



Child Protection and Safeguarding Policy

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

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Links to Key Legislation and Guidance:

- Children's Act 1989 & 2004
- Children and Families Act 2014
- Statutory Framework for the Early Years Foundation Stage DfE 2021
- Information Sharing, HM Government 2018
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children DfE 2018
- Keeping Children Safe in Education DfE 2021
- What to do if you're worried a child is being abused, HM Government 2015
- The Equality Act 2010
- Safeguarding children and protecting professionals in early years settings: online safety considerations UK council 2019
- Revised Prevent Duty guidance: England & Wales, Home office 2021

Policy Statement

Working together 2018 states that Early Years providers should follow the key principles of the Children's Act 1989 & 2004, which states that the welfare of the children is paramount. It clearly highlights that safeguarding is the responsibility of anyone who works with children.

Early years providers must ensure that:

- They are alert to any issues of concern in the child's life
- Identify children and families who would benefit from early help, particularly those with additional needs or with existing known family concerns such as drug misuse or is at risk of being radicalised.
- They have and implement a policy and procedures to safeguard children.
- This must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff.
- The policy must cover the use of mobile phones and cameras in the setting.

- Staff must complete safeguarding training that enables them to understand their safeguarding policy and procedures, have up-to-date knowledge of safeguarding issues, and recognise signs of potential abuse and neglect.
- They must have a practitioner who is designated to take lead responsibility for safeguarding children within each early years setting and who must liaise with local statutory children's services as appropriate. This lead must also complete child protection training.
- Effectively share information with other agencies.

Our aim is to always create a safe environment for our children to thrive. Below are Busy Bees policies and procedures detailing how we intend to keep our children safe and what we would do if we had a concern about a child.

Safer Recruitment Procedure

Busy Bees requires all staff, students and volunteers to fully comply with all aspects set out in our safeguarding policies. We aim to ensure that all people working with children are suitable to do so and we are therefore extremely vigilant when recruiting new staff to join our team. When selecting a new applicant, we adopt an equality philosophy to ensure that stereotyping or discriminating does not occur during their recruitment process.

- We only use reputable newspapers, websites or local agencies to advertise vacancies, we may post on our own Facebook page and share on local groups.
- All applicants will be required to complete an application form and will then receive an email or phone call from the nursery to invite them for an interview should they be successful at the application stage.
- All short-listed applicants where possible will have their references checked prior to the interview.
- During the interview applicants will be told that if successful they will be asked to prove their identity, relevant qualifications, eligibility to work in the UK and disclose anything that might affect their enhanced disclosure.
- Detailed enquires will be made to fill in any gaps in their employment.

- The nursery manager or deputy will be present at the interview, and the final decision regarding employment will remain with the manager.
- The successful applicant will be informed that their job offer is conditional, dependant on the return of two satisfactory written references and a clear enhanced DBS.
- The successful applicant will be given a health declaration form to fill in for the manager's information. This is to inform the setting of any health issues or concerns that might affect their ability to work with children, such as being under the influence of drugs or alcohol. Any medication that might affect their abilities, would be referred for medical advice.
- New members of staff will not be allowed to work unsupervised until their DBS and references have all come back clear.
- Their progress will be monitored closely during a three-month probation period, which will commence once their employment has started. The probation period will be reviewed both before and after the three-month period to ensure high standards are maintained at all times.
- Only once the management is satisfied with clear checks and an excellent probation, then a permanent job offer will be made.
- Busy Bees keeps all records relating to employment of staff and volunteers, including their unique reference number of their DBS and the date it was obtained.
- All new staff are expected to join the update service.
- A record of their DBS number, a date of when it was issued and who and when it was check by shall be kept.
- A record of qualifications shall also be kept.

Induction for new staff

Our induction ensures that all new staff are made to feel welcome and quickly become confident members of the Busy Bees team. A separate procedure shall be followed for students, volunteers and visitors.

