731/Info_sharing_a_device_content_May_2024.pdf)
- If a child has an accident/injury whilst at Preschool an accident report will be filled out and signed by the person dealing with the accident, a witness and the parent/carer. A copy will then be given to the parent/carer
- Parents/carers must inform the preschool about any accidents and injuries that take place at home and fill in a confidential record of existing injury form
- If a safeguarding concern arises, a confidential record of injury form is filled out and used in the best interests of the child.

- In the event of the safeguarding lead and deputy safeguarding lead being absent and an urgent safeguarding case arises staff will contact either the lead or deputy lead for guidance and they will advise on how to proceed and return to preschool if required.

## **Definitions of Abuse and Neglect**

### **Working Together To Safeguard Children, states:**

*'Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them, or more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children'* Working Together to Safeguard Children.

### **Physical abuse**

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

### **Emotional abuse**

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

### **Sexual abuse**

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

### **Neglect**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)

- Ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

## **Prevention of Radicalisation**

From 1<sup>st</sup> July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the counter-terrorism and security act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as The Prevent Duty.

At Hainford & Frettenham Pre-school we will:

- Keep all staff up to date with Prevent awareness, making sure staff are able to identify children who may be at risk of radicalisation. (Prevent Awareness officer Nicky Moss)
- Build the children's resilience to radicalisation by promoting fundamental British values and enabling them to challenge extremist views.
- Assess the risk, by means of formal risk assessment, of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology.
- Be aware of the online risk of radicalisation through the use of social media and the internet.

As with other safeguarding risks, our staff will be alerted to changes in children's behaviour, which could indicate that they may be in need of some help, or protection (children at risk of radicalisation may display different signs or seek to hide their views). The Key Person approach means we already know our children well and can notice any changes in behaviour very quickly.

- We will not carry out unnecessary intervention into family life but will take action if we observe behaviour of concern. The key person role means that we already have a rapport with our families and will notice any changes in behaviour, demeanour, or personality quickly.
- We will assist and advise families who raise concerns with us and point them in the direction of the right support mechanisms.
- We will ensure that any resources used are age appropriate for the children and that our staff have the knowledge and confidence to use the resources effectively.

For more information, see Appendix 3 What to do if you suspect a child is at risk of radicalisation.

## **Child Sexual Exploitation (CSE)**

CSE involves exploitative situations, contexts and relationships where young people receive something (food, drugs, alcohol, gifts or affection) as a result of engaging in sexual activities. If CSE is suspected the setting will complete a record of concern and refer to social care.

## **Female Genital Mutilation (FGM)**

FGM includes procedures that intentionally alter or injure female genital organs for non-medical reasons. FGM is extremely harmful and has short term and long term effects on physical and psychological health. FGM is internationally recognised as a violation of human rights and is illegal in the UK. The setting takes these concerns seriously and staff are made aware of the possible signs and indicators that may alert them to FGM. Any indication that FGM may be a risk or has taken place will be dealt with under the child protection procedures outlined in this policy.

## **Children with disabilities**

We recognise that statistically children with behavioural difficulties and physical disabilities are most vulnerable to abuse, those staff who work with children with complex and multiple disabilities and or emotional and behavioural problems should be particularly sensitive to signs of abuse.

## **Supporting Children**

We recognise that children who are abused or witness abuse may find it difficult to develop a sense of self-worth and trust those around them. We recognise some children may adopt inappropriate behaviour and these children may need to be referred on to other professionals for support and intervention. The setting will support the child through activities to encourage self-esteem and self-motivation, underpinned by a behaviour policy that supports all children which all staff will follow a consistent approach.

## **Responding to suspicions of abuse**

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

Where such evidence is apparent, the member of staff observing this makes a dated record of the details of the concern and discusses what to do with the Safeguarding Lead Practitioner or Deputy Safeguarding Lead Practitioner. The information is stored in the 'Conversations and Concerns' file which is stored confidentially.

