

## Safeguarding Policy

### Statement of intent

**Once upon a time** wants to work with all children, parents, staff and the community to always ensure the safety of children and enable all children to feel safe and give them the very best start in life. We recognise our roles and carry out our responsibilities regarding our 'Duty of care' for the children at this nursery.

A secure, safe and happy childhood is important in its own right. (Statutory Framework of the Early Years Foundation Stage (EYFS) 2025).

Each of our nursery schools has a Designated Safeguarding Lead (DSL) for Child Protection and Prevent Duty issues. All staff are aware of who the settings Designated Safeguarding Leads are and who deputises in their absence.

Our Designated Safeguarding Leads (DSL's) are:

- Wroxham Road: **Becky Potter** **01603 787 353**
- Constitution Hill: **Beth Haywood** **01603 427 112**
- White House Farm: **Alex Wells** **01603 415 821**

In their absence, the following members of staff will deputise:

- Wroxham Road: **Georgia Bellamy or Lucy Saunders** **01603 787 353**
- Constitution Hill: **Jodie Harvey or Adele Reid** **01603 427 112**
- White House Farm: **Daisy Drewery or Anna Terrington** **01603 415 821**

All DSL's or their deputies can be contacted during our normal opening hours – 8am-6pm, Monday to Friday, except for bank holidays.

If the DSL or their deputies are unavailable, anyone with a safeguarding concern can contact The Children's Advice and Duty Service (CADS). A staff member or student/volunteer can call 0344 800 8021. A member of the public or parent can call 0344 800 8020.

The Statutory framework for the Early Years Foundation Stage (2025) states:

*In every setting, a practitioner must be designated to take responsibility for safeguarding children. The Designated Safeguarding Lead (DSL) is responsible for liaison with local statutory children's services agencies, and with the local Safeguarding Partners (LSPs). All practitioners must be alert to any issues of concern in the child's life at home or elsewhere.*

### Aims

Our aims are to:

- ★ create an environment in our nursery which encourages children to develop a positive self-image, regardless of race, language, religion, age, disability, gender, sexual orientation, culture or home background through anti discriminatory practice,
- ★ help children to establish and sustain satisfying relationships within their families, peers, and other adults,
- ★ encourage children to develop a sense of autonomy and independence,
- ★ enable children to have the self-confidence and the vocabulary to resist inappropriate approaches, and
- ★ work with parents to build their understanding of, and commitment to, the welfare of all children.

### The legal framework and guidance for this work is:

- ★ The Rehabilitation of Offenders Act
- ★ The Children Act 1989 / 2004
- ★ Human Rights Act 1998
- ★ Data Protection Act 2018 and the General Data Protection Regulations (GDPR) 2018

- ★ The Protection of Children Act 1999
- ★ Children and Families Act 2014
- ★ Working Together to Safeguard Children 2023
- ★ Online Safety Act 2023
- ★ What to do if You're Worried a Child is Being Abused 2015
- ★ Norfolk Safeguarding Children Partnership Policies and Procedures  
[Policies & Procedures | Norfolk Safeguarding Children Partnership \(norfolkscp.org.uk\)](#)
- ★ Norfolk Continuum of Needs Guidance 2023  
[Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC \(norfolkscp.org.uk\)](#)

Liaison with other bodies:

- ★ We work with the Norfolk Safeguarding Children Partnership. We use the 'Norfolk Guidance to Understanding Continuum of Needs' to support all child protection issues. We have copies of Norfolk Safeguarding Children Partnership literature available for staff and parents to see. Or we encourage them to visit: <https://norfolkscp.org.uk/>
- ★ We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which affect the well-being of children.
- ★ Our Designated safeguarding leads, as listed in this document, will routinely use the Children's Advice and Duty Service (CADS) if they have a concern about a child. There is a separate number for parents available at the end of this Policy. Parents, carers or any member of the general public can contact CADS using this number if they have any concerns for a child, at nursery or in the wider community.
- ★ If you are a practitioner, working with a child at **Once upon a time nursery**, you can contact CADS on their direct line: 0344 800 8021. You will be asked to choose from the following options.
  - **Option 1** - the child is currently being supported by a Social Worker or Family Practitioner
  - **Option 2** - your call relates to Child Exploitation
  - **Option 3** – your call relates to Domestic Abuse

