

**Category:** Safeguarding Children

## **Safeguarding and Child Care Protection Policy**

Time Childcare is committed to safeguarding and promoting the welfare of all children and young people.

### **POLICY CONSULTATION AND REVIEW**

This policy is available on our website, on Tapestry, it is sent via email to new parents/carers (and each time when the policy is updated) and is also available, on request, from the Time Childcare Administrator.

We recognise the expertise of our staff team, all undertake child protection safeguarding training and 2 yearly refresher training. The lead practitioners and manager complete Designated Safeguarding Lead (DSL) training and 3 refresher training. The team manages safeguarding concerns on a daily basis and we therefore invite staff to contribute to and shape this policy and associated safeguarding arrangements.

The policy is provided to all staff at induction alongside our Staff Handbook.

This policy will be reviewed in full by the Trustees on an annual basis.

Signature Manager :Stella Presland

Signature Chair of Trustees: Danielle Raja

### **CONTENTS**

SECTION 1 - PURPOSE AND AIMS

SECTION 2 - OUR ETHOS

SECTION 3 - ROLES, RESPONSIBILITIES AND CONTACT DETAILS

SECTION 4 - TRAINING AND INDUCTION

SECTION 5 - PROCEDURES FOR IDENTIFYING AND MANAGING CONCERNS AND DISCLOSURES

SECTION 6 - RECORDS AND INFORMATION SHARING

SECTION 7 - WORKING WITH PARENTS AND CARERS

SECTION 8 - CHILD PROTECTION CONFERENCES

SECTION 9 - SAFER RECRUITMENT

SECTION 10 - SAFER WORKING PRACTICE

SECTION 11 - SUPERVISION AND SUPPORT

SECTION 12 - WHISTLE BLOWING AND MANAGING ALLEGATIONS AGAINST STAFF OR VOLUNTEERS

SECTION 13 - COMPLAINTS

SECTION 14 - SECURITY

SECTION 15 - RELEVANT POLICIES

APPENDIX 1 - CONCERNS DOUBT FORM (to be printed on pink paper)

APPENDIX 2 - ACCIDENT, INCIDENT AND EXISTING INJURY FORM

APPENDIX 4 - DRAFT RECORDING FORM FOR SAFEGUARDING CONCERNS

APPENDIX 5 - SAFEGUARDING INFORMATION SHEET FOR STAFF, STUDENTS, REGULAR VISITORS OR VOLUNTEERS.

### **PURPOSE & AIMS**

1.1 The purpose of Time Childcare's Safeguarding and Child Protection policy is to ensure every child, young person and vulnerable adult who is registered at our setting is safe and protected from harm. This means we will always work to:

- Protect children at our setting from maltreatment
- Prevent impairment of our children's health or development
- Ensure that children at our setting grow up in circumstances consistent with the provision of safe and effective care
- take action to enable children and young people at our setting to have the best outcomes.

1.2 This policy will give clear direction to staff, volunteers, visitors, parents, carers and trustees about the expected behaviour and our legal responsibility to safeguard and promote the welfare of children at our organisation.

1.3 The safeguarding action that may be needed to protect children and young people from:

- neglect
- physical abuse
- sexual abuse
- emotional abuse
- bullying, including online bullying and prejudice based bullying
- racist, disability and homophobic or transphobic abuse
- gender-based violence/violence against women and girls
- peer-on-peer abuse

- radicalisation and/or extremist behaviour
- child sexual exploitation and trafficking
- child criminal exploitation and county lines (selling drugs)
- the impact of technology on sexual behaviour (sexting and access to pornography)
- substance abuse
- domestic abuse/violence
- female genital mutilation (FGM)
- Breast Ironing
- fabricated or induced illness

1.4 Our organisation fully recognises the contribution it can make to protect children from harm and supporting and promoting the welfare of all children who are registered at our setting. The elements of our policy are prevention, protection and support.

1.5 Safeguarding responses are in place for children who are absent from our setting on their booked session times. See [Preschool Attendance and Arrivals and Departures Policies](#) and [XT Arrivals and Departures Policy](#). This policy applies to all children, staff, parents, carers, trustees, volunteers and visitors. A child or young person is someone under the age of 18 years old.