We share the concerns with the local authority CADS (Children's Advice and Duty Service) department and cooperate fully in any subsequent investigation. NB In some cases this may mean the police or another agency identified by Norfolk Safeguarding Children Partnership We use the Norfolk Threshold Guide of the Norfolk Safeguarding Children Partnership when sharing our concerns to CADS or other agencies

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

Where a child makes comments to a member of staff that gives 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 will:

- Stay Calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child, or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events.
- Never promise the child confidentiality – it must be explained that information will need to be passed on to keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next – the safeguarding process must be followed.
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the child disclosed. Include the name of the person to whom the concern was reported, with date and time and the names of any other person present at the time.
- These records are signed and dated and kept in our "conversations and concerns" file which is kept securely and confidentially. Any information recorded will be kept in separate named file and not within the child's file.
- Body Maps and documentation can be found in the safeguarding folder.

## **Sharing a concern to the local authority CADS (Children's Advice and Duty Service) team:**

- We will report a concern via the request for support portal or telephone CADS on 0344 800 8021 immediately. Full details of the child and family, the concerns, details of any support offered to the child/family and what we would like to happen will be discussed with the social worker taking the call. (see CADS flow chart- appendix 1)
- The person making the referral should provide the following information if available – note – the absence of information must not delay a referral:
  - Full name, any aliases, date of birth and gender of child/children;
  - Full family address and any known previous addresses;
  - Identity of those with parental responsibility;
  - Names, dates of birth and information about all household members, including any other children in the family, and significant people who live outside the child's household;
  - Ethnicity, first language and religion of children and parents/carers
  - Any need for an interpreter, signer or other communication aid;
  - Any special needs of the child/ren
  - Is the child registered at a pre-school/school or regularly attending a pre-school/school? If so identify the pre-school/school;
  - Any significant/important recent or historical events/incidents in the child or family's life;
  - Has the child recently spent time abroad or recently arrived in the area?
  - Cause for concern including details of any allegations, their sources, timing and location;
  - The identity and current whereabouts of the suspected/alleged perpetrator;
  - The child's current location and emotional and physical condition;
  - Whether the child is currently safe or is in need of immediate protection because of any approaching deadlines (e.g. child about to be collected by an alleged abuser);
  - The child's account and the parents' response to the concerns if known. The parents response must be sought unless there are concerns that this would place the child at risk;
  - The referrer's relationship and knowledge of the child and parents/carers;
  - Known current or previous involvement of other agencies/professionals;
  - Information regarding parental knowledge of, and agreement to, the referral.
- The social worker will agree a way forward with us.
- The referrer should keep a written record of:
  - The Child's account;
  - Discussions with the parent;
  - Discussions with managers;
  - Information provided to CADS;
  - Decisions taken (clearly timed, dated and signed);
  - Records should be reviewed with regular intervals to ensure that decisions taken are followed through.
- The CADS Consultant Social Worker receiving the contact should keep a written record of:
  - Discussions with the person calling;
  - Discussions with any other professionals or agencies involved (including the Police where a crime against a child may have been committed);
  - Any other relevant information which was taken into account;
  - Discussions with managers;
  - Decisions taken (clearly timed, dated and signed);
  - Records should be reviewed with regular intervals to ensure decisions are followed through.
- A written record of the conversation will be sent to us within 5 working days.
- The outcomes could include a full referral to the Multi Agency Safeguarding Hub (MASH) for further investigation, the Police, or for work with Early Help.
- We will not investigate and will be led by the Local Authority and/or the Police.

- Records of all conversations, in ink, including the dates and times and who we spoke to, the information shared and the action agreed will be stored in the relevant named file. We do not need to send a written referral.

If we are unhappy about the decision made by CADS or MASH we can use the Resolving Professions Disagreements policy found on the website below.

Full details of this process can be found at [www.norfolkscb.org](http://www.norfolkscb.org) under 'How to Raise a Concern'

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Norfolk Safeguarding Children's Partnership does not allow this. This will usually be the case where the parent is the likely abuser. In these cases, the investigating officers will inform parents.

### **Liaison with other agencies**

We notify the registration authority (Ofsted) of any major incident or accident and any changes in our arrangements which may affect the wellbeing of children.

