



Safeguarding and Child Protection Policy

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Child Focused Approach to Safeguarding

'All children deserve the care and support they need to have the best start in life. Children learn and develop at a faster rate from birth to five years old than at any other time in their lives, so their experiences in early years have a major impact on their future life chances. A secure, safe, and happy childhood is important in its own right. Good parenting and high-quality early learning provide the foundation children need to fulfil their potential.'

'Children learn best when they are healthy, safe, secure, when their individual needs are met, and when they have positive relationships with the adults caring for them.'

Early Years Foundation Stage (EYFS)

Introduction

- Flying Start Preschool will provide a high-quality, welcoming, safe, and stimulating environment where children can enjoy learning and grow in confidence.
- Flying Start Preschool will provide age-appropriate educational opportunities to enable early years children to develop positive relationships, self-regulation, social and emotional understanding, communication, language and understanding to help them understand how to keep themselves safe, and the importance of being kind to others.
- We recognise that as an early years education provider, we play an essential role in helping children to understand and identify the parameters of what is appropriate child and adult behaviour; what is 'safe'; to recognise when they and others close to them are not safe; and how to speak to trusted adults who can support them when they are concerned. Children at Flying Start Preschool will be listened to and heard and their concerns will be taken seriously and acted upon as appropriate.
- Flying Start Preschool recognise that a one size fits all approach may not be appropriate for all children, and a more personalised or contextualised approach for more vulnerable children, victims of abuse and some SEND children might be needed.
- Flying Start Preschool believes that all those directly involved with our setting have an essential role to play in making it safe and secure. Our setting aims to create the safest environment within which every child can achieve their full potential. All children (defined in law and in this policy as those up to the age of 18) have a right to be heard and to have their wishes and feelings taken into

account and all children regardless of age, sex (gender), ability, culture, race, language, religion or sexual identity or orientation, have equal rights to protection.

- Flying Start Preschool recognises our statutory responsibility to safeguard and promote the welfare of all children. All members of our community (staff, volunteers, leaders, parents/carers, wider family networks, and children) have an important role in safeguarding children and making our community safe and secure.
- Staff working with children at Flying Start Preschool will maintain an attitude of ‘it could happen here’ where safeguarding is concerned. When concerned about the welfare of a child, staff will always act in the best interests of the child and if any member of our community has a safeguarding concern about any child or adult, they should act and act immediately.

As part of the safeguarding ethos of our setting, we are committed to:

- Maintaining children’s welfare as our paramount concern.
 - Developing a child-centered environment and fostering an open and positive organisational culture in which children feel safe, secure, valued, and respected, confident to talk openly and are sure of being listened to.
 - Developing appropriate and positive relationships between children and the adults that care for them, including working with both parents (where possible/appropriate) to ensure the welfare of all children, including, where necessary, the need to refer to other agencies when safeguarding concerns arise.
 - Using age-appropriate learning opportunities to help early years children understand and identify the parameters of what is appropriate child and adult behaviour; what is ‘safe’, to recognise when they and others close to them are not safe, and how to seek advice and support if they are concerned.
 - Ensuring all staff have regular and appropriate training (including induction) to enable them to recognise the signs and symptoms of abuse and ensure they are aware of our procedures and reporting mechanisms.
 - Monitoring children who have been identified as “in need”, including the need for protection and implementing specific interventions and taking action for those who may be at risk of harm.
 - Keeping confidential child protection records, which are stored securely and shared appropriately, including with other professionals.
 - Developing effective and supportive liaison with other agencies to ensure children are safeguarded where concerns arise.
- The procedures contained in this policy apply to all staff, temporary or third-party agency staff and volunteers. This policy applies where there are any child protection concerns regarding children who attend the settings but may also apply to other children connected to the setting, for example, siblings or students on student/work placements (under 18s).
 - Flying Start Preschool adheres to the Surrey Safeguarding Children Partnership (SSCP) safeguarding children’s procedures. The full SSCP procedures,

documents and additional guidance relating to specific safeguarding issues can be found on the [Surrey Safeguarding Children Partnership](#) website

Policy context

This policy is implemented in accordance with our compliance with the current statutory guidance as issued by the Department for Education [Early Years and Foundation Stage \(EYFS\)](#), specifically listed in section 3: the safeguarding and welfare requirements.

This policy has been developed in accordance with the principles established by the Children Acts 1989 and 2004; and related to national and local guidance. This includes but is not limited to:

- [Statutory Framework for the Early Years Foundation Stage \(EYFS\) for group and school-based providers](#)
 - [Keeping Children Safe in Education 2025](#)
 - [Working Together to Safeguard Children 2026](#)
 - [Early years inspection: toolkit, operating guide and information](#)
 - [Surrey Safeguarding Children Partnership protocols, guidance and procedures](#)
 - [Continuum of Support for Children and Families Living in Surrey](#)
 - [Childcare Act 2006](#)
 - [Disqualification under the Childcare Act 2006 \(updated 2019\)](#)
 - [FGM Act 2003 Mandatory Reporting Guidance 2015 \(updated January 2020\)](#)
 - [‘What to do if you are worried a child is being abused’ 2015](#)
 - [Information sharing: advice for practitioners providing safeguarding services](#)
 - [The Education Act 2002](#)
 - [The Human Rights Act 1998](#)
 - [The Equality Act 2010 \(including the Public Sector Equality Duty\)](#)
-
- Flying Start Preschool will follow local or national guidance in response to any emergencies. We will amend this policy and our procedures as necessary but regardless of the action required, our safeguarding principles will always remain the same and the welfare of the child is paramount.
 - This policy will be evaluated at least annually, and will be revised as necessary, so that it reflects the current safeguarding issues and challenges, including lessons learnt. The policy will also be updated after any national or local changes, major local or national safeguarding incidents and/or learning, and/or any modifications to our own procedures.
 - All staff (including temporary staff and volunteers) will be provided with a copy of this policy and Part One and/or Annex A of KCSIE as appropriate. This can be found online and copies kept in the safeguarding folder in the office. Copies will be disrupted every September.

Parents/carers can obtain a copy of our Child Protection Policy and other related policies on request. Additionally, our policies can be viewed via our website: <https://www.flyingstartmolesey.com/policies>

- This policy is one of a series of our integrated safeguarding portfolio and should be read and actioned in conjunction with the policies listed below:
 - Absence
 - Attendance
 - Arrivals and departures
 - Behaviour management, including use of physical intervention
 - Complaints
 - Critical Incident
 - Data protection and Confidentiality
 - Emergency procedures, such as evacuations and lockdowns
 - Fire Safety
 - Flu Pandemic
 - Health and safety
 - Healthy eating
 - Hygiene Policy
 - Image use
 - Lock Down and Bomb Threat
 - Lost Child (from outing and preschool)
 - Managing allegations against staff
 - Medication
 - Mobile phone, cameras and all other electronic devices
 - Online safety
 - Personal and intimate care, including toilets and intimate hygiene
 - Procedures in the event of a child not being collected
 - Risk assessments, such as trips/outings, use of technology, environment
 - Safer recruitment
 - Sickness and Illness
 - Sleeping policy
 - Social Networking
 - Code of conduct
 - Lone Working
 - Visitors' policy
 - Whistleblowing

Supporting Guidance (to be read and followed alongside this document)

- What to do if you are worried a child is being abused
- Keeping Children Safe in Education (KCSIE)
- Education Inspection Framework (EIF) and 'Early years inspection handbook' Ofsted
- Guidance for Safer Working Practice for Adults who Work with Children and Young People in Education Settings - Safer Recruitment Consortium
- Safeguarding children and protecting professionals in early years settings: online safety considerations UK Council for Internet Safety (UKCIS)

Definition of safeguarding

- In line with 'Working Together to Safeguard Children', safeguarding and promoting the welfare of children is defined for the purposes of this policy as:
 - providing help and support to meet the needs of children as soon as problems emerge.
 - protecting children from maltreatment, whether that is within or outside the home, including online.
 - preventing impairment of children's mental and physical health or development.
 - ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
 - promoting the upbringing of children with their birth parents, or otherwise their family network, whenever possible and where this is in the best interests of the child(ren).
 - taking action to enable all children to have the best outcomes.
- Safeguarding "***is everyone's responsibility***" and everyone who comes into contact with children and families has a role to play. Everyone should consider wider environmental factors in a child's life that may be a threat to their safety and/or welfare.
- Child protection is part of safeguarding and promoting the welfare of all children and is defined as activity that is undertaken to protect specific children who are suspected to be suffering, or likely to suffer, significant harm. This includes harm that occurs inside or outside the home, including online.
- Our setting acknowledges that safeguarding includes a wide range of specific issues including (but not limited to):
 - Abuse and neglect
 - Bullying, including cyberbullying
 - Child-on-child abuse
 - Children with family members in prison
 - Children who are absent or missing from education
 - Child missing from home or care
 - Child Sexual Exploitation (CSE)
 - Child Criminal Exploitation (CCE)
 - Contextual safeguarding (risks outside the family home)
 - County lines and gangs
 - Domestic abuse
 - Drugs and alcohol misuse
 - Fabricated or induced illness
 - Faith abuse
 - Gender based abuse and violence against women and girls
 - Hate
 - Homelessness
 - Human trafficking and modern slavery
 - Mental health

- Nude or semi-nude image sharing, also known as youth produced/involved sexual imagery or “Sexting”
 - Online safety
 - Preventing radicalisation and extremism
 - Private fostering
 - Relationship abuse
 - Serious violence
 - Sexual violence and sexual harassment
 - So-called ‘honour-based’ abuse, including Female Genital Mutilation (FGM) and forced marriage
 - ‘Upskirting’
- Annex B of ‘Keeping Children Safe in Education’ (KCSIE) contains important additional information about specific forms of abuse and safeguarding issues. Staff at the setting who work directly with children will read part one and annex B of KCSIE.
 - If staff have any concerns about a child’s welfare, they should act on them immediately. They should follow this policy and speak to the Designated Safeguarding Lead (or deputy).