- Induction training shall be received to better understand crucial policies and procedures, including safeguarding and how to identify possible signs and symptoms of abuse, health and safety, fire procedures, accidents and administering medicines.
- New members of staff will be given access to all our nursery policies and procedures, and be given time to ask questions.
- Busy Bees does not allow staff to be under the influence of drugs or alcohol. Any medication taken for other illness' must ensure they do not affect their ability to work with the children and must be kept in the first aid cupboard, located in the kitchen.
- Time will be given to familiarise themselves with the building, health and safety and fire procedures.
- New members of staff will be given time to shadow other members of staff and getting to know and understand daily routines.
- New staff will be introduced to parents where possible when they drop off and collect their children.
- Our weekly planning will be explained, and how and why we deliver the EYFS.
- Our key person system and learning journeys will be explained, and support given when completing them.
- Nappy changing procedures will be explained.
- Where to find a list of emergency contacts for children.

Staff Training, Suitability & Supervisions

- Staff meetings are held at least once a term and all staff are expected to be present. Safeguarding is on the agenda at every meeting. In the event a member of staff cannot attend the meeting, minutes shall be taken and forwarded to that member.
- All staff are required to undertake safeguarding training every 2 years to help them to identify the signs and symptoms of abuse.

- Staff supervisions are regularly carried out throughout the year by manager and room leaders to ensure practice is always of high quality. Any concerns are reported immediately to the manager.
- During supervision catch ups, case studies about safeguarding shall be used to provide examples and staff shall be asked what action they would take. Discussions will then be had.
- At least one of the Designated Safeguarding Officers (DSO) will have safer recruitment training.
- The DSO and Deputy DSO will attend a child protection course in line with the local authority recommendations and have refresher training every 2 years.
- All staff have access to the safeguarding policy and an additional staff code of conduct is issued to each employer.
- Feedback following any safeguarding courses attended by the DSO shall be shared via staff meeting or email sent by management.
- Staff are reminded and asked to sign a disclosure during annual catch ups that they must disclose any convictions, cautions, court orders reprimands and warnings that may affect their suitability to work with children.
- If a member of staff was dismissed (or would have been had the person not left first) because they have harmed a child or put a child at risk, Busy bees would refer this to the Disclosure Barring Service and notify Ofsted within 14 days.

Visitors and Volunteers

All visitors, whether students, volunteers, work people such as builders, cook, and cleaners shall not be left unsupervised at any time. They must mark themselves in on the visitors register, and again sign out when they leave.

Mobile Phones, Devices, social media & Internet Safety for children and practitioners

It is our aim to have a clear policy which indicates acceptable use of such devices, that are clear, understood and adhered to by all parties concerned without exception. In order to achieve this aim, the following procedures are in place.

- Staff must not use personal mobile phones or electronic devices in the classrooms without specific consent from a manager.
- All staff must ensure that their mobile phones and devices are kept in the designated area, in the basket in the office during working hours.
- They can be used during break times, and must only be used in the kitchen, staff room or office area.
- Under NO circumstances must a mobile phone be used in the bathroom.
- The settings own devices shall be used to take photographs for observational purposes or sharing activities via social media. Under no circumstances shall personal devices be used.
- Personal mobile phones may be used on outings to make emergency phone calls only, under managerial consent.
- Once photos have been printed or shared on social media they must be deleted from the device.
- Images taken on the camera must be deemed suitable without putting the children in any compromising positions that might cause embarrassment or distress.
- Children's faces are not to be used on any social media. If a picture shows the identity of the child, you must cover it up or not use the photo.
- Staff are not usually permitted to contact parents using their mobile phones, however in an emergency, this may be necessary, for example nursery closure or when off site for forest school or a trip.
- Users bringing in their personal devices must ensure there is no illegal content on the device.
- If staff have a personal emergency, then they are free to use the settings land line to make their calls or use their mobile in the designated areas.
- It is the responsibility of all staff to be vigilant and to report any concerns to the nursery manager or deputy.
- Concerns will be taken seriously, logged and investigated appropriately.
- The manager or deputy reserves the right to check the content of any device brought into the setting.