## 2. OUR ETHOS

**“Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child’s experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right.”** (EYFS 2025 p5)

2.1 The child’s welfare and well-being is of paramount importance. Time Childcare will establish and maintain an ethos where children feel secure, are encouraged to talk, are listened to and are safe. Children at our setting will be able to talk freely to any member of staff at our setting if they are worried or concerned about something. Preschool children have a key person to build a positive relationship with, and are supported to articulate any worries, concerns or complaints they have in an age appropriate way. Xtratime and Timeout children are supported using a restorative approach. All Staff understand our policy on promoting positive behaviour and follow it in relation to children and young people showing aggression towards others. See [Preschool Achieving Positive Behaviour Policy](#); [Xtratime & Timeout Aggressive Behaviour Policy](#); [Xtratime & Timeout Behaviour Management Policy](#); [Xtratime & Timeout Bullying Policy](#) and [Xtratime Suspensions and Exclusions Policy](#)

2.2 Everyone who comes into contact with children and their families has a role to play in safeguarding children. We recognise that staff at our setting play a particularly important role as they are in a position to identify concerns early and provide help for children to prevent concerns from escalating. All staff are advised to maintain an attitude of ‘it could happen here’ where safeguarding is concerned. When concerned about the welfare of a child, staff members must always act in the best interests of the child.

2.3 All staff, trustees, volunteers and regular visitors will, through training and induction, know how to recognise a disclosure from a child and indicators of concern and will know how to respond to this. Every child and young person will know what the adult will have to do with any information they have chosen to disclose. See [the Staff Hand Book](#)

2.4 Adequate and appropriate staffing resources are provided to meet the needs of the children. Throughout our sessions we will provide activities and opportunities for children to develop the skills they need to identify risks and stay safe. This will also be extended to include material that will encourage our children to develop essential life skills.

2.5 At all times we will work in partnership and endeavour to establish effective working relationships with parents, carers and colleagues from other agencies in line with Working Together to Safeguard Children (July 2018) and Norfolk Safeguarding Children Partnership procedures. See [Working in Partnership with Other Agencies](#) and [Working in Partnership with Parents and Carers Policy](#).

## 3. ROLES, RESPONSIBILITIES AND CONTACT DETAILS

Name	Role	Phone Contact	Email Contact
Time Childcare	Setting	01508 492947	admin@timechildcare.org.uk
Stella Presland	Manager, Designated Safeguarding	07587 154 725	manager@timechildcare.org.uk

	Lead (DSL)		
Lauren Betts	Deputy Manager/ Preschool Lead Practitioner (DSL)	07776 449 712	preschoolleadpractitioner@timechildcare.org.uk
Lauren Manning	Xtratime Lead (DSL)	07747 528 210	laurenm@timechildcare.org.uk
Danielle Raja	Trustee Chair (registration in progress)		danielle@timechildcare.org.uk
Katherine Moloney	Secretary Nominated Individual for Ofsted SEND Trustee Lead		<a href="mailto:trustees@timechildcare.org.uk">trustees@timechildcare.org.uk</a> katherine@timechildcare.org.uk
Robert Coyle	Treasurer (registration in progress) Safeguarding Trustee Lead		robert@timechildcare.org.uk
Rebecca Wright	Trustee		rebeccaw@timechildcare.org.uk
Steve Mortlock	Trustee (registration in progress)		steve@timechildcare.org.uk
If a DSL cannot be contacted	Children's Advice and Duty Service (CADS) - Staff/volunteer - Member of the public or parent -	0344 800 8021 0344 800 8020	

The Early Years Foundation Stage (EYFS) Statutory Framework, 2025, 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. All members of staff employed by Time Childcare are part of the wider safeguarding system for children and are in a unique position to observe any changes in a child's behaviour or appearance. [See EYFS Policy.](#)

**Everybody:**

3.1 All members of staff, volunteers and regular visitors have a responsibility to identify children who may be in need of extra help or who are suffering, or are likely to suffer, significant harm. All members of staff and volunteers have a duty of care to take appropriate action and work with other services as needed.