Safer Organisational Culture

- As part of our safeguarding practice, we are committed to creating and embedding a culture of openness, trust and transparency. Our values and expectations, as outlined in the Code of Conduct Policy, will be consistently promoted, modelled, monitored and reinforced by all staff. Any concerns raised will be taken seriously and responded to promptly, professionally and appropriately.
- Our setting will ensure processes, training and support is in place for staff to promote continuous vigilance, maintain an environment that deters and prevents abuse and challenges inappropriate behaviour.
- All members of staff are required to work within our clear guidelines on safer working practice as outlined in our staff code of conduct policy.
- Staff will be made aware of our behaviour management, physical intervention and health and safety policies. Staff will manage behaviour effectively to ensure a good and safe educational environment and will have a clear understanding of the needs of all children. Any physical interventions, use of reasonable force, safer eating approaches and use of first aid will be in line with our agreed policy and procedures, and national guidance.
- All staff will be made aware of the professional risks associated with the use of social media and electronic communication (such as email, mobile phones, texting, social networking). Staff will adhere to relevant policies including staff code of conduct policy, mobile and electronic devices and social media.
- All staff and volunteers should feel able to raise any concerns about poor or unsafe practice and potential failures in our safeguarding regime. The

leadership/management team at Flying Start Preschool will take all concerns or allegations received seriously.

- All members of staff are made aware of our Whistleblowing procedure chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.childrensworkshopmolesey.co.uk/_files/ugd/c8e7ee_42cf0ca2a8af41429d590857fa73e3ce.pdf which is to be used to raise concerns about poor or unsafe practice.
 - It is a disciplinary offence not to report concerns about the conduct of a colleague that could place a child at risk, however where a staff member feels unable to raise an issue or feels that their genuine concerns are not being addressed, other channels are open to them.
 - Staff can access the NSPCC whistleblowing helpline if they do not feel able to raise concerns regarding child protection failures internally. Staff can call 0800 028 0285 (8:00 AM to 8:00 PM Monday to Friday) or email help@nspcc.org.uk.
 - Ofsted provides guidance on how to make complaints about a childcare provider.
 - General guidance on whistleblowing can be found via [Whistleblowing for employees](#).
- Staff are encouraged and should feel confident to self-refer to the DSL, if they have found themselves in a situation which could be misinterpreted, might appear compromising to others, and/or on reflection they believe they have behaved in such a way that they consider falls below the expected professional standards. This includes where concerns may be felt to be deliberately invented or malicious; such allegations are extremely rare and as such all concerns should be reported and recorded.
- Flying Start Preschool has a legal duty to refer to the Disclosure and Barring Service (DBS) anyone who has harmed, or poses a risk of harm, to a child, or if there is reason to believe the member of staff has committed one of a number of listed offences, and who has been removed from working (paid or unpaid) in regulated activity or would have been removed had they not left. The DBS will consider whether to bar the person.
 - If these circumstances arise in relation to a member of staff at our setting, a referral will be made as soon as possible after the resignation or removal of the individual in accordance with advice from the LADO.
- As a registered childcare provider, Flying Start Preschool has a duty to inform Ofsted of any allegations of significant events. This includes but is not limited to serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). We will also notify Ofsted of the action taken in respect of the event. Notifications will be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made and we are aware that to not do so would be an offence.

Roles and Responsibilities

Leadership & Management

- The manager/registered person has strategic responsibility for our safeguarding arrangements and will comply with their duties under legislation. The manager/registered person will have regard to the EYFS guidance and will ensure our policies, procedures and training are effective and comply with the law at all times.
- The manager/registered person will facilitate a whole setting approach to safeguarding which involves everyone. They will ensure that safeguarding and child protection are at the forefront and underpin all relevant aspects of process and policy development, so that all systems, processes, and policies operate with the best interests of the child at their heart. The registered person/manager will ensure that our child protection and safeguarding policies and procedures are understood and followed by all staff.
- The registered person/manager will ensure that the Designated Safeguarding Lead is supported in their role and is provided with sufficient time so they can provide appropriate support to staff and children regarding any safeguarding and welfare concerns.
- The registered person/manager are aware of their obligations under the Human Rights Act 1998, the Equality Act 2010, (including the Public Sector Equality Duty), and the local multi-agency safeguarding arrangements set out by the Surrey Safeguarding Children Partnership (SSCP)
 - This includes but is not limited to safeguarding all members of our community (for example, staff, children, parents/carers, and other family members) identified with protected characteristics within the Equality Act: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
 - For further information about our approaches to equality, diversity, and inclusion, please access our policies on our website.
<https://www.flyingstartmolesey.com/policies>

Designated Safeguarding Lead (DSL)

- The EYFS states '*a practitioner must be designated to take lead responsibility for safeguarding children in every setting*'.
 - Sarah Maynard is appointed as the Designated Safeguarding Lead (DSL) for our setting.
- The setting has also appointed Deputy DSLs who will have delegated responsibilities and act in the DSLs absence.
 - Sam Smith (Deputy)

- The DSL will attend appropriate and specific training in line with annex C of the EYFS to provide them with the knowledge and skills required to carry out their role. Deputy DSLs will be trained to the same standard as the DSL.
- In line with annex C of EYFS, the DSLs training will be renewed at least every two years. In addition, their knowledge and skills will be regularly updated through a variety of methods to maintain their skills and knowledge, keep up to date with any changes to national or local safeguarding practice/procedures, or as a result of any safeguarding concerns that occur in the setting.
- The DSL has overall responsibility for the day-to-day oversight of safeguarding and child protection systems (including online safety) in the setting. Whilst the activities of the DSL may be delegated to the deputies, the ultimate lead responsibility for safeguarding and child protection remains with the DSL and this responsibility will not be delegated.
- It is the role of the DSL to:
 - provide support, advice and guidance to all staff on an ongoing basis, and on any specific safeguarding issue as required.
 - Maintain a confidential recording system for safeguarding and child protection concerns.
 - Coordinate safeguarding action for individual children.
 - When supporting children with a social worker or looked after children, the DSL should have the details of the child's social worker in the authority that looks after the child.
 - Liaise with other agencies and professionals in line with EYFS and WTSC, including local statutory children's services agencies, and the Surrey Safeguarding Children Partnership.
 - Ensure that locally established procedures as put in place by the three safeguarding partners as part of the Surrey Safeguarding Children Partnership (SSCP) procedures, including referrals, are followed, as necessary.
 - Represent, or ensure the setting is appropriately represented at multi-agency safeguarding meetings (including child protection conferences).
 - Managing and monitoring the setting's role in any multi-agency plan for a child.
 - Being available during setting hours for staff to discuss any safeguarding concerns and ensuring adequate and appropriate DSL cover arrangements in response to any closures and out of hours and/or out of term activities.
 - Taking lead responsibility for online safety, including understanding the filtering and monitoring systems and processes in place.
 - Ensuring all staff access appropriate safeguarding training and relevant updates in line with the recommendations within EYFS.
 - Liaise with the registered person/manager to inform them of any safeguarding issues, especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations.

Members of staff

- The welfare requirement of the EYFS requires providers *'to take all necessary steps to keep children safe and well'* and accordingly, everyone involved in the care of young children has a role to play in their protection.
- Our staff are in a unique position to observe any changes in a child's behaviour or appearance, may be able to identify concerns early, provide help and support for children, promote children's welfare and prevent concerns from escalating.
- All members of staff have a responsibility to:
 - provide a safe environment in which children can learn.
 - be alert to any issues of concern in a child's life at home or elsewhere.
 - be aware of the indicators of abuse, neglect and exploitation so that they can identify cases of children who may need help or protection.
 - know what to do if a child tells them that they are being abused, neglected, or exploited and understand the impact this can have upon a child.
 - be prepared to identify children who may benefit from early help, including understanding the early help process and their role in it.
 - understand our settings safeguarding policies and systems.
 - undertake and engage in regular and appropriate training on a regular basis
 - be aware of the local process of making referrals to children's social care and statutory assessment under the Children Act 1989.
 - know how to maintain an appropriate level of confidentiality.
 - ensure that adequate supervision of children is implemented in line with our policy expectations, including that whilst children are eating, they must be within sight and hearing of an adult.
 - reassure children who report concerns that they are being taken seriously and that they will be supported and kept safe.
- Staff at Flying Start Preschool recognise that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as being abusive or harmful. This should not prevent staff from having professional curiosity and speaking to a DSL if they have any concerns about a child.
- Staff at Flying Start Preschool will determine how best to build trusted relationships with children and parents/carers which facilitate appropriate professional communication in line with existing and relevant policies, for example, our behaviour policies.

Children

- Children have a right to:
 - Feel safe, be listened to, and have their wishes and feelings taken into account.

- Confidently report any worries, knowing their concerns will be treated seriously, and they can safely express their views and give feedback.
- Receive help from a trusted adult.
- Learn how to keep themselves safe, including online.

Parents and carers

- Parents/carers have a responsibility to:
 - Understand and adhere to any relevant setting policies and procedures.
 - Talk to their children about safeguarding issues and support the setting in their safeguarding approaches.
 - Identify behaviours which could indicate that their child is at risk of harm including online.
 - Seek help and support from the setting or other agencies.