- Staff are permitted to be friends with parents via social media as we recognised that we live in a rural community and most employees will already be friends with families, however reference to Busy Bees or a time when the child is at setting is not permitted unless using the Busy Bees Facebook page, this includes private social media messages.
- If anyone sees anything online about a member of staff or one of our families that makes them feel uncomfortable, they must report it to the DSO.

Designated Safeguarding Officer, their Roles and Responsibilities.

- The Manager of Busy Bees is the Designated Safeguarding Officer (DSO). They are responsible for ensuring all safeguarding policies are effective.
- In the DSO's absence it is the responsibility of the deputy manager to carry out these duties.
- The notice board in the entrance hallway displays full contact details.
- In the event where the allegation is made against or involving the DSO, then the nominated director must be contacted, again see notice board in hallway for contact details.
- The DSO will ensure all staff training is kept up to date by discussing safeguarding during every staff meeting.
- The DSO and DDSO will receive safeguarding training every 2 years.
- The DSO will ensure all induction training includes safeguarding, recognising signs and symptoms of abuse, the Prevent Duty and British values.
- The DSO is responsible for conducting any safeguarding investigations, reporting any concerns to the relevant parties, Hereford LA, Ofsted, LADO, police etc, and ensure effective record keeping is always maintained.

Using the Curriculum to Promote a Safe Environment

We introduce key elements of keeping safe into our day-to-day programme with the children to ensure they develop an understanding of why and how to keep safe. This may be during forest school where the children have opportunity to experiment with risk

taking, or during group discussion where we often talk about our feelings and what we may do if someone makes us feel unhappy or scared.

Our main aim is to provide an environment where the children feel secure and confident to share their experiences with us and building strong relationships with all our children supports this.

Child Absences

Parents are expected to inform Busy Bees if their child is going to be late, is or absent. If a child doesn't turn up to Busy Bees by 10.30, then staff will telephone to find out the reason, and make sure all is ok. Unexplained absences will be recorded in our settings registers.

Signs and Symptoms of Abuse

There may be many different signs and symptoms to look out for and this can vary from child to child. Below are some behaviours to look out for, possible signs of abuse and areas of abuse.

Look out for:

- A child's comments and conversations.
- Children with poor attendance.
- Children who are concerned about younger siblings without reason why.
- Children who shy away from being touched or flinch at sudden movements.
- Any reason to suspect neglect or abuse outside the setting, for example if you suspect a girl is at risk of female genital mutilation.
- Inappropriate behaviours displayed by a child.
- Inappropriate behaviour displayed by an adult, for example inappropriate sexual comments, excessive one to one attention or sharing inappropriate images.

Physical abuse

- Unexplained bruising, marks or possible signs of abuse or neglect, this may include bruising in unusual places, such as the inside of the leg.
- For a non-mobile infant all bruises must be referred to the LA safeguarding team.

Emotional abuse

- Child may appear withdrawn
- Parents blaming their problems on their children.
- Parents withdrawing their attention from the child, not showing or demonstrating signs of love.
- Parents name calling and humiliating their children.

Sexual abuse

- Child may display inappropriate interest in sexual acts.
- Soreness or bruising in the genital areas.

Neglect



When identifying neglect, it is the persistence behaviours or patterns of the following:

- Poor hygiene.
- Deterioration in a child's general well being, including dirty or ill-fitting clothes.
- Failure to receive basic health care or receive medical treatment.
- Children who are often angry, aggressive or even self harm.
- Significant changes in a child's behaviour
- Children who make strong efforts to avoid certain adults or really don't want to go home.

Early Help Assessment

Early intervention is key when it comes to supporting a family which may be experiencing some emerging needs. When this happens, we can carry out an early help assessment. This is aimed to identify the strengths of the family but also identifies what needs to change and who can support the family to enable this change.

More information can be found on Herefordshire Council website.