For all other Safeguarding Concerns, please hold until your call is answered.  
If it is an emergency call 999.
- ★ For any call raising concerns about a child, CADS will ask for,
  - All of the details Once upon a time nursery know about the child.
  - Their family composition including siblings, and where possible extended family members and anyone important in the child's life.
  - The nature of the call and how immediate it is.
  - Any and what kind of work/support you have provided to the child or family to date.
- ★ CADS will also need to know where the child is now and whether you have informed parent's/carers of your concern.
- ★ The direct professional CADS call line is open from 9am-5pm Monday to Friday. If a professional had to make a call before or after these hours the Emergency Duty Team are available 24/7 on 0344 800 8020.
- ★ The CADS flow chart for professionals reporting incidents can be found at the end of this Policy.
- ★ If a report is to be made to CADS, we act within the Norfolk Safeguarding Children Partnership's guidance in deciding whether we must inform the child's parents at the same time. As a guide, Parents' permission will always be sought unless it would place the child in further danger.
- ★ We have regard for the Data Protection Act 2018. We recognise that effective sharing of information between practitioners and local organisations or agencies is essential for early identification of need and continued support for the child. Practitioners at this nursery will normally only share information about a child with the parent's permission. However, if we feel there is an immediate need for the child's safety, then sharing without the parent's permission is paramount and within our responsibilities for data protection.

- ★ The National Society for the Protection of Children (NSPCC) and other contact details for reporting concerns about a child's safety are also available at the end of this policy

### **Early Years Operation Encompass**

At Once upon a time, 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'.

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.

### **Roles and Responsibilities of Designated Safeguarding Lead**

The named person that safeguarding concerns are reported to will:

- ★ Liaise with Children's Services and other agencies and make referrals to the Children's Advice and Duty Service (CADS) or Local Authority Designated Officer (LADO) when required.
- ★ Be responsible for making sure this policy is reviewed yearly and updated when changes happen at local/national level.
- ★ Ensure all staff/students/volunteers/visitors/parents are aware of this policy and the procedures to follow.
- ★ Ensure all staff students and volunteers have received appropriate safeguarding information during induction and receive safeguarding training.
- ★ Ensure safer recruitment practices are followed.
- ★ Update staff on changes to safeguarding.
- ★ Complete Designated safeguarding lead training.
- ★ Follow the Norfolk Continuum of Needs Guidance produced by the Norfolk Safeguarding Children Partnership (NSCP).

### **Definitions of Abuse and Neglect**

All signs of abuse and/or neglect at any of our nursery schools require our staff to use their professional curiosity and liaise with their Designated Safeguarding Lead Practitioner.

*Abuse and neglect are forms of maltreatment of a child – Somebody may abuse or neglect a child by inflicting harm or 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 others (e.g. by the internet). They may be abused by an adult or adults, or another child or children.*

Source: Working Together 2023

There are four categories of abuse and neglect, they are:

- ★ Neglect
- ★ Emotional abuse
- ★ Physical abuse
- ★ Sexual abuse.

Indicators for abuse or neglect, as highlighted in 'Working Together to Safeguard Children 2023'. [Working together to safeguard children - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

### **Neglect**

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 because 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 caregivers).
- ★ Ensure access to appropriate medical care or treatment.

### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child 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 a 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 cyber bullying), 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.

### **Physical abuse**

A form of abuse which 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.

### **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, 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.

### **Additional safeguarding concerns to be aware of are:**

- ★ Child sexual exploitation
- ★ FGM – Female Genital Mutilation
- ★ Forced marriage
- ★ Honour abuse
- ★ County lines
- ★ Child criminal exploitation

- ★ Radicalisation
- ★ Online abuse.

For more information on this go to Appendix 1 at the end of this policy.