**Safeguarding Designated Lead (DSL)**

3.2 The DSL will provide advice and support to other staff on child welfare and child protection matters. Any staff member who has a concern for a child's safety or welfare will record in writing on the 'Concern form' (pink) (see Appendix 1) and give it to the DSL on duty.

3.3 During setting operating times, a Safeguarding Designated Lead (DSL) will always be available (during setting hours) for staff in the setting to discuss any safeguarding concerns. If in exceptional circumstances, a DSL is not available on the setting's site in person, we will ensure that they are available via telephone and any other relevant media.

3.4 The DSL will maintain written records and child protection files ensuring that they are kept confidential and stored securely.

3.5 The DSL are responsible for ensuring that all staff members and volunteers are aware of our policy and the procedure they need to follow. They will ensure that all staff, volunteers and regular visitors have received appropriate child protection information during induction and have been trained within the setting.

**The Manager:**

3.6 At Time Childcare, the Manager is the Designated Safeguarding Person Lead and is responsible for:

- Identifying alternate members of staff to act as the Safeguarding Designated Lead (DSL) their absence to ensure there is always cover for the role
- Ensuring that the policies and procedures adopted by the trustees, particularly concerning referrals of cases of suspected abuse and neglect, are followed by all staff
- Ensuring that all staff and volunteers feel, confident and able to raise concerns about poor or unsafe practice and such concerns are addressed sensitively in accordance with agreed whistle-blowing procedures
- Liaising with the LADO in the event of an allegation has been made against a member of staff or a complaint about service provision failure.

- Chairing the monthly DSL Meeting with the DSL team
- Representing our setting at child protection conferences, core group meetings and other interagency meetings, providing the appropriate paperwork required.
- Representing our setting in leading or attending Early Help Assessment Planning meetings or review meetings.

### **The Trustees:**

3.7 The Trustees of the Setting are accountable for ensuring the effectiveness of this policy and our compliance with it. All our trustees take collective responsibility to safeguard and promote the welfare of our children.

3.8 The safeguarding policy is in place and is reviewed annually, is available publicly via our setting website and has been written in line with Local Authority guidance and the requirements of the Norfolk Safeguarding Children Partnership policies and procedures;

- The setting contributes to inter-agency working in line with Working Together to Safeguard Children (2018)
- The manager is designated to take the lead responsibility for safeguarding, as Designated Safeguarding Lead and Deputy DSLs, who are appropriately trained members to deal with any safeguarding issues. There will always be cover for this role.
- All staff receive a safeguarding induction
- All staff undertake appropriate child protection training that is updated every three years.
- Procedures are in place for dealing with allegations against members of staff and volunteers in line with statutory guidance.
- Safer recruitment practices are followed in accordance with the requirements of Working together to Safeguard Children (2018). [See Safer Recruitment Policy.](#)
- The Trustees remedy without delay any weakness in regard to our safeguarding arrangements that are brought to their attention.

3.9 The trustees will receive a monthly/half termly DSL Meeting Discussion Notes and Actions Summary via the shared drive that will record the training that has taken place, the number of staff attending and any outstanding training requirements for the setting. It will also record all safeguarding activity that has taken place, for example, meetings attended, reports written, training or induction given. It will not identify individual children unless appropriate. The meeting summaries are stored securely on the google drive.

### **TRAINING & INDUCTION**

4.1 . All new staff, trustees, volunteers and regular visitors will be informed of the safeguarding arrangements in place:

- They will be given a copy of our setting's safeguarding policy, Appendix 3: Safeguarding Information Sheet for staff, students and regular visitors or volunteers; The Staff Handbook to read and familiarise themselves with.
- They will be told who our DSLs are.
- They will be shown the recording format, the 'Concerns form' (printed on pink paper) (Appendix 1), given information on how to complete it and who to pass it to.
- They will be shown the 'Safeguarding Information Hub' in the main filing cabinet.