Safeguarding and Child Protection procedures

Recognising indicators of abuse, harm, neglect and exploitation

- Staff will maintain an attitude of ‘it could happen here’ where safeguarding is concerned. When concerned about the welfare of a child, staff will always act in the best interests of the child.
- All staff are made aware of the definitions and indicators of abuse, harm, neglect and exploitation as identified by ‘Working Together to Safeguard Children’ and ‘Keeping Children Safe in Education’. This is outlined locally within the Surrey Continuum of Support for Children and Families Living in Surrey and the Continuum of Support indicators document.
- Flying Start Preschool recognise that when assessing whether a child may be suffering actual or potential harm there are four categories of abuse (for more information, see appendix one):
 - Physical abuse
 - Sexual abuse
 - Emotional abuse
 - Neglect
- All members of staff are expected to be aware of and follow the ‘What to do if you are worried a child is being abused’ guidance if they are concerned about a child. The four key steps are followed to help identify and respond appropriately to possible abuse and/or neglect – Be alert, Questions behaviour, Ask for help, Refer.
- All staff are made aware that early information sharing is vital for the effective identification, assessment, and allocation of appropriate service provision, whether this is when problems first emerge, or where a child is already known to

other agencies. Staff will not assume a colleague, or another professional will act and share information that might be critical in keeping children safe.

- Flying Start Preschool recognises that concerns may arise in many different contexts and can vary greatly in terms of their nature and seriousness. The indicators of child abuse, neglect, harm and exploitation can vary from child to child. Children develop and mature at different rates, so what appears to be worrying behaviour for a younger child might be normal for an older child. It is important to recognise that indicators of abuse, neglect, harm and exploitation do not automatically mean a child is being harmed, however all concerns should be taken seriously and will be explored by the DSL on a case-by-case basis.
- Parental behaviours can indicate child abuse, neglect, harm and exploitation; staff will be alert to parent-child interactions or concerning parental behaviours; this could include parents who are under the influence of drugs or alcohol or if there is a sudden change in their mental health.
- Children may report abuse, neglect, harm and exploitation happening to themselves, other children, or their family members. All reports made by children to staff will be taken seriously and will be responded to in line with this policy.
- Safeguarding incidents and/or behaviours can be associated with factors and risks outside the setting. Children can be at risk of abuse, neglect, harm and exploitation in situations outside their families; extra-familial harms take a variety of different forms and children can be vulnerable to multiple harms including (but not limited to) sexual exploitation, criminal exploitation, sexual abuse, serious youth violence and county lines.
- Flying Start Preschool recognises that technology can be a significant component in many safeguarding and wellbeing issues; children are at risk of abuse, neglect, harm and exploitation online from people they know (including other children) and from people they do not know; in many cases, abuse will take place concurrently via online channels and in daily life.
- Flying Start Preschool recognises that some children have additional or complex needs and may require access to intensive or specialist services to support them.
- In all cases, if staff are unsure of what action to take, they will always speak to the DSL (or deputy).

Bruising, unexplained marks or injuries in babies and children

Our setting recognises that children, who are mobile, will sustain bruises in the course of normal childhood activities and play. Parents are asked to notify staff of any bruises or injuries that have occurred outside the setting, at drop off. These will be recorded on a Pre-Existing Injury form. These will be collated into the child's folder.

- However, bruising is the commonest presenting feature of physical abuse in children. Vulnerabilities can include children who are not mobile, children with disabilities, living in a household where there is mental health issues, substance and alcohol misuse, learning disabilities, and domestic abuse. There are some skin markings that can look similar to bruises and there are medical conditions that can cause bruising. Therefore, on registering a baby or child at our setting, we will request to see the child's personal child health record (PCHR), also known as the "red book" to identify if any birth marks are recorded and also seek information from parents.
- Where a staff member identifies a mark or bruise upon a baby or child, they will consider the location, pattern and number of marks.
- Patterns of bruising suggestive of physical child abuse include:
 - Bruising in children who are not independently mobile
 - Bruises in clusters
 - Bruises on ankles and/ or wrists that look like ligature marks
 - Bruises that are accompanied by petechiae, in the absence of underlying bleeding disorders. (Petechiae – tiny red/ purple spots under the skin or in the mucous membranes (mouth or eyelids))
 - Bruises that are away from bony prominences
 - Bruises to the face, eyes, ears, neck, trunk, arms, feet, buttocks, and hands
 - Multiple bruises of uniform shape
 - Bruises that carry the imprint of hand shape, stick, teeth marks, implement used or ligature
- Staff will also consider if the explanation provided for the bruise or mark is:
 - Not available/no explanation offered
 - Inadequate and unlikely (e.g., a bruise on the chest of a baby from rolling onto a dummy/toy, bruises caused by safety straps etc)
 - Inconsistent with the child's development stage (e.g., sustained when rolled off bed when child not yet rolling)
 - Inconsistent explanation over time or a confused account
- Our staff will use body maps to record bruising where there are concerns about non accidental injury. No images of bruising, marks or injuries will be taken by staff.
- Staff will follow SSCP procedures to:
 - Seek emergency treatment at an Emergency Department (ED) in liaison with parent/ carer (where appropriate and where child is not placed at further risk of harm)
 - Make an immediate referral to C-SPA using a [Request for Support Form](#)
 - Seek guidance on the appropriate course of action using the **C-SPA Child Protection Consultation Line 0300 470 9100 Option 3**

Responding to child protection concerns

- If staff are concerned about the safety or welfare of a child, they are expected to:
 - listen carefully to the child, reflecting back the concern.
 - be non-judgmental.
 - avoid using any leading questions; only prompting the child where necessary, with open questions to clarify information. For example, who, what, where, when or Tell, Explain, Describe (TED).
 - not promise confidentiality as concerns will have to be shared further, for example, with the DSL and potentially Children's Services.
 - be clear about boundaries and how the report will be progressed.
 - record the concern using the facts, for example, words the child uses or recording the location of any marks using a body map, in line with our record keeping requirements.
 - inform the DSL (or deputy), as soon as practically possible.
- The DSL (or DDSL) will consider the concerns and may take one or more of the following actions:
 - Make an immediate referral to C-SPA using a Request for Support form
 - Seek advice from the C-SPA Child Protection Consultation line
 - Contact Police via 999 if the child is in immediate danger
 - Consider speaking with the parents about the concerns (after appropriate advice sought from C-SPA around the suitability of this where a disclosure or concern for a child is raised)
- In Surrey the **Children's Single Point of Access (C-SPA)** is the 'front door service', to information and advice, and support for residents, families and those who work with Surrey Children.
 - Anyone can contact the C-SPA about a child, young person or parent/carer who needs support in Surrey. This could be a concern about how the child is developing, issues that the parent or carer is experiencing, or you suspect a child is being neglected or subjected to physical, sexual, or emotional abuse.
Phone: 0300 470 9100 - 9am to 5pm, Monday to Friday
Email: cspa@surreycc.gov.uk
 - Professional referrals should be submitted on a **Request for Support Form** and sent securely by email to **cspa@surreycc.gov.uk**
 - If advice is required on the appropriate course of action to be taken in response to concerns for a child, all professionals working with families in Surrey can contact **Surrey's Child Protection Consultation Line:**
Phone 0300 470 9100 option 3, 9am to 5pm, Monday to Friday
 - Any urgent concerns for a child that occur outside of 9am to 5pm can be called through to the Emergency Duty Team
Phone: 01483 517898 - 5pm-9am Monday – Friday and 24 hours a day on weekends
Email: edt.ssd@surreycc.gov.uk

- In the event of a request for support to the Children’s Single Point of Access (CSPA) being necessary, parents/carers will be informed and consent to this will be sought by the DSL in line with guidance provided by SSCP (Referrals) unless there is a valid reason not to do so, **for example, if informing them may put a child at risk of harm or could undermine a criminal investigation.**

Early help

- ‘Early help’ is defined in ‘Working together to safeguard children’ as support for children of all ages that improves a family’s resilience and outcomes or reduces the chance of a problem getting worse. It is not an individual service, but a system of support delivered by local authorities and their partners, including education providers, working together and taking collective responsibility to provide the right provision in their area.
 - If early help support is appropriate, the DSL (or a deputy) will lead on exploring internal resources and liaising with other universal or additional services available via local agencies.
 - Our DSL and/or DDSL use the Helping families early - Surrey County Council guidance to explore emerging needs and with consent from the family, complete an Early Help Assessment to ensure all identified needs are supported by the appropriate agencies.
- The partnership’s Early-Help-Strategy-2024-2027 sets out their aims for how professionals work effectively together to provide early help. If early help support is appropriate, it will be kept under constant review.
- Where Targeted Support is considered to be appropriate, it is helpful for the family and involved services to hold a Team Around the Family Meeting.
 - The DSL and staff may be required to work with other agencies and professionals in an early help assessment.
 - The DSL will keep all Early Help cases under constant review and consideration will be given to escalating concerns and/or seeking advice from the C-SPA if the situation does not appear to be improving or is getting worse.
 - Where Intensive Support is required a request for support referral will need to be made to Children Services. Before requesting the addition intensive support services, practitioners should have worked together with the family to meet the additional needs of the child or young person, using an Early Help Assessment and Team Around the Family approach
- If staff have any concerns about a child’s welfare, they are expected to act on them immediately. If staff are unsure if something is a safeguarding issue, they will speak to the DSL (or deputy). If in exceptional circumstances, a DSL is not available, this should not delay appropriate action being taken by staff.
 - Staff will speak to a member of the management team, contact Surrey’s Child Protection Consultation Line, or make a request for support to C-SPA themselves.