## **Methods**

### **Safe touch**

Our staff are trained to interact with the children in a respectful and positive way. Positive touch says, 'I care about you', 'I'm pleased to see you', 'I notice that you are upset', 'I'm listening to you' and 'I am a safe place'.

- ★ Practitioners will not scoop young children up in their arms and cuddle them at will. They will respect the child's space and autonomy – but when the child wants or needs a cuddle or a lap to sit on, the practitioner, like any good parent, will offer this.
- ★ Staff and students are made aware during their induction that we operate an open-door policy which is there to protect both the child and them. Open door means that our staff are never in total isolation with a child. When children need personal hygiene care our toilets and changing facilities are within sight or listening of other members of staff at all times.
- ★ During these times, our teams will ensure children's privacy is considered and balanced with safeguarding.
- ★ We recognise that children need males and females in caring roles, and it is important that they see affectionate men and women.
- ★ Parents are always welcome to come into nursery, they can see how children are comforted, lifted and handled throughout the day.

### **Safer working practices for staff and volunteers**

- ★ We provide adequate and appropriate staffing resources to meet the needs of children. Staff:child ratios are always met.
- ★ Our Director of HR and Training and all our Nursery Managers attend Safer Recruitment training.
- ★ Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out Disclosure and Barring Service (DBS) checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- ★ The company pays for all new DBS certificates. All new staff are required to sign up for the 'Update service' and renew each year. The Director of HR and Training keep a log of all DBS certificate numbers which all Nursery Managers have access to.
- ★ We follow the Early Years Foundation Stage Statutory Framework, 2025, requirements regarding references and DBS checks under 'suitable people' for any staff and volunteers. This ensures that no disqualified person or unfit person works at the nursery or has access to the children.
- ★ Volunteers do not work unsupervised.
- ★ Applicants for vacant job positions are invited to an interview after they are deemed suitable for the advertised position.
- ★ Applicants are asked to bring all relevant childcare certificates to their interview.
- ★ Part of the job interview will be a short play session in a designated room so that staff can observe how the applicant interacts with the children.
- ★ Two references will be obtained once we have offered the position. Applicants are made aware that the job offer is subject to us receiving two suitable references.
- ★ Newly appointed staff will have a full induction. All safeguarding information, including responsibilities linked to their contractual duty to safeguard the children, will be shared at their first shift.

- ★ We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- ★ We seek specific permission from parents for photographs which may be taken and used outside of the nursery.
- ★ We have procedures for recording the details of visitors to the nursery.
- ★ We take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children. Staff have a duty to declare if they live with a person who is a registered Sex Offender.

Our Staff Handbook outlines what we expect from our staff in the form of their conduct, both at nursery and outside of nursery where appropriate. The following are subjects included which relate to Safeguarding:

- ★ Confidentiality
- ★ Data protection
- ★ Computer systems and online security
- ★ Social media. (We have a separate policy for Online Safety)
- ★ Whistleblowing. (We have a separate policy for Whistleblowing)
- ★ Unsafe personal items on nursery premisses
- ★ Professional behaviour outside of working hours
- ★ Personal phones and smart devices
- ★ Alcohol and drugs
- ★ Smoking and vaping
- ★ Babysitting
- ★ Staff gifts
- ★ Children's birthday parties or social events.
- ★ Sleep policy.

### **Social media**

If you are already 'friends' with a parent who decides to send their child to **Once upon a time** on any social media platform, you should inform your Nursery Manager. In such cases, please remember your obligations towards professionalism and confidentiality. If a present parent adds you on any social media platform, please politely inform them of our Online Safety policy.

Employees are not permitted to log onto social media websites using our IT systems and equipment at any time.

We also have a specific Social Media Policy.

### **Babysitting**

Staff are strongly discouraged from babysitting, due to placing themselves in a vulnerable position from a safeguarding perspective. If they choose to babysit for a nursery parent it is made clear to them at their induction, and in their staff handbook, that their service is not connected to **Once upon a time**. Arrangements for babysitting must be made outside of work hours. Confidentiality must be always adhered to. It is also made clear to staff that they still have a duty of care and should report anything they feel is a child safeguarding issue to Children's Advice and Duty Service.