<h3>Early help for families</h3> <p>As a family or young person, there may be times when you need some extra support. If you can, talk to a professional you feel comfortable sharing this information with.</p> <p>They may suggest that all of the information is recorded on an Early Help Assessment form. With your consent, this form can be shared with other professionals and services that can offer additional support to you or your family.</p> <p>The Early Help Assessment form means you will not have to repeat the same story to different workers. An action plan is agreed with you to make sure you get the right sort of help.</p> 	<h3>How does Early Help work?</h3> <p>The Early Help Assessment is made up of 3 Parts</p> <p>Consent: This part consists of your consent and basic information about you or your family.</p> <p>Assessment to provide a in-depth description of: What is working well for your family, what are you worried about</p> <p>Action planning: What needs to happen to bring about change. The action plan will enable support to be coordinated from different agencies or professionals that may or may not already be supporting you and your family.</p> <p>Once the form is written, you receive a copy. The Early Help Assessment is only shared with those professionals and services that you require support from. The Early Help Assessment is owned by you and can be cancelled at your request at any time. A Key person may be appointed who will co-ordinate the services and review your support plan regularly with you.</p>	<h3>How will Early Help support be reviewed?</h3> <p>The Key person will agree with you the way in which your Early Help Assessment will be reviewed, through a Team around the Family (TAF) meeting or a Early Help Multi-Agency Meeting.</p> <ul style="list-style-type: none">• TAF meetings are small meetings that you attend alongside the different agencies needed to support you and your family.• Multi-agency Meetings (MAGs) have representatives from different agencies attending including health, education, children's centres, voluntary and community sector and local housing. You don't need to attend these, your key person will on your behalf. <p>The support you are receiving will be reviewed and if you require further support this can be put in place.</p> 
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Observations, Chronologies & Taking Action

Busy Bees carries out observations daily on all our children. These observations are used to record the children's development, but can also be used to monitor a child's behaviour. Alongside observation each child has a chronology. This is used to record any information that we feel may explain a potential change in a child's behaviour, show up any patterns in a child's development or home life experiences and ensures a time line is kept of key events in a child's life should we feel the need to refer to it at a later date.

If we suspect a child is at risk of being abused, we would follow four key steps:

Be alert

- Keep dated and timed observations and a record on the child's behaviour, actions and anything they say, only record what you see and hear, do not interpret.
- Record who made the observation.
- Where possible ask another practitioner to observe or listen in discretely.
- On the chronologies detail what you did next, did you revisit the same observation, what does this mean now, does this meet threshold?
- Do not play down the suspicion.

Question Behaviours

- Talk to the child, keep trying to build a trusting relationship so they feel they can open up.
- Have a bank of good questions and when asking questions wait a little longer for a response.
- Think the unthinkable to ignite your professional curiosity.

Ask for help

- Speak to the DSO.
- Contact the health visitor.
- Share your concerns with another colleague at Busy Bees.
- Speak to the school if the child has older siblings.
- Seek advice from NSPCC.

- Contact Herefordshire Safeguarding team, all information can be found on their website. Google Herefordshire Safeguarding.
- If appropriate complete an early help assessment.

Refer and share information

- Phone police if you feel the child's life is at immediate risk.
- Refer to Herefordshire's latest Safeguarding guidance 'right help right time level of needs'.
- Complete a multi-agency referral form.
- Notify Ofsted within 14 days of all serious incidents or accidents. Full guidance and how to notify found here:

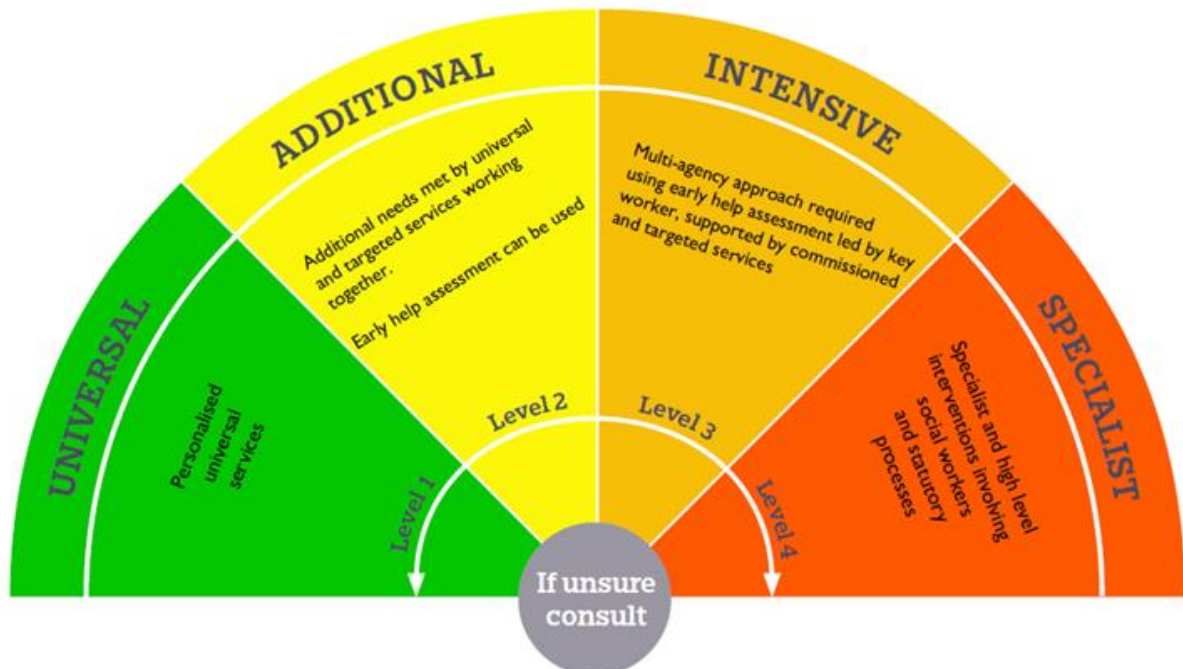
<https://www.gov.uk/guidance/childcare-significant-events-to-notify-ofsted-about>

<https://www.report-childcare-incident.service.gov.uk/serious-incident/childcare/update-incident/>

Professional Differences

- If you disagree with an outcome or another professional regarding a child protection concern all Busy Bees employees have a duty to escalate the concern. You must go back to your DSO or contact the MASH team for advice on escalation.