### **Operation Encompass**

At Hainford and Frettenham Preschool we are working in partnership with Norfolk Constabulary and Norfolk Children's Services to identify and provide appropriate support to children who have experienced domestic violence in their household; this scheme is called Early Years Operation Encompass. In order to achieve this, Early Years Learning and Childcare Staff will share Police information of all domestic incidents where any of our children have been present with the Designated Safeguarding Lead (DSL). On receipt of any information, the Designated Safeguarding Lead will decide on the appropriate support the child requires, this could be silent or overt. All information sharing and resulting actions will be undertaken in accordance with the Norfolk Joint Agency Protocol for Domestic Abuse Notifications to Early Years Providers. We will record this information and store this information in accordance with the record keeping procedures outlined in this policy.

### **Whistleblowing- Managing allegations against adults**

Our aim is to provide a safe and supportive environment which secures the well-being and very best outcomes for our children. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made. Employees and others with serious concerns about any aspect of the settings operations have a duty to come forward and voice those concerns, in accordance with this policy.

Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.

We will take all possible steps to safeguard our children and to ensure that the adults in our organisation are safe to work with our children. – See Staffing and Suitable People policy for our recruitment procedures.

Initial concerns may be raised anonymously. However, further investigations may necessarily lead to a loss of anonymity. The person raising the concern will know who is handling the matter, how they can be contacted and whether further assistance will be needed.

Anyone raising concerns they know to be untrue are not protected by the whistle blowing policy and will be subject to disciplinary procedures

All staff should talk to the manager if they are concerned about their own health/personal problems that might be impacting on their work with children, or that their actions may have been misinterpreted

### **Whistleblowing Procedure:**

If an allegation is made against a member of staff or volunteer:

- Concerns should be raised with the Manager, **Louisa Coleman**. If, for whatever reason, the person is unable to raise the concern with this person or they feel they are not being taken seriously then they should approach the Committee Chairperson, **Lauren Humphries**.
- The Safeguarding Lead Practitioner will speak to the Local Authority Designated Officer (LADO) and take advice within 24 hours of a concern or allegation being made. This may result in suspension of the member of staff on full pay. The LADO can be contacted via the referral/consultation forms under 'how to raise a concern' at [www.norfolkscb.org](http://www.norfolkscb.org).
- Should an allegation be made against the Safeguarding Lead Practitioner or Deputy, this will be reported to the Committee Chairperson. If the person raising the concern is still not happy that the situation has been dealt with correctly, they can raise their concern directly to the LADO.
- Staff will not investigate these matters. The preschool will then follow the advice and procedure from LADO for dealing with the allegation.
- At this stage this is not an admission of guilt as the allegation would be fully investigated
- If no evidence is found the member of staff will be re-instated
- If evidence is found the member of staff or volunteer will be dismissed.
- 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 Independent Safeguarding Authority (ISA) of relevant information so that individuals who pose a threat to children can be identified and barred from working with these groups.
- See Appendix 2 for more information

### **Child Absences**

All child absences must be reported to preschool as soon as possible. Holiday dates can be emailed to [office@hainfordpreschool.co.uk](mailto:office@hainfordpreschool.co.uk) as soon as you have them and our records will be updated. Sickness and other absences must be reported to preschool by 09:15 that day. If we do not hear from you by then we will attempt to make contact with you to ensure your and your child's safety. If we cannot reach you we will call the emergency contacts on your admission forms. If we still can not make contact by 14:45 that day we will notify the Norfolk safeguarding team as a cause for concern.

### **Uncollected children**

In the event that a child is not collected by an authorised adult at the end of a session, the setting puts into practice agreed procedures. We inform the parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for. The procedure is as follows:

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address, telephone number and email addresses
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Who has parental responsibility for the child.
  - 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.

- If someone other than the usual parent/carer is collecting the child, staff must receive written parental permission in the form of a signed letter or verbal permission. A code word will be given by the parent/carer to the nursery and the person collecting the child to use.
- 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.
- If a child is not collected at the end of the session, we follow the following procedures:
  - 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 from the setting – 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 will remain accompanied by two members of staff within the Pre-school building.
  - If we are unable to contact the parent or nominated carers and the child remains uncollected from a morning session by 12.15 pm or from an afternoon session by 3.15pm the Police or Children's Services are to be informed and from then on their advice will be followed
- 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 worked by our staff.