### **Staff gifts**

For safeguarding reasons our staff are not permitted to receive any gift from a parent that exceeds £10.

### **Children's birthday parties or social events.**

For safeguarding reasons, staff are advised not to attend private parties of families they are working with at **Once upon a time**.

## **Photographs, videos, mobile phones and computer devices**

- ★ Staff are not permitted to have personal mobile phones or any devices which can take photos or transmit data in the nursery school rooms at any time. When working in any nursery office space, using any kind of computer screen or tablet, or where there is access to children's personal data, staff phones must be stored in the phone holders provided at all times.
- ★ Staff are not permitted to wear smart watches or any other device which can receive and send messages or take photographs in our nursery rooms. Other fitness devices may be worn. This is strictly at the Nursery Manager's discretion.
- ★ Visitors to the nursery are requested to wear a lanyard with Safeguarding information included on it.
  - No mobile phones allowed.
  - Smart watches must be switched to airplane mode.
  - Our fire assembly point is...
  - The Safeguarding Lead Practitioners are...
- ★ Visitors to the nursery are requested to keep any bags containing mobile phones or devices restricted to areas of the nursery not used by children.
- ★ Visitors will be asked to switch smart watches to airplane mode. A member of our team will check this.
- ★ Tutors/Inspectors using laptops will be asked to cover the camera facility on their device.
- ★ Parents are not permitted to use mobile phones in the nursery rooms at any time during collection, drop off or at play dates/child progress meetings.
- ★ When parents/carers are invited into the nursery they will be asked to wear a visitors lanyard with safeguarding information displayed as above.
- ★ We understand if a parent is visiting for their first time to complete paperwork, they may need to use their phone to access some of the information needed to complete their child's registration forms. Phones must be switched to airplane mode to do this. A member of the team will always accompany the parent/s while they are using their phone.
- ★ Photographs and videos are only taken with our nursery cameras or tablets and with prior signed permission from parents.
- ★ Photographs are used in displays around the nursery.
- ★ Photographs and videos are stored securely on the nursery computer which has a password and is protected against internet intrusion.
- ★ Photographs and videos taken on the Tapestry system are protected by passwords and an online server. (Please see our Tapestry policy).
- ★ Staff are not permitted to access the internet via our staff computer for personal use.
- ★ Staff are not permitted to use our hand-held tablets for any use other than Tapestry.
- ★ Staff are not permitted to use smart speakers or TVs for any purpose other than the children's curriculum.

## **Ofsted registered computers, tablets and mobile phones**

Ofsted Inspectors will be asked on arrival if they have any devices on them and will be asked to prove these are Ofsted registered before allowing them to be used in our setting as part of our commitment to safeguard children.

The Inspection framework states the following:

10. Inspectors may take photographs using their Ofsted -registered mobile phones. These photographs will be stored securely as evidence but will not be retained by the inspector personally.

11. We normally gather evidence electronically using a range of devices, including laptops, Ofsted-registered mobile telephones and tablets.

The Ofsted Early Years and Childcare Enforcement Policy 2023 states the following:

Inspectors should only take photographs using Ofsted mobile telephones or an Ofsted tablet computer therefore inspectors are required to carry this equipment with them. Any photos

taken with an Ofsted mobile phone, computer or tablet will be deleted from the device once they have been transferred to our systems. When the inspector judges that they need photographic evidence, they should ask the childcare provider for permission to obtain this. However, if a provider does not agree to this then the inspector will highlight Ofsted's legal power under section 77(d) of the Childcare Act 2006 to 'take measurements and photographs or make recording'. Inspectors will not include identifiable staff or children in any photographs they take.

### **Managing allegations against people working with children**

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend our settings. We recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

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 work to the thresholds for harm as set out in '*Working Together to Safeguard Children*' (2023).