- In these circumstances, any action taken by staff will be shared with a DSL as soon as is possible.
- If, after a Request for Support or any other planned external intervention, a child's situation does not appear to be improving, or concerns regarding receiving a decision or the decisions made, staff or the DSL will re-refer (if appropriate) and/or DSLs will follow the Surrey Escalation procedures- Surrey Safeguarding Children Partnership to ensure their concerns have been addressed and, most importantly, that the child's situation improves.
- DSLs and staff will be mindful of the need for the setting to ensure any activity or support implemented to support children and/or families is recorded. DSL/DDSL will support the work of Children's Services by engaging fully with any meetings, reports or activities as a result of Children's Services involvement that will safeguard and promote the welfare of the child/ren and family involved.

Child Protection Records: Recording Concerns and Transferring Files

- Flying Start Preschool recognises that creating and maintaining a child safeguarding file in early years nursery settings is a critical part of safeguarding practice. A child protection file will be created for a child where there are safeguarding concerns (a single incident or pattern of concerns) that warrant a discussion with parents or a referral to Children's Services (including Early Help).
- All safeguarding concerns, discussions, decisions, and reasons for those decisions, will be recorded in writing on the setting safeguarding incident/concern form and passed without delay to the DSL.
- Our records will include a clear and comprehensive summary of any concerns, details of how concerns were followed up and resolved, a note of any action taken or not taken, how any decisions were reached and any outcomes.
- Incident/Welfare concern forms are kept in a locked filing cabinet in the **storeroom**.
- If there is an immediate safeguarding concern the member of staff will consult with a DSL before completing the form as reporting urgent concerns takes priority.
- Records will be completed as soon as possible after the incident/event, using the child's words and will be signed and dated by the member of staff. Child protection records will record facts and not personal opinions. A body map will be completed if visible marks or injuries to a child have been observed.
- If members of staff are in any doubt about recording requirements, they will discuss their concerns with the DSL.
- Confidential information and records about staff and children will always be held securely and will only be accessible and available to those who have a right or professional need to see them. **These will be kept in a locked filing cabinet.**

- Child protection records will be kept for individual children and will be maintained separately from all other records relating to the child in the setting. Child protection records will be kept and shared in accordance with our responsibilities under the Data Protection Legislation and, where relevant, the Freedom of Information Act 2000.
- Flying Start Preschool has an appropriately trained Data Protection Officer (DPO) as required by the UK General Data Protection Regulations (UK GDPR) to ensure that our setting is compliant with all matters relating to confidentiality and information sharing requirements.
- Parents and carers have the right to access any personal information the nursery holds about their child or family. Requests for access can be made at any time by contacting the Manager, who will respond within a reasonable timeframe in line with data protection legislation.
- All child protection records will be transferred in accordance with data protection legislation to the child's subsequent setting or school, within 5 days for an in-year transfer or within the first 5 days of the start of a new term. Once a child's attendance at the new school or setting has been confirmed, child protection files will be transferred securely to the new DSL, separately to the child's main file, and a confirmation of receipt will be obtained.
- In addition to the child protection file, the DSL will also consider if it would be appropriate to share any information with the DSL at the new setting or school in advance of a child leaving, for example, information that would allow the new setting or school to continue to provide support.
- Where the setting receives child protection files from another setting, the DSL will ensure key staff such as the Special Educational Needs Co-ordinators (SENCOs) will be made aware of relevant information as required.
- Where a child joins the setting and no child protection files are received, the DSL will proactively seek to confirm from the previous setting whether any child protections exist for the child, and if so, if the files have been sent.
- If we are not informed of a child's new placement, we will retain the child's child protection records until we receive confirmation in line with the Early Years Alliance Retention period for Records document. If the child's new establishment remains unknown, the setting will retain the child protection records for 25 years from the date of the child's birth (Limitation Act 1980, IRMS 2019, and NSPCC guidelines)

Multi-agency working

- Flying Start Preschool recognises the pivotal role we have to play in multi-agency safeguarding arrangements and is committed to its responsibility to work within the SSCP safeguarding arrangements as identified within 'Working Together to Safeguard Children'.

- The manager/registered person and DSL will work to establish strong and co-operative local relationships with professionals in other agencies, including the safeguarding partners in line with local and national guidance. Some examples of multi-agency relationships may include, but are not exhaustive are, social workers and other professionals involved in strategy meetings and child protection conferences, early help workers, specialist services/support, other schools/settings where children attend more than one setting/provision, health professionals such as paediatricians, health visitors and speech and language therapists and police

Confidentiality and information sharing

- Flying Start Preschool recognises our duty and powers to hold, use and share relevant information with appropriate agencies in matters relating to child protection at the earliest opportunity as per statutory guidance outlined within EYFS, KCSIE and WTSC.
- Flying Start Preschool has an appropriately trained Data Protection Officer (DPO) as required by the UK General Data Protection Regulations (UK GDPR) to ensure that our setting is compliant with all matters relating to confidentiality and information sharing requirements. Flying Start Preschool is registered with the Information Commissioner's Office (ICO), the UK's data protection regulator.
- All staff are made aware of the need to protect the privacy of the children in their care, as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures both confidentiality and safeguarding.
 - Flying Start Preschool will ensure staff are aware of our confidentiality policy chrome and will ensure there is an area where staff may talk to parents and/or carers confidentially.
 - All staff are aware they cannot promise a child that they will not tell anyone about a report of any form of abuse, as this may not be in the best interests of the child.
- Staff will have due regard to the relevant data protection principles, which allow them to share and withhold personal information.
 - The Data Protection Act 2018 and UK GDPR do not prevent the sharing of information for the purposes of keeping children safe. Staff have a professional responsibility to be proactive in sharing information as early as possible to help identify, assess, and respond to risks or concerns about the safety and welfare of children; this may include sharing information with the DSL and with other agencies as appropriate. Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare and protect the safety of children.

- KCSIE, the Information Commissioner's Office (ICO) and DfE 'Information sharing advice for safeguarding practitioners' guidance provides further details regarding information sharing principles and expectations.
- The manager/registered person and DSL will only disclose relevant safeguarding information about a child with staff on a 'need to know' basis.

Complaints

- All members of our community should feel able to raise or report any concerns about children's safety or potential failures in our safeguarding regime. The leadership/management team at Flying Start Preschool will take all concerns and whistleblowing reports seriously, and all complaints will be considered and responded to in line with the relevant and appropriate process.
- The setting has a complaints procedure available to parents, members of staff and visitors who wish to report concerns or complaints. This can be found on the **website**.
- Staff can also access the NSPCC whistleblowing helpline if they do not feel able to raise concerns regarding child protection failures internally.
 - Staff can call 0800 028 0285 (8:00 AM to 8:00 PM Monday to Friday) or email help@nspcc.org.uk.
- Any complaints that constitute an allegation against a member of staff or volunteer will be dealt with in line with section Allegations/concerns raised in relation to staff, including supply teachers, volunteers and contractors of this policy.

Specific Safeguarding Issues

- Flying Start Preschool is aware of a range of specific safeguarding issues and situations that can put children at greater risk of harm. Whilst some of these issues may be more likely to involve older children, early years children may still be at risk of harm, or concerns may be identified where there are risks for children's family members or siblings, and/or young staff members, including for example, children on work placements/experience.
- Where staff are unsure how to respond to specific safeguarding issues, they should follow the processes as identified in Responding to children protection concerns of this policy and speak with the DSL or a deputy.

Child on Child abuse and Harmful Sexual Behaviours

- All members of staff at Flying Start Preschool recognise that children can abuse other children; this is known as child-on-child abuse, and it can happen both inside and outside of the setting and online. Everyone who works or volunteers with children should be able to distinguish developmentally typical sexual behaviour from sexual behaviours that are problematic or harmful.
- Flying Start Preschool recognises that child-on-child abuse can take many forms, including but not limited to:
 - Sexual abuse
 - Physical abuse which can include hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
 - Bullying, including cyberbullying, prejudice-based and discriminatory bullying

Any allegations of child-on-child abuse will be recorded, investigated, and dealt with in line with this child protection policy.

- In order to minimise the risk of child-on-child abuse, Flying Start Preschool will:

We are aware that peer-on-peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse or sexual abuse. We will report this in the same way we do for adults abusing children, and will take advice from the appropriate bodies on this area; to support for both the victim and the perpetrator, as they could also be a victim of abuse. We know that children who develop harmful sexual behaviour have often experienced abuse and neglect themselves. We **teach and encourage children about consent and body autonomy using NSPCC Pants materials**.

- The DSL (or deputy) is likely to have a complete safeguarding picture and will be the most appropriate person to advise on the initial response.
 - The DSL will make an immediate risk and needs assessment which will be considered on a case-by-case basis which explores how best to support and protect any victims and those who have allegedly harmed, and any other children involved/impacted, in line with the relevant local/national guidance and support, for example SSCP procedures.
 - The risk and needs assessment will be recorded and kept under review and will consider the victim (especially their protection and support), the child alleged to have caused harm, all other children, (if appropriate), and staff and any actions that are required to protect them.
- If at any stage the DSL is unsure if a request for support is appropriate, advice may be sought from the C-SPA consultation line.

Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)

- Flying Start Preschool recognises that both Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE) are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in sexual or criminal activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through serious violence or the threat of serious violence. CSE and CCE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.
- If staff are concerned that a child within the setting or our wider community may be at risk of CSE or CCE, immediate action should be taken by speaking to the DSL or a deputy. If the DSL is unsure on how to proceed, advice will be sought from the C-SPA consultation line.

So-called Honour Based Abuse (HBA) including Female Genital Mutilation

- So-called 'honour'-based abuse (HBA) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing. Staff will report any concerns about HBA to the DSL (or a deputy). If there is an immediate threat, the police will be contacted.
- All staff will speak to the DSL (or deputy) if they have any concerns about forced marriage. Staff can also contact the Forced Marriage Unit if they need advice or information: 020 7008 0151 or fmf@fcdo.gov.uk
- All staff must remain vigilant and follow the setting's safeguarding procedures. If a member of staff suspects or becomes aware of a known case of FGM, they must escalate this to the designated safeguarding lead (DSL). The DSL is responsible for taking appropriate action, including liaising with external agencies and fulfilling any statutory reporting duties. All staff know who the DSL is and understand how and when to escalate concerns. Further information can be found at: [Mandatory reporting of female genital mutilation procedural information](#) and [FGM Mandatory reporting Duty Fact Sheet](#).

Preventing radicalisation

- Education settings, including early years providers, are often in a unique position, through interacting with children on a regular basis, to be able to identify concerning behaviour changes that may indicate they are susceptible to radicalisation.

- Flying Start Preschool is aware of our duty under section 26 of the Counter-Terrorism and Security Act 2015 (the CTSA 2015), to have “due regard to the need to prevent people from being drawn into terrorism”, also known as the Prevent duty and the specific obligations placed upon us as an education provider regarding risk assessments, working in partnership, staff training, and IT policies.
- Flying Start Preschool will ensure that all staff receive appropriate training to enable them to help them prevent learners from being radicalised into terrorism.
 - Staff training will be delivered at the earliest opportunity to ensure staff are adequately equipped for their role. This training will enable staff to be alert to any changes in children’s behaviour which could indicate that they may need help or protection and ensure they are aware of what action to take in response, including the internal Prevent referral arrangements.
 - Staff complete Prevent and British Values Training with ‘Noodle Now’ annually, additional to regular training in staff meetings and ongoing discussions.
- Staff will report any concerns regarding radicalisation to the DSL (or a deputy), who is aware of the local Surrey Prevent procedures to follow. If there is an immediate threat, the police will be contacted via 999.
 - **Prevent referral form**
 - To refer cases by e-mail send to preventreferrals@surrey.pnn.police.uk (email address solely for prevent referrals and not general enquires).
 - In cases where further advice from the Police is sought dial 101 or 07795 043842 or 01865 555618 and ask to speak to the Prevent Supervisor for Surrey.
 - Prevent leads
Claire McDonald, Prevent Supervisor, Surrey Police:
claire.mcdonald@surrey.police.uk - 07795 043842
 - Lara Bowden, Project Officer, Surrey County Council:
lara.bowden@surreycc.gov.uk
 - Helene Morris - Dfe Regional Prevent Co-ordinator for Southeast - Counter- Extremism. Department for Education Prevent Coordinator for South-East
Prevent.SouthEast@service.education.gov.uk
 - [National Prevent referral form \(healthysurrey.org.uk\)](http://healthysurrey.org.uk)
- Staff can also raise concerns by emailing counter.extremism@education.gsi.gov.uk, but this is not to be used in emergency situations. If you believe you have information relating to terrorism, you can call the anti-terrorist hotline on 0800 789 321. To report

extremism in education, including allegations against staff and institutions, use [this link](#)

- If the threshold for raising a safeguarding concern has been met, a concern should also be raised to C-SPA in line with safeguarding children procedures.

Domestic abuse

- Flying Start Preschool recognises that:
 - domestic abuse can encompass a wide range of behaviours and may be a single incident or a pattern of incidents.
 - domestic abuse can include, but is not limited to, psychological (including coercive control), physical, sexual, economic, or emotional abuse.
 - children can be victims of domestic abuse if they see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse).
 - Anyone can be a victim of domestic abuse, regardless of sexual identity/orientation, age, ethnicity, socio-economic status, sexuality or background, and domestic abuse can take place inside or outside of the home.
 - domestic abuse can take place within different types of relationships, including ex-partners and family members.
 - there is always a potential for domestic abuse to take place when parents/families separate, or for existing domestic abuse to persist or escalate post separation.
 - domestic abuse can have a detrimental and long-term impact on children's health, well-being, development, and ability to learn.
 - domestic abuse concerns will not be looked at in isolation and our response will be considered as part of a holistic approach which takes into account children's lived experiences.
- If staff are concerned that a child may be at risk of seeing, hearing, or experiencing the effects of domestic abuse, immediate action should be taken by speaking to the DSL or a deputy.

Flying Start Preschool participates with Surrey Police in the Operation Encompass scheme.

- Operation Encompass is designed to provide early reporting on any domestic incidents that may impact on a child's wellbeing and access to learning in school or nursery.
- The scheme requires the police to report to the setting's Designated Safeguarding Lead (DSL) after an incident of domestic abuse. The DSL is fully aware of the sensitivity and confidentiality of such information and will handle this information responsibly in accordance with our internal information sharing protocol to ensure that children receive the care and support they may need during the school/nursery day.

- This scheme enhances our commitment to ensure every child succeeds by providing timely and high-quality pastoral care that improves the wellbeing and safety of all our children. Further information is available on the [Operation Encompass website](#).
- Staff training will include recognising the signs and indicators that a child has experienced the effects of Domestic Abuse. All concerns, observations and disclosures of Domestic Abuse, will be reported to CSPA.

Modern Slavery

- Modern slavery encompasses human trafficking and slavery, servitude and forced or compulsory labour. Exploitation can take many forms, including sexual exploitation, forced labour, slavery, servitude, forced criminality and the removal of organs. Further information on the signs that someone may be a victim of modern slavery, the support available to victims and how to refer them to the NRM is available in the Statutory Guidance: [Modern slavery: how to identify and support victims](#).
- If there are concerns that any member of the community is a victim or involved with modern slavery, concerns should be shared with a DSL or deputy and will be responded to in line with this policy.

Supporting Children Potentially at Greater Risk of Harm

- Whilst **all** children should be protected, Flying Start Preschool acknowledge that some groups of children are potentially at greater risk of harm. This can include the following groups:

Safeguarding children with Special Educational Needs or Disabilities (SEND)

- Flying Start Preschool acknowledges that children with special educational needs or disabilities (SEND) or certain health conditions can face additional safeguarding challenges and barriers for recognising abuse, neglect or exploitation.
- Flying Start Preschool recognises that children with SEND may face additional communication barriers and experience difficulties in managing or reporting abuse or challenges. Children with SEND will be supported to communicate and ensure that their voice is heard and acted upon.
- All members of staff are encouraged to appropriately explore potential indicators of abuse, neglect or exploitation such as behaviour, mood changes or injuries and not to assume that they are related to the child's disability.

- Staff will be mindful that children with SEND or certain medical conditions, may be disproportionately impacted by safeguarding concerns and/or behaviours, without outwardly showing any signs
- To address these additional challenges, our setting will always consider providing extra support and attention for children with SEND. The DSL will work closely with the SENCO Malgo Kuziora to plan support as required.

Children requiring mental health support

- Flying Start Preschool has an important role to play in supporting the mental health and wellbeing of our children. Mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.
- Staff are aware that children's experiences, for example where children have suffered abuse and neglect, or other potentially traumatic Adverse Childhood Experiences (ACEs), can impact on their mental health, behaviour, and education.
- Staff are well placed to observe children day-to-day and identify those whose behaviour suggests that they may be experiencing a mental health problem or be at risk of developing one. Age/ability appropriate education will be provided to children to help promote positive health, wellbeing, and resilience.
- If staff have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken by speaking to the DSL or a deputy.

Children who are absent for prolonged periods of time or without notification

See Attendance and Absence policy.

- Attendance can be strongly associated with specific safeguarding issues such as abuse and neglect. Early years providers are required monitor attendance and to follow up on absences in a timely manner (EYFS 3.11)
- The setting will share our attendance policy with parents/carers, which lists expectations for reporting child absences and the actions the setting will take if a child is absent without notification or for a prolonged period of time.
- Where possible, the setting will hold more than two emergency contact numbers for each child. There is an expectation that contact information will be held for both parents, unless doing so puts a child at risk of harm.
- The setting will follow up on absences in a timely manner. If a child is absent for a prolonged period, or if a child is absent without notification from the parent/carer, attempts will be made to contact the child's parents and/or carers and alternative emergency contacts. The setting will consider patterns and trends in a child's absences and their personal circumstances and use professional judgement when deciding if a child's absence should be considered as prolonged.

Consideration will be given to the child's vulnerability, parent/carer's vulnerability and home life.

- If the setting has any safeguarding concerns relating to a child's absence, the DSL will consider if a referral to Surrey Children's Services is required and/or a police welfare check is to be requested.

Children who may benefit from early help

- Any child may benefit from early help, but all staff should be particularly alert to the potential need for early help for a child who:
 - is disabled or has certain health conditions and has specific additional needs
 - has special educational needs (whether or not they have a statutory Education, Health and Care plan)
 - has a mental health need
 - is a young carer
 - is at risk of being radicalised or exploited
 - has a parent or carer in custody, or is affected by parental offending
 - is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
 - is misusing alcohol and other drugs themselves
 - is at risk of so-called 'honour'-based abuse such as Female Genital Mutilation or Forced Marriage
 - is a privately fostered child.
- Where it is identified a child may need early help, staff and DSLs will respond in line with the Early Help section of this policy.

