

Busy Bees Safeguarding Children Procedure

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

Referrals of Child Abuse

1) If a child arrives at nursery staff should:

- Ensure immediate medical attention is given if necessary.
- Ask parents how the injuries occurred .
- Explanations, however puzzling should be accepted and accusations should not be made.
- Make a written record, including diagrams of observations and explanations given.
A body map must be completed, signed and dated.
- Have a witness whenever possible - This recording of information is to ensure that reasonably full and clear information is obtained to be able to make an appropriate referral to Customer First if necessary.
- If parents are able to explain the injury with a satisfactory answer, this should be recorded and reported to the safeguarding officer with no further action taken at this time.
- If you still have concerns or are not fully satisfied with the explanation, even if you think the injury may have been caused accidentally, you must contact Customer First and request further advice from a duty social worker. Before making a referral you may seek advice from a member of the MASH team, however you may be advised to make a full referral .

If you suspect that the injuries have been caused by assault or by failure to protect the child you must tell the nursery safeguarding officer (Lorna Barker), or deputy safeguarding officer (Hayley Austin) without delay. ('Without delay' means immediately.) Failure to do so WILL result in disciplinary action being taken.

Suspicion of Abuse

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

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

The Designated Safeguarding Officer will contact without delay, 'Customer First' who will then make a referral to the Duty Social Worker for the district in which the child lives, or the Emergency Duty Team if out of office hours.

- If contact was made via telephone, **a Multiagency referral form** should be written and sent to **Customer First** within 48 hours. **This form can be found on The Suffolk Safeguarding partnership and must be returned via secure email.**
- Once a child is referred to Social Services they and the Area Child Protection Committee will make an assessment of the child's needs

Subsequent Action

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

If you have reported an incident to the safeguarding officer or manager and no action is taken, you must then report it to the registered person (Jean Beales). If still no action has been taken you must then report it to Customer First yourself. Once you have reported the incident to Customer First you must then tell your manager you have done this.

Each classroom has a flow chart of referral from ‘What To Do If You Are Worried A Child Is Being Abused’ displayed on the staff board for reference.

Confidentiality

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

Children’s Services Telephone Numbers:

Customer First No: 0800 800 4005 (8.00 am – 6.45 pm)
Emergency Duty Service 03456061488 (After 6.45pm)

Suffolk Police Telephone Number:

Main Switchboard : 01473 613500

In an emergency dial : 999

MASH Team - 03456061499 (Professional Consultation Line)
03456061499(consultation line)
(LADOCentral@suffolk.gov.uk)

This policy was adopted by the managers and staff, and updated on 19th March 2025
Signed on behalf of Busy Bees Nursery School

Date for review – 18th March 2026

“Our setting is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment”.