An allegation may relate to a person who works / volunteers with children who has:

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

The final bullet point above recognises circumstances where a member of staff or volunteer is involved in an incident outside of setting/agency/workplace which did not involve children but could have an impact on their suitability to work with children – this is known as 'transferrable risk'.

At **Once upon a time** we recognise our responsibility to report/refer allegations or behaviours of concern and/or harm to children by adults in positions of trust known to us, but who are not employed by our nursery to the LADO service directly at [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk). We will take all possible steps to safeguard our children and to ensure that the adults at **Once upon a time** are safe to work with children.

When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#) are adhered to and will seek appropriate advice.

If an allegation is made or information is received about any adult who works/volunteer at **Once upon a time** which indicates that they may be unsuitable to work/volunteer with children, the member of staff receiving the information will inform the Designated Safeguarding Lead mentioned in this policy immediately. This includes concerns relating to specialist staff, students and volunteers.

Should an allegation be made against the Designated Safeguarding Lead, this will be reported to Director of HR and Training, Georgia Brooks. In the event that this person is not contactable on that day, the information must be passed to and dealt with by the Director of Care and Education, Julie Banbury.

The referral form can be downloaded here, along with more information:  
<https://norfolkiscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#)

### **Making a barring referral to the Disclosure and Barring Service**

If an allegation has been made about a staff member or volunteer, then we have a legal duty to make a barring referral if the following conditions are met:

#### **Condition 1**

**Once upon a time** withdraws permission for a person to engage in regulated activity with children and/or vulnerable adults. Examples: dismissed, re-deployed, retired, been made redundant or retired.

#### **Condition 2**

**Once upon a time** thinks the person has carried out one of the following:

- ★ engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm,
- ★ satisfied the harm test, or
- ★ received a caution for, or a conviction for, or been convicted for a relevant offence.

More information on barring referrals can be found [online](#)

If we need guidance on making a barring referral, we will contact the [East of England DBS Outreach Advisor](#) for support.

A barring referral can be completed online via the DBS [website](#)

### **Training**

We seek out training opportunities for all adults involved in the nursery to ensure they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse neglect and Female Genital Mutilation (FGM), which is child abuse and against the law, and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the nursery.

All staff undertake Child Protection training every two years which updates their awareness and understanding of safeguarding issues. Alongside this training, all staff complete annual 'Online safety training' which refers to the 'Online safety Act (October 2023)'. Designated Safeguarding Lead (DSL) practitioners regularly attend local leaders and managers briefing sessions to receive up to date key issues and any local or national updates.

Our staff are trained to use the 'Brook traffic light system' which highlights what normal or harmful sexual behaviour looks like in children aged under five.

Key staff also attend training about County Lines which is cascaded to all staff. Staff can access courses via our online training provider, Noodle Now, on further subjects such as Witchcraft and Breast Ironing. Staff share training knowledge at staff meetings, and we always have a section on our agenda at each meeting for safeguarding topics. Line Managers and staff also have an opportunity to discuss any safeguarding issues at their half termly supervisions.

A log of all safeguarding training is kept by the Director of HR and Training and can be accessed by all Nursery Managers. As and when refreshers are needed, or staff who join us need to access an Introduction to Safeguarding, the Director of HR and Training will meet with the relevant Nursery Manager to ensure training needs are met. Safeguarding is included as part of our staff induction process.

## Curriculum

- ★ We introduce key elements of child protection into our foundation stage curriculum, so that children can develop understanding of why and how to keep safe.
- ★ We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.
- ★ We share information with parents via newsletters, parent evenings, Tapestry and our Facebook page, such as internet safety tools for young children, and highlight the NSPCC 'Let's Talk Pants' campaign.

## Child absences

- ★ We have a procedure in place for monitoring children's prolonged and unexplained absences.
- ★ Any child with fluctuating attendance will assign a monitoring calendar. Staff will use this to track attendance and absence.
- ★ Prolonged or fluctuating absence will be discussed with parents.
- ★ Any unexplained absences, or reasons for absence which do not satisfy our professional curiosity, will be reported to CADS.