Looked after children (including Kinship Care), children on Child Protection Plans or Child in Need Plans, children with a Social Worker, previously looked after children and care leavers

- Flying Start Preschool recognises the common reason for children becoming looked after or requiring intervention from Children's Services is often as a result of abuse, neglect and/or exploitation and a child potentially remains vulnerable even after this intervention has ended. Knowledge of historical or current concerns will inform our decisions about a child's safety, promoting their welfare, for example, responding to absences and provision of pastoral and/or educational support.
- Where a child is looked after or is involved with Children's Services (including Early Help), the DSL will hold details of the social worker and the responsible team and will notify them of any concerns relating to the child. The setting will

take steps to obtain any plans or paperwork that will enhance the safety of the child and will contribute to meetings (CP, CIN, PEP etc) where appropriate.

- The Virtual School has an additional role of managing extra funding which is used to support children looked after. The Virtual School Head who promotes the educational achievement of all looked-after children, will work with early years settings to ensure support is in place where needed. We will contact the Virtual School Early Years Lead via virtual.school@surreycc.gov.uk for advice where required.

Useful links:

[Surrey Children's Services Procedure Manual Supporting the Education and Promoting the Achievement of Children with a Social Worker, Looked After and Previously Looked After Children](#)

[Promoting the education of children with a social worker and children in kinship care arrangements: virtual school head role extension](#)

Children who are privately fostered

- Private fostering occurs when a child under the age of 16 (under 18 for children with a disability) is provided with care and accommodation by a person who is not a parent, person with parental responsibility for them or a relative in their own home. A child is not privately fostered if the person caring for and accommodating them has done so for less than 28 days and does not intend to do so for longer. Such arrangements may come to the attention of our staff through the normal course of their interaction, and promotion of learning activities, with children.
- Where private fostering arrangements come to the attention of the setting, the staff member will inform the DSL. The DSL will notify Children Services (CSPA) immediately in line with the local SSCP arrangements in order to allow the local authority to check the arrangement is suitable and safe for the child.

Children who are Lesbian, Gay, Bisexual, or Gender Questioning

- The fact that a child or an adult may be lesbian, gay, bisexual, gender questions or transgender is not in itself an inherent risk factor for harm, however, Flying Start Preschool recognises that children or adults who are lesbian, gay, bisexual, gender questions or transgender or may be perceived to be lesbian, gay, bisexual, gender questions or transgender (whether they are or not) can be targeted.
- Our staff will endeavour to provide a safe space which enables all members of our community to speak out or share any concerns.

Online/Internet Safety

The EYFS recommends settings access the UK Council for Internet Safety (UKCIS) 'Safeguarding children and protecting professionals in early years settings: online safety considerations' guidance.

- It is essential that children are safeguarded from potentially harmful and inappropriate material or behaviours online. Flying Start Preschool will adopt a whole setting approach to internet or online safety which will empower, protect, and educate children and staff in their use of technology, and establish mechanisms to identify, intervene in, and escalate any concerns where appropriate.
- Flying Start Preschool will ensure online/internet safety is considered as a running and interrelated theme when devising and implementing our policies and procedures, and when planning our education approaches, staff training, the role and responsibilities of the DSL and parental engagement.
- Flying Start Preschool identifies that the breadth of issues classified within online safety is considerable, but can be categorised into four areas of risk:
 - Content: being exposed to illegal, inappropriate, or harmful content, for example: pornography, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation, extremism, misinformation, disinformation (including fake news) and conspiracy theories.
 - Contact: being subjected to harmful online interaction with other users. For example, peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
 - Conduct: personal online behaviour that increases the likelihood of, or causes, harm. For example, making, sending and receiving explicit images (including consensual and non-consensual sharing of nudes and semi-nudes and/or pornography), sharing other explicit images and online bullying.
 - Commerce: risks such as online gambling, inappropriate advertising, phishing and or financial scams.
- Flying Start Preschool recognises that technology, and the risks and harms related to it, evolve, and change rapidly. We will carry out an annual review of our approaches to online safety, supported by an annual risk assessment, which considers and reflects the current risks our children face online.
- The manager/registered person will be informed of any online safety concerns by the DSL, as appropriate.

Policies and procedures

- The DSL has overall responsibility for online safety within the setting but will liaise with other members of staff, for example Director.
- The DSL will respond to online safety concerns in line with our child protection and other associated policies, including our online safety policy, anti-bullying top tips for providers, social media policy and behaviour policies.
 - Internal sanctions and/or support will be implemented as appropriate.
 - Where necessary, concerns will be escalated and reported to relevant partner agencies in line with local policies and procedures.
- Flying Start Preschool uses a wide range of technology. This includes: laptops, tablets, the internet, Tapestry, Nursery In A Box and email systems.
 - All setting owned devices and systems will be used in accordance with our mobile phone and electrical devices policies and with appropriate safety and security measures in place.
- Flying Start Preschool recognises the specific risks that can be posed by mobile phones, cameras and all other electronic devices with imaging and sharing capabilities that may be used in the setting.
 - In accordance with the EYFS Flying Start Preschool has appropriate mobile phone, camera and other electronic devices with image and sharing capabilities policy in place, which outline how devices are used in the setting; these policies are shared and understood by all members of the community and can be found on the website.
- Flying Start Preschool recognises that when used safely, effectively and with the right infrastructure in place, generative artificial intelligence (AI) tools have many uses which could benefit our entire community. However, it is important to recognise that AI tools can also pose safeguarding risks as well as moral, ethical and legal concerns. This includes but is not limited to; exposure to inappropriate or harmful content, including bullying, harassment, abuse and exploitation; privacy and data protection breaches/risks; intellectual property infringements and academic integrity challenges and exposure to inaccurate, misleading, or biased content.
 - Flying Start Preschool only permits the use of generative AI tools which have been approved and provided for work and/or educational purposes, following the management team undertaking risk assessments and/or data protection impact assessments prior to use. This includes: ChatGPT.
 - Flying Start Preschool will respond to any misuse of AI in line with relevant policies, including but not limited to, E-safety, behaviour, data protection, complaints and child protection.
- **Generative artificial intelligence (AI) presents exciting opportunities for education settings; if used safely and effectively, AI can support children to achieve and develop the knowledge and skills they need for life.**

Additionally, AI has the power to transform education by helping staff focus on providing education opportunities, for example, by reducing workload. However, the use of AI also poses several safeguarding risks to children and staff, as well as risks to the safety and integrity of systems.

Please see E-Safety Policy

- In line with requirements of the Prevent duty, Flying Start Preschool will do all we reasonably can to limit children and/or adults exposure to online risks through setting provided devices and systems and will ensure that appropriate filtering and monitoring systems are in place.
- The registered person/management team are responsible for
 - procuring filtering and monitoring systems.
 - documenting decisions on what is blocked or allowed and why.
 - Regularly reviewing the effectiveness of our provision.
 - overseeing reports.
 - ensuring that all staff understand their role, are appropriately trained, follow our policies, processes and procedures, and act on reports and concerns.
 - ensuring the DSL has sufficient time and support to manage their filtering and monitoring responsibilities.

The DSL has lead responsibility for overseeing and acting on:

- any child protection or safeguarding concerns identified.
 - any filtering and monitoring reports
 - checks to filtering and monitoring system.
- All members of staff are provided with an understanding of the expectations, applicable roles and responsibilities in relation to filtering and monitoring via setting provided devices and networks. This is achieved through the induction process, through our staff training, in our staff behaviour/acceptable use policies.
 - All staff, children and parents/carers have a responsibility to follow this policy to report and record any filtering or monitoring concerns.
 - If there is failure in the software or abuse of the system, for example if children or staff accidentally or deliberately access, witness or suspect unsuitable material has been accessed, they are required to:
 - report the concern immediately to the DSL and report the URL
 - Parents/carers will be informed of filtering breaches involving their child.
 - Filtering breaches, or where a concern is identified via our monitoring approaches, will be reported to the DSL and concerns will be recorded and escalated as appropriate and in line with relevant policies, including our child protection, acceptable use and behaviour policies.
 - Any behaviour or access to material believed to indicate a risk of significant harm, or that could be illegal, will be reported as soon as it is

identified to the appropriate agencies. This includes but not limited to the Internet Watch Foundation (where there are concerns about child sexual abuse material), Surrey Police, the LADO, NCA-CEOP or Surrey Children Services via CSPA

- Whilst filtering and monitoring is an important part of our online safety responsibilities, it is only one part of our approach to online safety and we recognise that we cannot rely on filtering and monitoring alone to safeguard children and staff; effective safeguarding practice, robust policies, appropriate behaviour management and regular education/training about safe and responsible use is essential and expected.
 - Children do not have access to devices without adult supervision.

Working with parents/carers

- Flying Start Preschool will build a partnership approach to online safety and will support parents/carers to become aware and alert of the potential benefits and risks and to reinforce the importance of children being safe online by sharing information in our newsletters, email correspondence and parent notice board.
- Where the setting is made aware of any potentially harmful risks, challenges and/or hoaxes circulating online, national or locally, we will respond in line with the DfE 'Harmful online challenges and online hoaxes' guidance to ensure we adopt a proportional and helpful response.

Media recordings, audio, image and video (including digital files)

When we make media recordings of children, such as taking videos or photos, we will gain the child's (where applicable and their parents'/carers' consent, make sure the child is appropriately dressed and encourage the child and/or parent to tell us if they are worried about any media that has been taken of them. [See our staff code of conduct and online safety policy, which cover our settings expectations for staff making media recordings.