Right help Right Time



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Levels and Referral Routes	Needs	Services (examples)	Outcome
Level 1 Universal Open access to provision	All children and families who live in the area have core needs such as parenting, health and education	Early years, education, primary health care, maternity services, housing, community health care, children centre services Let's Play & Baby Let's Play and leisure services. Children are supported by their family and in universal services to meet all of their needs. WISH – Wellbeing, Information & Signposting Herefordshire website	Children and young people make good progress in all/ most areas of development
Level 2 Additional Two or three services work together to meet child and family needs, co-ordinated by a service and/or people who know the child/family best It may be helpful for these professionals to complete an Early Help Assessment but not essential at level 2. If no EHA a plan of actions with a review timeline to make sure that the help on offer is making a difference. This would be a plan established and managed by the leading agency	Children and families with additional needs who would benefit from or who require extra help to improve education, parenting and/or behaviour, or to meet specific health or emotional needs or to improve their material situation	Parenting programmes School holiday and short breaks provision for disabled children Extra health support for family members; behavioural support Housing support Additional learning support CAMHS tier 2 support to schools SEN support and help to find education and employment Speech and language therapy Children's centre services Services provided on a voluntary basis to families (these may be offered by volunteers and/or commissioned through a voluntary organisation)	The life chances of children and families will be improved by offering additional support
Level 3 Intensive An Early Help assessment to be completed by the agency which knows the family best or who the family trust with an outcome based support plan agreed by the family. There will be an identified Key Worker who will be the main link for the family and hold all the agencies involved to account to deliver their agreed support. Support from the special educational needs and disability service	Vulnerable children and their families with multiple needs or whose needs are more complex, such as children and families who: <ul style="list-style-type: none"> • have a disability resulting in complex needs • exhibit anti-social or challenging behaviour, including the expression of radicalised thoughts orientations. • suffer some neglect or poor family relationships • have poor engagement with key services such as school and health • are not in education or work long-term 	Due to the complexity of needs, especially around behaviour and parenting, a shared professional and co-ordinated plan is developed with the family. The assessment and plan is led by a Key Worker and the service is provided ONLY with the consent of the parents/carers A wide range of services might be involved in meeting the family's needs, e.g. CAMHS tier 3, adult mental health or drug/alcohol team Families needing substantial support to care for a disabled child, usually with the help of a social worker from the children with disability service	Life chances will be significantly impaired without co-ordinated multi-agency support
Level 4 Specialist Access requires a MARF Children's social care Child protection care proceedings Children in need Disposals with the Youth Justice Service Tier 4 CAMHS Hospital or hospice in-patient	Children and young people who have suffered or are likely to suffer significant harm as a result of abuse or neglect. This will include victims of child exploitation and also those at high risk of female genital mutilation (FGM) Children with significant impairment of function/learning and/or life limiting illness Children whose parents and wider family are unable to care for them Families involved in crime/misuse of drugs at a significant level Families with significant mental or physical health needs	Children's social care, youth offending service Criminal justice system Tier 3 and 4 CAMHS In-patient and continuing healthcare Fostering and residential care Health care for children with life limiting illness Services for children with profound and enduring disability Referrals have to be made to services with the power to undertake statutory non-voluntary intervention and services with specialist skills	Children and /or family members are likely to suffer significant harm/ removal from home/ serious and lasting impairment without the intervention of specialist services, very often using their statutory powers

British Values

Please refer to 'British Values' for how we promote British Values and how we identify concerns regarding criminal activity including The Prevent Duty, County Lines and Female Genital Mutilation.

Contextual safeguarding

We must have reference to how the wider community affects our children. At Busy Bees we keep up to date with what is going on within our community by following West Midlands Child Protection Procedures Site, updates from our LA and through having a curious mind within our immediate community to ensure we keep open minded about any issues that may occur.

Lock Down Policy

On rare occasion it may be necessary to lock down the nursery if there is risk that an unauthorised person has intent to cause harm, in such cases the following procedure will commence:

- Doors to classrooms will be closed and a piece of furniture used to barricade, such as toy box or table.
- One member of staff from each room to lock back doors, close windows and blinds.
- Children will be encouraged to go to the carpeted areas of the classrooms and keep as quiet as possible.
- Call 999
- If time and safe to do so, block any windows without blinds with paper.

Supporting Children Who Have Disclosed Abuse or Who Are at Risk

- The DSO would work closely with the child's key person to develop strategies to support this child.
- Advice would be sought from other professionals.
- The child would not be left by themselves or humiliated in any way, for example be made to talk openly about what the concerns are.

- The staff would be led by the child, supporting and listening when they instigate it, not be instigated by the adult.
- The staff would not ask any leading questions.
- Where appropriate a code word would be used to call another member of staff to listen to the conversation if the child is disclosing information that may be helpful, but so that the child was not aware of other listening ears, just of those that he or she chooses to speak to.

Informing Parents

Parents are normally the first point of contact.

- We discuss concerns with parents to gain their view of events unless we feel this may put the child in greater danger.
- We inform parents when we make a record of a concern in their child's file and that we also make a note of any discussions we have with them regarding the concern.
- If a suspicion of abuse warrants referral to social care, parents are informed at the same time that the referral will be made, except where the guidance of the SCYPIH does not allow this, for example, where it is believed that a child may be placed in greater danger. This will usually be the case where the parent is likely to be the abuser, in these cases social workers will inform the parents.