## Collection of children from nursery

At the time of registration, parents will be asked to list other family members or carers who are allowed to collect their child from nursery. Parents will also be given the option of providing a password for extra security. The child's Key person will ask for photos of these people to hold on the child's file so that we can get to know the faces. Parents are also encouraged to bring the extra family members to nursery and introduce them to our team.

If an emergency occurs and someone not listed on the child's admission forms comes to collect a child, we would:

- ★ expect a call from the registering parent to inform us of the person who will collect their child in advance.
- ★ ask for proof of identification, and the password, and
- ★ we would not allow anyone to enter the building who was not expected to collect a child.

If an estranged parent came to nursery to collect their child without prior notice, we would call the registering parent to alert them to this event. Even though a parent has legal parental responsibility, we would expect that they respect the fact that, as they have not registered the child with us themselves, we would not allow them to turn up unexpectedly and take their child.

Where there is a court order in place to prevent a parent having access to a child and they came to nursery to collect, we would:

- ★ call the Police to report this event, and
- ★ call the registering parent.

## Complaints

- ★ We ensure that all parents know how to complain about staff, students or volunteers action within the nursery, which may include an allegation of abuse. Our Complaints procedure is contained within our full Policies and Procedures which can be found on our website. [www.onceuponatime.org.uk](http://www.onceuponatime.org.uk). Parents and carers are given this information in their welcome pack when their child joins the nursery.
- ★ Parents can also complain or report a safeguarding incident concerning anyone who works on the premises to the Local Area Designated Officer (LADO), by using this link. <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/>
- ★ We follow the guidance of the Norfolk Safeguarding Children Partnership when investigating any complaint that a member of staff or volunteer has abused a child.

- ★ We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.

### **Disclosures**

As listed previously, we acknowledge that abuse of children can take different forms – physical, emotional, sexual and neglect. When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play and language give cause for concern, the nursery will investigate. We allow investigations to be carried out with sensitivity. This also relates to a child who shows signs and symptoms of 'failure to thrive' or neglect. The DSL would look at the information presented. Before a referral is made to CADS about any safeguarding matter staff will consult with the child's parents unless this could put the child at risk of serious harm or undermine a criminal investigation. The DSL will then make a call to CADS to ask for their advice or to make a referral.

Staff in the nursery take care not to influence the outcome of a disclosure either through the way they speak to child or ask questions of child.

Where a child makes a disclosure to a member of staff, that member of staff:

- ★ offers reassurance to the child,
- ★ listens to the child, and
- ★ gives reassurance that they will act.

The member of staff does not ask leading questions.

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

Staff make a record of:

- ★ The child's name,
- ★ The child's address,
- ★ The age of the child,
- ★ The date and time of the observation or the disclosure,
- ★ An objective record of the observation or disclosure,
- ★ The exact words spoken by the child,
- ★ 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 a separate confidential file.

All members of staff know the procedures for recording and reporting.

### **Seeking consent from parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, we would discuss this with parents and seek permission to speak to CADS, unless to do so would place somebody at risk of further harm or undermine a criminal investigation. Staff are trained to use the 'Giving Consent' leaflet with parents, issued by the Norfolk Safeguarding Children Partnership (NSCP). There may be times when parent/s do not give their permission and in such cases the DSL will record the reason why parents have not given their permission, but as part of their legal Duty of care to the child will still contact CADS for advice. Parents will be made aware of this.

### **Contacting the Children's Advice and Duty Service (CADS)**

If we are concerned that a child or children is/are experiencing or likely to suffer significant harm, the Designated Safeguarding Lead will telephone (CADS) immediately on 0344 800 8021.

When considering whether to make a referral to CADS we will consult the CADS Flowchart (see Appendix 2 at the end of this policy) and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP).

We will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.

CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.

A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.

We will not investigate and it will be led by the Local Authority and/or the Police.

We will keep written dated records of all conversations with CADS.

We understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolkiscp.org.uk/>

Members of the public or parents can contact CADS on 0344 800 8020.