Staff Engagement and Expectations

Staff awareness, induction and training

- Flying Start Preschool will ensure all staff understand our settings safeguarding policy and procedures and have up to date knowledge of safeguarding issues. All members of staff will be provided with access to this policy and will sign to say they have read **and** understood its contents. All staff are expected to re-read this policy at least annually (and following any updates) to ensure they understand our expectations and requirements.

- All new staff and volunteers (including volunteers, agency and third-party staff) will receive safeguarding and child protection training (including online safety) to ensure they are aware of our internal safeguarding policy and processes as part of their induction. The setting will ensure this training is up-to-date and in line with advice from the Surrey safeguarding partners.
- All staff members (including volunteers' agency and third-party staff) will receive regular and appropriate child protection training (including online safety).
 - Noodle Now training, training from the DSL
 - This training will be in line with the criteria as set out in annex C of the EYFS and will enable staff to identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely and appropriate way in line with the settings safeguarding policy and procedures.
 - Staff training will be renewed annually
- In addition to specific and regular child protection training, all staff will receive regular safeguarding and child protection updates, at least annually, to maintain their skills and knowledge to safeguard children effectively and in line with our policies and procedures: via email, staff newsletter and staff meetings.
- Flying Start Preschool recognises the expertise staff build by undertaking safeguarding training and from managing safeguarding concerns on a daily basis and staff are encouraged to contribute to and shape our safeguarding arrangements and child protection policies.
- The DSL will maintain an up-to-date record of who has been trained

Supervision and support

See Safer Recruitment Policy

- The induction process will include familiarisation with child protection responsibilities and procedures to be followed if members of staff have any concerns about a child's safety or welfare.
- All staff receive Safeguarding and Child Protection training at induction in line with advice from Surrey Safeguarding Children Partnership which is regularly updated.
- The registered person of Flying Start Preschool will ensure that members of staff are provided with appropriate supervision in accordance with the statutory requirements as outlined in the safeguarding and welfare requirements of the EYFS.
- Flying Start Preschool recognises that regular, planned, and accountable supervision is a two-way process, which offers support and develops the knowledge, skills and values of an individual, group, or team.
 - Supervision aims to foster a culture of mutual support, teamwork, and continuous improvement, which encourages confidential discussion of sensitive issues.

- Effective supervision will enable our setting to monitor the progress of professional practice and to help staff to improve the quality of the work they do, thus improving outcomes for children as well as achieving agreed objectives.
- Supervision should provide opportunities for staff to discuss any issues they may have, for example, child development and well-being concerns including child protection concerns, or any concerns they have about the setting or a colleague's practice.
- The setting will ensure all members of staff and volunteers receive regular and planned supervision sessions. Uninterrupted time will be set aside to ensure any supervision sessions are effective for both the practitioner and management to ensure that:
 - All staff are competent to carry out their responsibilities for safeguarding and promoting the welfare of children
 - All staff are supported by the DSL in their safeguarding role.
 - All members of staff have regular reviews of their own practice to ensure they improve over time.
- Any member of staff affected by issues arising from concerns for children's welfare or safety can seek support from the DSL.
- The DSL will also put staff in touch with outside agencies for professional support if they so wish. Staff can also approach organisations such as Unions, or other similar organisations directly.

Safer Recruitment

Safer recruitment and safeguarding checks

See Safer Recruitment policy.

- Flying Start Preschool is committed to developing a safe culture and ensuring that steps are taken to recruit staff and volunteers who are safe to work with children and staff. We recognise that we must ensure that people looking after children in our setting are suitable, have the relevant qualifications, training and have passed any required checks to fulfil their roles, prior to commencing employment.
- The registered person of Flying Start Preschool are responsible for ensuring that the setting adopts an application, vetting and recruitment process which places safeguarding at its centre, regardless of employee or voluntary role, and in line with the expectations listed in section 3 of the EYFS guidance.
- The registered person of Flying Start Preschool is responsible for ensuring that the setting follows safe recruitment processes outlined within national and local guidance. At least one member of the interview panel will have completed safer recruitment training.

- To check and confirm the suitability of new recruits, the setting will ensure references in line with section 3 of the EYFS are obtained before employment. We will:
 - Not accept open references e.g. to whom it may concern.
 - Not rely on applicants to obtain their reference.
 - Ensure any references are from the applicant's current employer, training provider or education setting and have been completed by a senior person with appropriate authority.
 - Not accept references from a family member.
 - Obtain verification of the individual's most recent relevant period of employment where the applicant is not currently employed.
 - Secure a reference from the relevant employer from the last time the applicant worked with children. If the applicant has never worked with children, then we will ensure a reference is from their current employer, training provider or education setting.
 - Ensure electronic references originate from a legitimate source.
 - Contact referees to clarify content where information is vague or insufficient information is provided.
 - Compare the information on the application form with that in the reference and take up any discrepancies with the applicant.
 - Establish the reason for the applicant leaving their current or most recent post, and ensure any concerns are resolved satisfactorily before appointment is confirmed.

- The setting will obtain an enhanced check by Disclosure and Barring Service (DBS) in respect of every person aged 16 and over (including unsupervised volunteers, and supervised volunteers who provide personal care) who:
 - works directly with children,
 - works on the premises on which the childcare is provided (unless they do not work on the part of the premises where the childcare takes place, or do not work there at times when children are present).

- An additional check by the DBS (or checks if more than one country) will also be made for anyone who has lived or worked abroad.

- The registered person of Flying Start Preschool will ensure appropriate steps are taken to verify qualifications, including in cases where physical evidence cannot be produced.

- The registered person of Flying Start Preschool is aware of the requirements to make appropriate checks regarding the disqualification status of all staff, including volunteers and temporary staff under the Disqualification under the Childcare Act 2006 statutory guidance. Relevant offences that would lead to disqualification will be checked against the appendices for disqualification. Where a provider is disqualified, they must not continue as an early years provider or be directly involved in the management of any early years provision. When a person is disqualified, providers must not employ that person in connection with early years provision.

- The registered person of Flying Start Preschool will ensure there is accurate maintenance of staff records which evidence the recruitment and vetting processes. These records will list staff, volunteers and registered person and include appropriate information, such as:
 - Dates of recruitment
 - Dates and details of references
 - Staff qualifications and Training
 - Criminal records check reference number, including date a check was obtained and details of who obtained it
 - Eligibility to work in the UK checks

We advise all staff to disclose any reason that may affect their suitability to work with children including convictions, cautions, court orders, reprimands and warnings. We will ensure that all staff and volunteers have read our child protection policy and staff behaviour policy/code of conduct and understand that their behaviour and practice must be in line with it.

- When asked for references for previous employees, the setting will ensure these are provided in a timely manner by a senior person with appropriate authority. Any references for previous employees will confirm whether the setting was satisfied with the applicant's suitability to work with children and provide the facts (not opinions) of any substantiated safeguarding concerns or allegations that meet the harm threshold. The setting will not include information about concerns/allegations which are unsubstantiated, unfounded, false, or malicious.

Allegations/concerns raised in relation to staff, including supply/agency staff, volunteers and contractors

- Flying Start Preschool recognises that it is possible for any member of staff, including volunteers, contractors, agency and third-party staff (including supply staff) and visitors to be subject to an allegation. In accordance with WTSC and SSCP's procedures, an allegation may relate to a person who works with children who has:
 - behaved in a way that has harmed a child, or may have harmed a child
 - possibly committed a criminal offence against or related to a child
 - behaved towards a child or children in a way that indicates they may pose a risk of harm to children or
 - behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The last bullet point above includes behaviour that may have happened outside an organisation that might make an individual unsuitable to work with children, this is known as transferable risk. An allegation can relate to an adult's behaviour outside work, and their relationships with others, if they:

- Have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include an arrest for the possession of a weapon;
 - Have, as a parent or carer, become subject to child protection procedures;
 - Are closely associated with someone in their personal lives (e.g. partner, member of the family or other household member) who may present a risk of harm to child/ren for whom the adult is responsible in their employment/volunteering.
- Any concerns or allegations about staff will be recorded and dealt with appropriately in line with national guidance (Part four of KCSIE) and the local Surrey allegations arrangements.
 - In depth information can be found within our code of conduct policy. This can be found on our website.
 - Ensuring concerns are dealt with effectively will protect those working in or on behalf of the setting from potential false allegations or misunderstandings.
- As part of our approach to safeguarding, our setting adopts an open and transparent culture in which all concerns are dealt with promptly and appropriately. All staff and volunteers should feel able to raise concerns about poor or unsafe practice and potential failures in the setting safeguarding regime. The leadership team at Flying Start Preschool will take all concerns or allegations received seriously.
 - Allegations should be referred immediately to the manager who will immediately contact the Local Authority Designated Officer (LADO) to agree further action to be taken in respect of the child and staff member. In the event of allegations of abuse being made against the manager, staff are advised that allegations should be reported to the next member of senior management who will contact the LADO.
 - If practitioners are concerned that appropriate safeguarding action is not being taken following an allegation against a colleague, they are advised to follow our whistleblowing process and/or to contact the LADO directly themselves.
 - Where managers are unsure how to respond to an allegation, advice will be sought via the LADO Service.

Phone: 0300123 1650 option 3
 Email: LADO@surreycc.gov.uk
 Online: [LADO Referral Form](#)
 - If Flying Start Preschool becomes aware of any relevant information that may lead to an employee being disqualified, we will take appropriate action to ensure the safety of children.