Supporting Families

- Within the provision the care and safety of the child is paramount. Busy Bees will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers.
- Where abuse is suspected at home, Busy Bees will continue to welcome the child and family while investigations proceed.
- A child that comes into the nursery with a bump or mark will be logged in our incident records. This form states the date, time, description of the injury and any next steps needed, then signed by the parent and member of staff.

Information Sharing and Confidentiality

Busy Bees recognises its responsibility to ensure personal information about our families is shared appropriately with other professionals and complies with GDPR.

We ensure any information shared remains confidential, and will not be discussed to anyone other than those involved with the child. All records of the child are kept in a locked cupboard.

When dealing with safeguarding concerns where possible Busy Bees appreciates will only share information with other agencies or professionals with prior consent from our families. However, if we feel there is a risk to the child then this may not be appropriate or safe to do so.

- Busy Bees gains written consent to liaise with other professionals when all children enrol.
- If referrals or information sharing is needed during the time a child is with us, then where possible we will seek further written consent from the family.
- Busy bees may share information with other agencies about the children, for example health visitors and local authority advisory teams.
- In the event where there is a concern to the safety of the child, then such consent will not be requested.
- The DSO or DDSO is responsible for correct information sharing procedures, for further guidance visit Information sharing advice for practitioners:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/721581/Information_sharing_advice_practitioners_safeguarding_services.pdf

Record Keeping

- A record of consent to share information shall be kept
- The child's chronology shall be kept.
- A record of conversations, copies of any referrals and meeting minutes shall be kept.
- All records will be kept in a separate file and will not be accessible to others in the nursery other than the manager, deputies or staff involved, as appropriate.

- When a child leaves Busy Bees a copy of their child protection file would be sent securely, with parental permission to the new setting within 5 days.
- All records regarding child protection shall be kept for until the child reaches 25 years of age.

Looked After Children

If Busy Bees had a looked after child in their care, the DSO and the DDSO would ensure that an individual plan was made for that child, detailing how we can best support them and their needs. We would liaise with any professionals involved, and more importantly do all that we could to make sure that the child felt safe and welcomed within our environment. Any additional training to support this child would be sought and delivered to the team at Busy Bees.

A care plan would be put into place where would consider the following:

- What contact arrangements were in place for the birth parents
- What level of observations would be needed?
- A detailed list of all professionals involved and how often contact is needed with the social worker involved
- A plan made for the settling in process
- The child's emotional needs and how they are to be met
- How any emotional problems that affect behaviour are to be supported?
- Their sense of self, culture, language etc and hoe this is to be supported
- Their need for sociability and friendship, their interests and abilities
- How any additional needs would be supported?

Missing Children

Busy Bees follows strict safety regimes during the day, we ensure the front door is kept locked, side gates are closed and risk assessments are carried out daily of the setting.

If we have an outing planned, such as forest school or a trip, registers are carried out before we leave the setting and head counts occur frequently during the outing. Where

the risk assessment highlights there is a greater risk of misplacing a child, for example when we visit the theatre, we would increase adult: child ratios.

If a child did become missing whilst in the care of Busy Bees the following procedures must be followed.

1. Once you have discovered that the child is missing you must inform all other staff immediately, the settings manager, any staff at the place you are visiting, telephone the school if at Busy Bees to check their school site.
2. You must keep all the other children safe, gather them in a group time, take a register, and remain in the classroom, closing all doors.
3. One to two members of staff must stay with the other children, whilst the rest of the staff check the building, gardens, toilets and other nearby areas.
4. If the child is not found within a reasonable amount of time, the police must be contacted on 999 followed the child's parents.
5. Record when and where the child was last seen.
6. If the police were contacted then Ofsted must be informed within 14 days of the incident.
7. Manger must contact the directors to carry out an investigation and report to RIDDOR.

Where a child became missing from the home the police and the local authority would be contacted and they would follow their own protocols. we would of course support the family in any way that we could.