The nursery Designated Safeguarding Lead (DSL) will also consider the profession of the parent the disclosure has been made against. It is our responsibility to report any incidents of concern about anyone who works with children, to the Local Authority Designated Officer (LADO) at Norfolk County Council.

### **Information sharing and confidentiality**

All initial written suspicions and investigations are kept confidential and shared only with those who need to know. At this stage within the nursery this would usually be, the nurseries Designated Safeguarding Lead, the member of staff who has raised the concern, and the child's Key person, who already has a relationship with the family and could offer support. Any information shared outside of the nursery would be under the guidance of the Norfolk Safeguarding Children Partnership (NSCP).

Where we have a concern raised about a child in our care, the following records will be kept in a file locked in cabinet in the staff room or office. The Designated Safeguarding Lead, and or the deputy will have access to this file.

- ★ Initial written child/adult disclosure.
  - Child's name
  - Child's age
  - Child's address
  - Date and time
  - Name of reporter (Practitioner)
  - Name of any other witnesses' present
  - An objective record of the observation/disclosure with exact words spoken by the child where applicable.
- ★ Record of consultation calls with the Safer team.
- ★ Reporting a concern to CADS form.
  - Details of the person reporting concern.
  - Details of the parent's permission to contact CADS.
  - Reason for not giving permission if relevant.
  - Parents occupation.

- Child's details as recorded on the initial written disclosure.
- Parent telephone details.
- Other significant family members/significant relationships.
- Other professionals involved.
- Details of the reason for referral.
- Where on the 'Continuum of needs' is the child.
- Any other relevant information.

★ Record (email) sent by CADS after a consultation call or a referral call.

We cannot guarantee confidentiality if there is a child safeguarding concern, as we will need to share these concerns with the Children's Advice and Duty Service. It is an expectation that we will seek consent to share information first unless to do so would place somebody at risk of harm or undermine a criminal investigation.

Information on this can be found on the NSCP website [Information Sharing and Confidentiality Policy | NSCP \(norfolkscp.org.uk\)](https://www.norfolkscp.org.uk)

**Staff will use the eight 'Golden rules' for information sharing as listed on the NSCP. These are:**

1. Safeguarding and promoting the welfare of a child will almost always be more important than protecting their confidentiality or the confidentiality of the person(s) responsible for their care and wellbeing.
2. Wherever it is **practicable and safe** to do so, discuss your concern(s) with the child's carer(s) and tell them who you intend to share information with, what information you will be sharing and why, unless that may put the child at risk of harm.
3. You do not need consent to share information.
4. Seek advice promptly if you are uncertain or do not fully understand the legal framework that supports information sharing – but do not leave a child at risk because you have concerns about the possible consequences of information sharing.
5. When sharing information, ensure you and the person or organisation that receives the information you have shared takes steps to protect the identities of any individuals (e.g. the child, a carer, a neighbour or a colleague) who might suffer harm if their details became known to an abuser or one of their associates.
6. Only share information with individuals or organisations that have a role in safeguarding the child or providing their family with support and only share the information they need to support the provision of their services. Sharing information with a third party rarely requires you to share an entire record or casefile: you must only share information that is necessary and proportionate for the intended purpose. That purpose should be made clear at the point when information is requested or provided.
7. Record the reasons for your information sharing decision, regardless of whether you decide to share information. When another practitioner or organisation requests information from you and you believe sharing information cannot be justified, explain why. Reconsider your decision if the requestor shares new information that might cause you to regard information you hold in a new light.
8. If information has been shared, then the subject(s) of that information sharing have the right to challenge and may have the right to erasure of the information if the sharing of information was not necessary or proportionate. However, the right to erasure does not apply if information has been shared based on 'legal obligation' or 'public task'.

### **Working with and supporting families**

★ The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers.