## E-Safety

E-Safety is about ensuring children are not harmed, placed at risk or bullied through use of the internet, e-mails blogs and social networking sites; or by mobile phones and electronic devices and games. E-Safety is considered a safeguarding issue. The aim of the policy is to recognise the e-safety issues and plan accordingly to help ensure appropriate, effective and safe use of communications in the pre-school.

### Use of photography and videos

- All photographs and recording images will be done in ways that are legal and that safeguard the privacy, dignity, safety and wellbeing of children. It is important that adults are sensitive to any child who appears uncomfortable about being photographed or filmed, whatever the reason
- Informed written consent will always be obtained from parents and carers, and where possible the agreement of the child should be sought. Informed written consent for looked after children must be obtained from the child's social worker and not their carer. If consent is not given, all possible efforts will be made to ensure the child's image is not used or is present in images/recordings of other children.
- The consent will make it clear what the photographs will be used for eg learning stories, wall displays etc. Parents must give consent for their child to appear alongside other children in photographs that may be used in other children's learning stories and publications
- Staff will support children's development and engage parents in children's learning and development through the use of photographs that record their achievements. They should feel supported to use and make the most of the benefits of technology whilst ensuring that children are kept safe
- Only pre-school tablets or cameras, which are clearly labelled, will be used to take photographs and these will only be printed at pre-school.
- If photographs are taken by a professional photographer in pre-school sessions these are developed off the pre-school premises

- All staff will be made aware that the use of personal mobile phones to take photographs or videos is not permitted - failure to adhere to this will lead to disciplinary action
- Images taken at Pre-School or at a pre-school event that contain children will not be placed on a social network site.

### **Use of Mobile phones in the setting**

Personal mobile phones must be stored securely in the pre-school kitchen or the office and will not be used during session times.

- Staff will not carry personal mobile phones on their person
- Visitors will be asked to store their mobile phones securely
- Mobile phones must not be used in the outside area at pre-school, even if no children are present
- Photos must not under any circumstances be taken on mobile phones even of your own child
- If there is a specific time when a member of staff is expecting a personal call or needs to make a personal call, permission must be obtained from the supervisor or deputy supervisor.

### **Use of digital equipment (such as, but not limited to, digital camera's, laptop computers, Ipads)**

Pre-School has I-pads which remain with the pre-school staff. They are used to take photos of the Pre-School children for their online learning stories and for displays.

- All parents sign a permission form to enable the pre-school staff to take photos of their child/ren for these reasons.
- When they are not being used they are placed in storage.
- When necessary, photos are printed using the Pre-School computer and printer which is securely locked when not in use.
- No visitor is permitted to take photos of the Pre-School children without prior consent being given from parents.
- Any equipment that contains a camera and/or video recording equipment must be notified to staff on entry.
- Items such as these would normally be requested to be stored safely in the kitchen or office while on our premises unless their use is to aid the purpose of being at Hainford and Frettenham Pre-School – such as visits by the local authority or an Ofsted inspector
- All such equipment must have the camera function disabled or covered unless it is pre-school labelled equipment used for the sole purpose of pre-school operations

### **Use of social media sites**

It is likely that many staff/parents belong to a social networking site (eg. Facebook, Instagram, Twitter). When using social networking sites:

- It is never appropriate for adults to name or otherwise identify any child or family that they work with on a social networking site
- It is never appropriate to post pictures of, or to discuss or comment on, a child or family they work with
- Staff should remain professional and should not discuss pre-school business. Disciplinary action will be taken should this situation arise, by the Management Committee.
- Parents are strongly requested not to discuss the pre-school business on any network site. All issues or concerns should be discussed with the Pre-school staff or committee
- Parents are not to place photos of their child at Pre-School or from a Pre-School event of any kind onto a social network site even if the photograph only contains images of their own child.
- In the aim of remaining professional, we discourage parents and staff from becoming 'friends' or 'following' each other on social media, unless they have a connection outside of pre-school.