4.2 Every new member of staff or volunteer will attend the 'Introduction to Child Protection' safeguarding Safer programme training, as soon as possible after joining the setting.

(see EYFS 2025 3.32) Training must be renewed every two years. Providers may consider whether any staff need to undertake annual refresher training during any two year period to help maintain basic skills and keep up to date with any changes to safeguarding procedures or as a result of any safeguarding concerns that occur in the setting.

All staff members receive regular safeguarding and child protection updates (for example, via email, staff meetings), as required, to provide them with relevant skills and knowledge to safeguard children effectively. See the Staff Handbook and Prevent Policy. Staff are supported to put their safeguarding training into practice by reviewing and giving feedback to staff about what they have learnt and by including safeguarding on the agenda at weekly meetings.

4.3 The DSL and any other member of staff who may be in a position of making referrals or attending child protection conferences or core groups will attend one of the multi-agency training courses organised by Norfolk Safeguarding Children's Board where appropriate. The DSL will attend training provided by the Local Authority every three years. In addition to formal training, the DSL will ensure that they update their knowledge and skills at regular intervals to keep up with any developments relevant to their role.

4.4 Our trustees will also undertake appropriate training to ensure they are able to carry out their duty to safeguard all of the children at our setting. Training for trustees to support them in their safeguarding role is available from the LA, Norfolk Early Years Team.

4.5 We actively encourage all of our staff to keep up to date with the most recent local and national safeguarding advice

and guidance, on specific safeguarding issues such as Child Sexual Exploitation and Female Genital Mutilation see [British Values and Prevent policies](#). Local guidance can be accessed via Norfolk Safeguarding Children Partnership <https://norfolkscp.org.uk/> and within the people working with children section.

## 5. PROCEDURES FOR IDENTIFYING AND MANAGING CONCERNS AND DISCLOSURES

**5.1 Disclosure:** A child may decide to disclose information that may indicate they are suffering from abuse or neglect. A child chooses to speak to an adult because they feel that they will listen and that they can trust them. The adult needs to listen to what the child has to say, and be very careful not to 'lead' the child or influence in any way what they say. It is important the adult remembers to:

- Stay calm
- Listen and be supportive
- Not ask any leading questions, interrogate the child or put ideas in the child's head, or jump to conclusions
- Not stop or interrupt a child who is recalling significant events
- Never promise the child confidentiality - it must be explained that information will need to be passed on to keep them safe
- Avoid criticising the alleged perpetrator
- Tell the child what must be done next (the safeguarding process must be followed)
- Record what was said immediately as close to what was said as possible (exact words the child used). Also record exactly what was happening immediately before the child disclosed. **Be sure to sign and date the record in ink.**
- Contact and share this with the DSL on duty, immediately.
- Seek support.

**5.2 Recognising, Abuse, Neglect and Physical and Emotional Harm:** It is imperative that staff understand what abuse is and what to look out for in regards to neglect, Physical and Emotional Harm. The form of maltreatment of a child or young person, when 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 others (e.g. by the internet). They may be abused by an adult or adults, or another child or children.

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

**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 or young person 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 the children or young people. These may include interactions that are beyond the child's or young person's developmental capability, as well as over protection and limitation of exploration and learning, or preventing the child from 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 and young people. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

**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. This may also include non-contact activities such as involving children or young people looking at, or in the production of, sexual images, watching sexual activities, encouraging children and young people to behave in inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people.

**Neglect:** The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of a child's or young person's health or development. Neglect can present in differing ways (Appendix 6: Neglect Leaflet for list of factors):

- **Family and Environmental Factors**
- **Family issues 'hidden harm' agenda**
- **Capacity**

### **Domestic Violence**

Prolonged or regular exposure to domestic violence and abuse can have a serious impact on a child's development and emotional well-being, despite the best efforts of the victim parent to protect the child. Domestic violence and abuse has an impact in a number of ways. The impact will be exacerbated when violence is combined with any form of substance misuse. Domestic violence and abuse may have a long term psychological and emotional impact in a number of ways:

- Children may be greatly distressed by witnessing (seeing or hearing) the physical and emotional suffering of a

- parent, or witnessing the outcome of any assault;
- Children may be pressured into concealing assaults, and experience the fear and anxiety of living in an environment where abuse occurs;
- The domestic violence and abuse may impact negatively on an adult victims parenting capacity;
- Children may be drawn into the violence and themselves become victims of physical abuse.