- ★ Parents are required to sign their child's registration documents to agree to follow all **Once upon a time's** policies and procedures. A full copy of our Safeguarding policy is sent as part of the family's welcome pack.
- ★ All additions and amendments to our policies are shared on the child's Tapestry account.
- ★ Our policies are available on our website [www.onceuponatime.org.uk](http://www.onceuponatime.org.uk)
- ★ If a referral or consultation about a child is made the nursery team will ensure they do all they can to work with the family and offer support where this is appropriate.
- ★ The nursery continues to welcome the child and the family whilst investigations are being made in relation to any abuse in the home situation.
- ★ We have a legal duty to assist other agencies with safeguarding enquiries.
- ★ Our welcome pack, given to every new parent, outlines that we do not have to seek consent from them, if there are serious concerns about harm or likely harm to their child. It explains our duty to share information with the relevant authorities if we have concerns about the welfare of their child.
- ★ We will work with any agencies appointed to support the family and the child.

### **British values and The Prevent Duty (September 2023)**

**Once upon a time** promotes fundamental British values:

- ★ Rule of law
- ★ Mutual respect and tolerance of different faiths and beliefs
- ★ Democracy
- ★ Individual liberty.

The statutory framework for the Early Years Foundation Stage sets standards for learning, development and care for children aged from 0-5, thereby assisting their personal, social and emotional development and understanding of the world and British values are promoted through this learning.

We use our Safeguarding policy alongside The Prevent Duty (2023) to ensure children's welfare is paramount and staff have regard for recognising signs of radicalisation and extremism. It is not our intention to intrude into families lives but, as with any safeguarding issue, if we have concerns from observing behaviour we have a duty to act.

### **The Prevent Duty In Norfolk**

**PREVENT** - is part of the UK's Counter-terrorism strategy [CONTEST](#). The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. The key terms to be aware of are:

**Extremism** - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.

**Radicalisation** - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

**Terrorism** - action that endangers/causes serious violence to a person/people, causes serious damage to property or seriously interferes with/disrupts an electronic system.

### **Responding to a concern (Notice – Check – Share)**

#### **Notice**

A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.

- ★ Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- ★ Expressing anger or extreme views towards a particular group such as a different race or religion.
- ★ Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

## Check

The next step is for the staff member or volunteer to speak to the Nursery Manager or Designated Safeguarding Lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

## Share

Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and emailed to: [preventreferrals-NC@Norfolk.police.uk](mailto:preventreferrals-NC@Norfolk.police.uk)

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

**For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.**

Additional [information and guidance on Prevent](#) is available on the Norfolk County Council website.

## We have the following policies which link to safeguarding children.

1. Online safety
2. Social media
3. Whistleblowing
4. Responsibilities of staff in an emergency
5. Non-collection of children
6. Health and safety
7. Data protection
8. Tapestry
9. Complaint's procedure
10. Technology
11. Nappy changing and toileting
12. Lone worker.
13. Sleep policy

## Contact numbers

Children's Advice and Duty Service (CADS)  
(Professionals only line)

**0344 800 8021**

Norfolk Children's Services  
(For parents and carers with concerns,  
or for professionals to use out of hours)

**0344 800 8020 (24 hours)**

Norfolk Police

101- In an emergency 999

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

Norfolk Safeguarding Children Partnership (NSCP)	<a href="http://norfolklscp.org.uk">norfolklscp.org.uk</a>
Safer Programme 01603 228966	<a href="mailto:safer@norfolk.gov.uk">safer@norfolk.gov.uk</a>
The Disclosure and Barring Service Regional Outreach Service	
<a href="https://www.gov.uk/guidance/the-dbs-regional-outreach-service">https://www.gov.uk/guidance/the-dbs-regional-outreach-service</a>	
Barnardo's	<b>0208 550 8822</b>
National Society for the Prevention of Cruelty to Children NSPCC	<b>0808 800 5000</b>
Ofsted	<b>0300 123 4666</b>
Norfolk County Council Early Years team	<b>0344 800 8020</b>

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And last updated: 3 February 2026**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

# Flowchart for Professionals

If you have immediate concerns for the welfare and safety of a child you need to call CADS on 0344 800 8021, you may also want to consider the need to call the police on 999.