- As a registered provider, we will inform Ofsted of any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises including the disqualification of an employee.
 - This will happen whether the allegations of harm or abuse are alleged to have been committed on the premises or elsewhere, for example, on a visit.
 - We will notify Ofsted of the action taken in response to the allegations.
 - Ofsted will be notified at the same time LADO is contacted, but in any event within 14 days of the allegations being made.

- All records of concerns will be kept confidential and will be held securely and retained and in compliance with safeguarding requirements, as well as the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) and other relevant policies and procedures (for example HR/Personnel and data retention policies).

- The registered person of Flying Start Preschool will make a referral to the Disclosure and Barring Service if a member of staff is dismissed (or would have been, had they not left the setting first) because they have harmed a child or put a child at risk of harm.

- The term low-level concern does not mean that it is insignificant. A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a ‘nagging doubt’ - that an adult working in or on behalf of the setting may have acted in a way that:
 - is inconsistent with the staff code of conduct, including inappropriate conduct outside of work and
 - does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.

Reports should be made to the DSL in a timely manner and follow procedures by informing Ofsted. If the nominated person has any doubt as to whether the information which has been shared about the individual as a low-level concern in fact meets the harm threshold, they will consult with the LADO.

Physical Safety

Physical interventions

- Flying Start Preschool recognises that we are responsible for supporting, understanding, and managing children’s behaviour in an appropriate way.

- There may however be circumstances when it is appropriate for staff to use a physical intervention in order to safeguard children from harm, for example to avert immediate danger of personal injury to any person (including the child)
 - Staff will not give or threaten corporal punishment or any punishment which could negatively affect a child's well-being.

- Staff will be made aware of the behaviour management and physical intervention policies, and any physical interventions must be in line with our agreed policy and procedures and national guidance.
- Flying Start Preschool keeps a record of any occasion where physical intervention is used. Parents and/or carers will be informed of any physical interventions involving their child on the same day, or as soon as reasonably practicable.
- Where appropriate, staff receive Physical intervention training.

Site security and safety

- The following section should be read in conjunction with the following policies:
Amend as appropriate and include any other relevant.
 - Arrivals and departures
 - Emergency procedures such as evacuations and lockdowns
 - Medication, sickness and illness
 - Health and safety
 - Personal and intimate care, including toilets and intimate hygiene
 - Risk assessments, such as trips/outings, use of technology
 - Healthy eating
 - Sleep Policy
 - Supervision of children and lone working expectations, in line with EYFS
 - Visitors' and volunteers policy
- In accordance with our Supervision of children policy, our staffing arrangements will ensure we are able to meet the needs of all children and ensure their safety.
- All members of staff have a responsibility for maintaining awareness of buildings and grounds security and for reporting concerns that may come to light.
- Flying Start Preschool will ensure children are only released into the care of individuals of whom the parent has explicitly approved/agreed. Named individuals are record on the child's registration form, along with a password. Parents tell us if someone different is due to collect and ensures they have a password.
- Flying Start Preschool will ensure children are not able to leave the premises unsupervised and will ensure children are kept safe whilst on outings. Risk assessment are made when children go on outings.
- All reasonable steps will be taken to prevent unauthorised people entering the premises.
 - Appropriate checks will be undertaken in respect of visitors and volunteers coming into the setting as outlined within national guidance.
 - Visitors will be expected to sign in and out via the visitors'.
 - Any individual who is not known or identifiable on site should be challenged for clarification and reassurance.
 - **Student doctors who visit as part of their training are asked for identification and cross referenced against the St Georges University document of names.**

- The setting will not accept the behaviour of any individual (parent or other) that threatens our safety or security or leads others (child or adult) to feel unsafe. Such behaviour will be treated as a serious concern and may result in a decision to refuse access for that individual to the site.
- At least one person who has a current paediatric first aid (PFA) certificate will always be on the premises and available when children are present and will always accompany children on outings.
 - The setting will ensure the PFA training accessed by staff is provided by a competent training provider.
 - Suitable students on long term placements and volunteers (aged 17 or over) and staff working as apprentices in early education (aged 16 or over) may be included in the ratios at the level below their level of study, if the setting is satisfied that they are competent and responsible and if they hold a valid and current PFA qualification.
- Flying Start Preschool will ensure that children's privacy is considered and balanced with safeguarding and support needs when changing nappies and toileting, including privacy screens.
- Flying Start Preschool follows the latest safer sleeping guidance provided by the NHS and the Lullaby Trust. Sleeping children will be frequently checked to ensure that they are safe. See Sleep policy.
- All managers and staff understand they are responsible for ensuring that cots and bedding are in good condition and suited to the age of the child, and that staff ensure babies are placed down to sleep safely in line with the latest government safety guidance: Sudden infant death syndrome (SIDS) - NHS (www.nhs.uk). Please see our Sleep policy for more information about how babies and children sleep in our setting.

Safer eating

- The setting will ensure that there will always be a member of staff in the room with a valid paediatric first aid certificate when children are eating.
- Before a child is admitted to the setting, we will obtain information about any special dietary requirements, preferences, food allergies and intolerances that the child has, and any special health requirements.
 - This information will be shared with all staff involved in the preparation and handling of food.
 - At each mealtime and snack time there will be a clear statement about who is responsible for checking that the food being provided meets all the requirements for each child.
 - Flying Start Preschool will have ongoing discussions with parents/carers and, where appropriate, health professionals to develop allergy action plans for managing any known allergies and

intolerances. This information will be kept up to date and shared with all staff.

- Flying Start Preschool will prepare and manage food in a way to prevent choking.
 - Babies and young children will be seated safely in a appropriately sized low chair while eating.
 - Where possible there will be a designated eating space where distractions are minimised.
 - Children will always be within sight and hearing of a member of staff whilst eating. Choking can be completely silent therefore it is important for staff to be alert to when a child may be starting to choke. Where possible, staff will sit facing children whilst they eat so they can make sure children are eating in a way to prevent choking and so they can prevent food sharing and be aware of any unexpected allergic reactions.

- When a child experiences a choking incident that requires intervention, Flying Start Preschool will record details of where and how the child choked and parents/carers will be made aware.
 - Records will be reviewed regularly to identify if there are trends or common features of incidents that could be addressed to reduce the risk of choking, and the management team will ensure appropriate action is taken to address any identified concerns.

Media recordings, audio, image and video (including digital files)

When we make media recordings of children, such as taking videos or photos, we will gain the child's (where applicable and their parents'/carers' consent, make sure the child is appropriately dressed and encourage the child and/or parent to tell us if they are worried about any media that has been taken of them.

Local Support

- All members of staff at Flying Start Preschool are made aware of local support available.

Children's Single Point of Access (C-SPA)

- Phone: 0300 470 9100
- Surrey's Child Protection Consultation Line for advice and support 0300 470 9100 option 3).
- Requests for support should be sent securely by email to cspa@surreycc.gov.uk using the [Request for Support Form](#).

Emergency Duty Team (EDT)

- EDT is available 5pm-9am, Monday – Friday, Weekends 24 hours a day.

- Phone: 01483 517898
- Email: edt.ssd@surreycc.gov.uk

Local authority designated officer (LADO)

- Email: LADO@surreycc.gov.uk
- Telephone: 0300123 1650 option 3
- Online: [LADO Referral Form](#)

Surrey Police

- 101 or 999 if there is an immediate risk of harm

Appendix one: Form of Abuse

The following definitions are taken from Working Together to Safeguard Children (2026). In addition to these definitions, it should be understood that children can also be abused by being sexually exploited, honour-based violence, forced marriage or female genital mutilation.

To support the local context, all staff have access to the [Continuum of Support for Children and Families Living in Surrey](#) which can be found within the Surrey Safeguarding Children Partnerships Procedures Manual.

What is abuse and neglect?

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

Physical abuse

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

Emotional abuse

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, although it may occur in isolation.

Sexual abuse

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

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing, and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment
- provide suitable education It may also include neglect of, or unresponsiveness to, a child's basic emotional needs

The Neglect Risk Assessment Tool is used to support with the initial identification of neglect.

Appendix Two: Definitions

Safeguarding is the process for protecting children from harm and abuse, whether that is within or outside the home, as well as online. This includes:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing the impairment of children's mental and physical health or development
- Making sure that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Child Protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

Child(ren) includes everyone under the age of 18.

Child looked after (CLA) used internally in Surrey County Council rather than looked after child (used in statutory guidance)

C-SPA refers to the Children's Single Point of Access.

DSL where appropriate also refers to Deputy Designated Safeguarding Lead (DDSL)

Early help is support for children of all ages that improves a family's resilience and outcomes or reduces the chance of a problem getting worse.

Surrey Safeguarding Children Partnership has three partners:

1. Chief Executive of Surrey County Council (Children's Services)
2. Chief Executives of Surrey Heartlands and Frimley Integrated Care Boards,
3. The Chief Constable of Surrey Police

Parent refers to birth parents and other adults who are in a parenting role, for example stepparents, foster carers and adoptive parents.

Children's Services refers to early help, child protection and disability services provided to children by the Local Authority (Surrey County Council) in the area in which the child is resident. (unless a child is a Child Looked After, then this will be the Children's Services in their home authority.

Staff refers to all those working for or on behalf of The Children's Workshop, full or part time, temporary or permanent, in either a paid or voluntary capacity. This includes, but is not limited to, employed staff, contractors, volunteers, supply and agency staff and self-employed staff.

Statutory means what has been decided or is controlled by the law. **Statutory guidance** tells us what early years and educational establishments and local authorities must do to follow the law.