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If online connections are made, these need to remain professional and the guidelines above should be adhered to.

Hainford and Frettenham Pre-school has a page on a social networking site (Facebook). The content of this page will only be used to promote the pre-school setting, advertise events for fundraising purposes or to display positive feedback. It will not display pictures, names or any personal details of the children or the parents / carers who attend the setting, unless prior agreement between the Chairperson and individuals involved has been sought.

## Touch Policy

We aim to support emotional development by developing personal relationships between children/adults. Ways this will be done are:

- Through physical contact, such as holding the children's hands
- Holding the child gently to reassure them
- Cuddling children to express delight in their behaviour
- To laugh with children when they show excitement, discovery and pleasure in the world
- To smile, make funny faces
- To sit children on your lap, give comfort to them when they are upset and help them to achieve a goal
- To talk about things that can make children and adults happy or sad.

## Relevant Guidance and Legislation:

- Working Together to Safeguard Children
- What to do if You're Worried a Child is Being Abused
- Statutory Framework for the Early Years Foundation Stage
- Children Act
- Norfolk graded care profile
- Revised Prevent Duty guidance for England and Wales
- Framework for the Assessment of Children in Need and their Families
- NSCP Continuum of Need Guide
- [Safeguarding children and protecting professionals in early years settings: online considerations](#)
- [Early Years Inspection Handbook for Ofsted-registered provision](#)

## Useful Contacts:

Children's Services 24 hours 0344 800 8020

Children's Advice and Duty Service (CADS) 0344 800 8021 [Request for support - Norfolk County Council](#)

Norfolk Police 111

In an emergency 999

Local Authority Designated Officers (LADO) Team [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)

Norfolk Safeguarding Children Partnership [www.norfolkscb.org](http://www.norfolkscb.org)



Appendix one

# Safeguarding CADS Referral Flowchart Process

**1 Identify & Assess Risk:** Identify child at potential or actual risk.

**2 Consult DSL:** Report concerns to your organisation's Designated Safeguarding Lead and document them (e.g., CPOMS) and follow advice regarding contacting CADS or completing a Request for Support'.

**Immediate Protection:** If the child is in immediate danger, **call 999**.

**Contact CADS if child protection or immediate safeguarding concerns.**

**Professionals** call **0344 800 8021** and choose from the following options:

**Press 1** – if the child or young person is currently being supported by a Social Worker or Family Practitioner.

**Press 2** – if your call relates to Child Exploitation.

**Press 3** – if your call relates to Domestic Abuse.

**Press 0** – for Child Protection and immediate safeguarding concerns.

(If the lines are busy and your call is not answered within 40 minutes, a call back option will be offered).

To use the service, **members of the public** can call the Customer Service Centre number **0344 800 8020**.

**6 Request Support for Universal, Community based Early Help and Family Help Complete a Request for Support form:**

Targeted early help and community-based support can be accessed via [Request for support - Norfolk County Council](#). Early Help is designed to support children, young people, and families experiencing difficulties that may affect their wellbeing, development, or ability to flourish.

**Consent:** Inform parents/carers of the concerns and gain consent for support from Early Help services, prior to a call or completing a Request for Support unless doing so places the child at further risk.

### **Universal services and community-based early help**

Universal services and community based early help provide preventative support for children and families of all ages, strengthening resilience, improving outcomes, and reducing the risk of needs escalating. Delivered as a coordinated local system rather than a single service, this support is offered through universal provision such as education, health, and wider community services.

It includes services like Best Start Family Hubs, youth and housing support, and after school provision.

Best Start Family Hubs offer a clear pathway from pregnancy to age 19 (or 25 for young people with SEND), bringing together multi agency partners to provide accessible, ongoing community support and to safeguard families, including those transferring from targeted or specialist services.

### **Family Help – targeted early help, safeguarding, and promoting the welfare of children**

Family Help is offered where universal services and community based early help have not achieved sufficient or sustained improvement, or where a child and family present with multiple, complex, or escalating needs. Delivered through a coordinated, multi agency approach led by Children's Services and its partners, Family Help provides structured support to address identified risks and concerns. Family Help will only be initiated where there is an agreed Family Plan, or a Graded Care Profile (GCP) in cases of neglect, which has been shared with CADS.