**Radicalisation and extremism:** We recognise that safeguarding against radicalisation and extremism is no different to safeguarding against any other vulnerability in today's society. At Time Childcare, we will ensure that: Through training, staff, volunteers and trustees have an understanding of what radicalisation and extremism is, why we need to be vigilant in setting and how to respond when concerns arise. Staff will periodically undertake re-training for Prevent. The DSL will make referrals in accordance with Norfolk Channel procedures and will represent our setting at Channel meetings as required.

See [British Values and Prevent policies](#).

**FGM – Female Genital Mutilation**-We are aware of the mandatory duty that applies to teachers, including early years practitioners and health workers to report cases of FGM to the police. FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done. It's also known as "*female circumcision*" or "cutting". FGM is often performed by someone with no medical training who uses instruments such as a knife, scalpel, scissors, glass or razor blade. Children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained.

FGM is often motivated by beliefs about what is considered acceptable sexual behaviour. It aims to ensure premarital virginity and marital fidelity. FGM is in many communities believed to reduce a woman's libido and therefore believed to help her resist extramarital sexual acts. It is illegal to carry out FGM in the UK. It is also a criminal offence for UK nationals or permanent UK residents to perform FGM overseas or take their child abroad to have FGM carried out. The maximum penalty for FGM is 14 years' imprisonment.

**Forced Marriage**-People have the right to choose who they marry, when they marry or if they marry at all. Forced marriage is when some face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if they're made to feel like they're bringing shame on their family).

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

**Honour Abuse**-Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of the family or community.

It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion
- want to get out of an arranged marriage
- want to get out of a forced marriage
- wear clothes or take part in activities that might not be considered traditional within a particular culture

Women and girls are the most common victims of honour based violence however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence
- sexual or psychological abuse
- forced marriage
- being held against your will or taken somewhere the victim doesn't want to go
- assault/killing

**County Lines**-A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

**Child Sexual Exploitation**-CSE is a form of child sexual abuse. It occurs when an individual or group take advantage of an imbalance of power to coerce, manipulate or deceive a children or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. CSE does not always involve physical contact; it can also occur through use of technology.

**Child Criminal Exploitation**-A term to describe where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity:

- (a) in exchange for something the victim needs or wants; and/or
- (b) for the financial or other advantage or the perpetrator or facilitator; and/or
- (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

**5.3 Managing concerns** Concerns and Identifying children and young people suffering from physical, sexual or emotional abuse, or experiencing neglect may be demonstrated through:

- Significant changes in behaviour
- Deterioration in the general well-being
- Their comments which may give cause for concern, or things they say (direct or indirect disclosure)
- Changes in their appearance
- Unexplained bruising, marks or signs of possible abuse or neglect
- Any reason to suspect neglect or abuse outside the setting

**5.4** The Designated Safeguarding Leads are the first point of contact for concerns and queries regarding any safeguarding in our setting.

**5.5** Any member of staff or visitor to the setting who receives a disclosure of abuse or suspects that a child is at risk of harm must report it immediately to one of the DSLs. In their absence of an DSL on site, the matter should be brought to the attention of the most senior member of staff.

**5.6** All staff must record and report all concerns that they have about the child without delay using the 'Concern Form' (Pink) (Appendix 1). No concern is insignificant. On occasions, a referral is justified by a single incident such as an injury or disclosure of abuse. More often however, concerns accumulate over a period of time and are evidenced by building up a picture of harm over time; this is particularly true in cases of emotional abuse and neglect. The records are reviewed by the DSL team on a monthly basis, additional review will be made as and when required. If patterns or repeated concerns are raised and action will be taken by the DSL team.