Collection of Children

- Children will only be allowed to leave the setting with a parent or carer known to us or confirmed by the parent.
- Parents must inform Busy Bees staff to any changes of the person collecting their child. In the event of a parent failing to inform us, we would telephone the parent to confirm identity of the person collecting their child.

- If a parent informs us of a person collecting who is not on the nominated persons list on the admissions forms, the parent will be asked to ensure they provide that person with the child's personal password and a description of who the person is.
- If a parent is running late, we politely request that you contact the setting to inform us, to avoid any worry.

Collection of Children with Care Orders or Looked After Children

- If this applies to you, please inform the manager.
- Any necessary arrangements will be made and kept confidential.
- In some cases, proof of the care order may be requested and a meeting out of nursery hours may be required and advice sought from the local authority.
- Children will only be handed over to the parent named on the care order or their representative who must be introduced to the manager or deputy.

Failure to Collect Children

We expect our parents to inform us of any changes to the collection of their children. In the event that a child is not collected by an authorised adult at the end of a day, Busy Bees would put into practice the following procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child. We inform parents of this procedure to reassure them that if they were ever running late, that their child would be cared for in a safe and calm manner and environment.

1. Check message books, diaries and all staff for any changes in the child's collection
2. Go to the contact file. Parents of the children are asked to provide the following information which is recorded on their booking form: telephone numbers of parents- home, work, mobile, and two emergency contact details, we would use this to start making contact
3. All reasonable attempts will be made to contact the parents or nominated carers.
4. The child will stay at Busy Bees in the care of two employees until the child is collected safely.

5. If no one can be contacted and no one collects the child by 7.00pm we will contact the manager who will contact the MASH team, follow their advice, phone the police if needed, and then notify Ofsted within 14 days.

Allegations Against a Member of Staff

We ensure that all parents know how to make a complaint about the behaviour or actions of staff or volunteers, which may include an allegation of abuse. Inappropriate behaviour includes:

- inappropriate sexual comments,
- excessive one to one attention beyond the requirements of their usual role and responsibilities,
- Inappropriate sharing of images.

If an allegation is made against a member of staff, student or volunteer, the investigation will be made by the DSO in conjunction with the board of directors.

If the allegation is made against the manager the investigation will be carried out by the board of directors, whilst seeking advice from the SCYPIH.

- On receipt of an allegation, the investigating officer will initially find out if the incident could have occurred when stated, for example if the member of staff in question was present on the date of the suspected incident, would staff supervision have made the incident possible.
- We would refer such complaints immediately to the LADO team to seek support and follow guidance from SCYPIH, contact social services and or the police, if appropriate, and then inform Ofsted of the allegation within 14 days.
- If the allegation was deemed serious the member of staff may be suspended, they will not be allowed to visit the setting or have contact with other members of staff or families involved with the setting. They will be allowed to receive newsletters, and any other information that may help them feel connected to the setting whilst the investigation is happening.

Depending on the outcome of the investigation, the member of staff will either:

- Return to work
- Be dismissed following disciplinary procedures.

- Follow disqualification guidance set out in the Statutory Framework for the Early years Foundation Stage.

Review of Policies

A full review of all policies and procedures are carried out as part of an annual process. Alongside this where any investigation to ascertain how the incident or allegation could have happened a full review and report shall be carried out again and records of this kept.

Any member of staff disqualified would have a referral made to the Disclosure Barring Service and Ofsted would be notified within 14 days. We would also take any appropriate action to ensure the safety of our children.

Useful Contact Numbers

- Multi Agency Safeguarding Hub (MASH): 01432260800
- Emergency Duty Team when MASH are unavailable 01905768020
- Local Authority Designated Officer (LADO): 01432 261739
- Children's Help and Advice Team (CHAT): 01432260261
- Ofsted: 03001231231 Reference: ey270241
- NSPCC: 08088005000
- Childline: 08001111
- Police: 101 or 999 if someone is in immediate danger

Always check the LA's website for up-to-date telephone numbers.