Family Help is a voluntary, consent based approach that supports families to build capacity, improve outcomes, and reduce risks, including families in kinship arrangements and those requiring additional support during pregnancy, with the aim of preventing the need for statutory child protection intervention.

**Consent:** Inform parents/carers of the concerns and gain consent for support from Early Help services, prior to a call or completing a Request for Support unless doing so places the child at further risk.

7

**CADS:** A member of the team responds to the call or Request for Support and decides on next steps.

8

**Information Gathering:** MASH partners (police, health, social care) share information if required.

9

### **Outcome & Action:**

Information, advice and guidance

Community based Early Help

Family Help

10

**Feedback:** Following a call CADS provides feedback to the referrer regarding the outcome.

## Appendix 2- Managing allegations and concerns about adults who work with children in a group setting

Allegation/concern reported to identified Manager  
**Our Manager is: Louisa Coleman / The Deputy is: Laura Luxford**  
**Record concerns.**  
**Do you have concerns about a child's immediate safety?**

### YES

Refer to Children's Services CADS  
(Children's Advice & Duty Service  
(0344 800 8020) or the  
Police (999) if immediate action is needed

Record

### NO

Email [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk)  
The Manager or deputy contacts the LADO team  
(01603 223473) and asks for duty LADO  
If the concern is about the manager, the  
individual concerned should contact the  
Committee chairperson or LADO team directly

Referral/consultation takes place with the LADO.  
Give details of concern including name of alleged Victim and  
parents/carers  
Record details of conversation  
NB. You may be required to complete a LADO referral form

If you are an early years and childcare registered  
setting inform Ofsted 0300 123 1231. Registered  
providers must notify Ofsted of the action taken in  
respect of the allegations. These notifications must be  
made as soon as is reasonable practicable, but at the  
latest within 14 days of the allegation being made.  
Best practice is to notify Ofsted immediately by phone  
and in writing. Record discussion with Ofsted,  
including name of person spoken to

Advice and guidance of LADO is followed  
Record guidance given for further action  
Follow actions, recording information at each stage

If it is a case regarding child protection concerns or a criminal  
investigation the LADO will instigate a Multi Agency LADO Meeting  
(MALM) which is attended by various agencies, including the setting  
and Early Years Team

If it is a concern regarding suitability of adult with no criminal  
investigation the LADO will instigate a Multi Agency LADO Meeting  
(MALM) which is attended by various agencies as above.

|             |                                                                |
|-------------|----------------------------------------------------------------|
| Appendix 3: | What to do if you suspect a child is at risk of radicalisation |
|-------------|----------------------------------------------------------------|

If you believe that someone is vulnerable to being exploited or radicalised, please follow the established safeguarding procedures for Hainford & Frettenham Pre-school, who can access support for the individual and refer concerns to Channel if appropriate.

## **DO**

- Take the issue seriously and recognise potential risk of harm to the child.
- Act as quickly as possible to prevent a situation escalating
- Follow the child protection procedure and talk to the Safeguarding Lead Practitioner.
- The Safeguarding Lead Practitioner will consider what action to take and will follow the Norfolk Channel procedures by making the referral to Norfolk CADS 0344 800 8021 as appropriate
- If an allegation is made or information is received about another member of staff which indicates they may be unsuitable to work with children due to radicalisation and extremism, inform the supervisor and follow the procedures outlined in the safeguarding policy.

## **Don't**

- Dismiss the concerns
- Attempt to mentor or counsel the pupil you are concerned about without passing on the concerns to the SLP

## **What is Channel**

Channel is an early intervention Multi-Agency panel to safeguard vulnerable individuals from being drawn into extremist or terrorist behaviour. Channel works in a similar way to existing Multi-Agency partnerships for vulnerable individuals.

## **Who is Channel aimed at ?**

Channel is for individuals of any age who are at risk of exploitation by extremist or terrorist ideologues.