



1.3 Safeguarding Procedure

Child protection is provided by Customer First which supplies support for families whose Children are in need of Safeguarding to promote their welfare and upbringing.

Referrals of Child Abuse

If a child arrives at nursery staff should:

- Ensure immediate medical attention is given if necessary.
- Ask parents how the injuries occurred.
- Explanations, however puzzling should be accepted and accusations should not be made.
- Make a written record, including diagrams of observations and explanations given.
- A body map must be completed, signed and dated.
- Have a witness whenever possible - This recording of information is to ensure that reasonably full and clear information is obtained to be able to make an appropriate referral to Customer First if necessary.
- If parents are able to explain the injury with a satisfactory answer, this should be recorded and reported to the DSL (DESIGNATED SAFEGUARDING LEAD) with no further action taken at this time.
- If you still have concerns or are not fully satisfied with the explanation, even if you think the injury may have been caused accidentally, you must contact Customer First and request further advice from a duty social worker. At this point you do not have to make a full referral, however you may be advised to do this.
- If you suspect that the injuries have been caused by assault or by failure to protect the child you must tell the DSL as soon as possible. If your DSL is unavailable you must contact the chair of the management committee who over sees any safeguarding issues without delay. ('Without delay' means immediately, or at the latest by the end of your of the session) disciplinary action will be taken if this procedure is not followed.

Suspicion of Abuse

If throughout a conversation or other contact with the child you have cause to suspect physical, sexual or emotional abuse or neglect of a child in your care, you should:-

- Listen to what the child says.
- Be comforting and sympathetic.
- Ensure that the child feels as little responsibility as possible.
- It is particularly important not to make any suggestions to the child regarding how the incident may have happened, therefore do not question the child except to clarify what He/she is saying.
- Use reflective practice.
- Write down on our red concern slips exactly what the child says, or what actions concern you, and what you have said in response. Sign and date it.
- Do not make assumptions about whom the allegations might concern.
- If a member of staff may be involved, appropriate steps must be taken to ensure the safety of the child and other Children.

- Inform the member of staff in charge of your suspicions and the DSL.
- The DSL will contact without delay, 'Customer First' who will then make a referral to the Duty Social Worker for the district in which the child lives, or the Emergency Duty Team if out of office hours.
- The DSL will then contact the chair of the board of trustees who oversees all safeguarding issues as soon as possible.
- If contact was made via telephone, a report should be written and sent to Social Services within 48 hours.
- Once a child is referred to Social Services they and the Area Child Protection Committee will make an assessment of the child's needs.

Allegations against staff

- We ensure that all parents and staff know how to complain about the behaviour or actions of the staff and volunteers within Woodlands Pre-school.
- Where an allegation or concern is disclosed to another member of staff they will immediately complete a red record of concern slip and contact the DSL or ADSL without delay.
- Where a member of staff is concerned about a colleagues behaviour they will fill out a red slip and inform the DSL of their concerns.
- The DSL will contact the Safeguarding Trustee who will oversee the safeguarding issue as soon as possible.
- The employee will be suspended on full pay.
- Either the Safeguarding trustee or DSL/ADSL will contact LADO (Local authority designated officer) and refer the complaint for them to investigate.
- The Safeguarding trustee will seek advice from LAWCALL (part of the Pre-school Learning Alliance) and follow the necessary policies and procedures when dealing with the member of staff.
- If LADO feels the concern or complaint is a to be investigated "in-house" then a full investigation will begin.

In – House investigation is as follows

- One member of the board will interview all staff etc and write up findings.
- Another 3 members of the board will read findings and decide on the appropriate action to take again seek advice from LAWCALL where needed.
- The chair or vice chair will implement the changes into the setting.

At all times the board of trustees, chair and DSL will seek advice. They will also inform Ofsted of all complaints made against staff.

Subsequent Action

Following such a referral, enquiries will be undertaken by Social Services and possibly the Police. Staff may be required to provide statements and attend an Initial Child Protection Conference.

- If you have reported an incident to your DSL and no action is taken,
- You must then report it to the chairman. If still no action has been taken
- You must then report it to Customer First yourself.
- Once you have reported the incident to Customer First you must then tell your DSL that you have done this.

The preschool has the right to share any information regarding the child protection with other childcare professionals. All information will be kept confidential.

Children's Services Telephone Numbers

Suffolk's safeguarding Board Website - http://www.suffolkscb.org.uk/	- If you are a member of the public making a referral call 0808 800 4005 - If you are a professional making a referral call 03456 066 167 -If you are a professional wanting guidance on making a referral call 03456 061 499
Ofsted	0300 123 4666
MASH (Multi-Agency Safeguarding Hub)	0345 6061499
Customer First	0808 800 4005
Suffolk Police Main Switchboard	101 or 01473 613500
NSPCC	0808 800 5000 Email - help@nspcc.org.uk.
LADO	0300 123 2044