**5.7 Following receipt of any information raising concern, the DSL will consider what action to take.**

- If, at any point, there are concerns for the immediate safety of the child or young person, contact the Police for immediate action. Call: 101 or 999.
- If there is no immediate risk of serious harm: parents/carers will be contacted and the issue discussed with them. The Norfolk Guidance to Understanding Continuum of Needs and associated documents located in the toolkit: [www.norfolkscp.org.uk](http://www.norfolkscp.org.uk), will be used to provide practitioners with an overarching view on what tier of support and intervention a family might need and to establish the next appropriate step. For example: A referral to Early Childhood and Family Service can be suggested to the parents/carers, and Early Help Assessment and/or Early Help Plan (EHAP) should be considered. Health Visitor Support can also be sought. All contact and conversations are to be recorded on Professional conversation form and saved in the child's secure file.
- If the child's needs are still not being met or have in fact have increased contact Children's Advice and Duty Service (CADS). Before contacting CADS the flow chart will be used (Appendix 5). CADS: Open Monday-Friday 8am-8pm, Call: 0344 800. 8021, Out of Hours: 0344 800 8020 or in an Emergency call: 999.
- If there is an allegation about a member of staff or a volunteer at Time Childcare the Local Designated Officer (LADO) must be contacted within one working day. The Referral/Consultation form must be completed, found on [www.norfolkscb.org](http://www.norfolkscb.org) and emailed to [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk) The LADO can be contacted directly on: 01603 223473
- All information and actions taken, including the reasons for any decisions made, will be fully documented.

If you are a professional working with a child or young person, you can contact Children's Advice and Duty Service (CADS) on their direct line: 0344 800 8021 or via completion of the [CADS Contact Form sent to](#)

[cadsadmin@norfolk.gov.uk](mailto:cadsadmin@norfolk.gov.uk) The contact form should contain clear, specific information about your worries, evidence and impact on the child, their family network and attach any pre-existing plan you may have in chronological order, capturing key events and interventions for the last 2 years. A social worker will make a maximum of two attempts to call you once your CADS Contact Form has been received and processed. If they are unable to contact you within 24 hours the Contact Form will be closed, and they will email you for your awareness and request you call back to CADS if still required.

A copy of any discussion with CADS will be securely emailed to you.

**5.8** Anybody can make a referral. Staff should always follow the reporting procedures outlined in this policy in the first instance. However, they may also share information directly with CADS, LADO or the police if:

- the situation is an emergency or DSLs are all unavailable;
- They are convinced that a direct report is the only way to ensure the child's safety.

**5.9** Any member of staff who does not feel that concerns about a child have been responded to appropriately or in accordance with the procedures outlined in this policy or if the child's situation does not appear to be improving, must

raise their concerns again with a DSL, the Manager, or the Trustees through the Safeguarding Trustee or Chair. If any member of staff does not feel the situation has been addressed appropriately at this point they should contact Children's Services Local Authority Designated Officer (LADO) directly with their concerns.

5.10 It is not the responsibility of setting staff to investigate welfare concerns or determine the truth of any disclosure or allegation.

5.11 We recognise that children with special educational needs and disabilities (SEND) can face additional safeguarding challenges and these are discussed in staff training. These additional barriers can include:

- Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration;
- Children with SEND can be disproportionately impacted by things like bullying- without outwardly showing any signs; and
- Communication barriers and difficulties in overcoming these barriers. [See Inclusion and Supporting children with Special Educational Needs and Disability \(SEND\) Policy.](#)

5.12 We are aware that children's vulnerability is potentially increased when they are privately fostered and when we know a child or young person is being cared for under a private fostering arrangement, we inform our local authority children's social care team. [See Looked After Children Policy.](#)

## **6. RECORDS AND INFORMATION SHARING**

6.1 If staff or volunteers are concerned about the welfare or safety of any child or if a child makes a disclosure, they will record their concern on the agreed reporting forms either 'Concern Form' (Appendix 1), Accident, Incident or Existing Injury Form (Appendix 2) or 'Draft Recording Form for Safeguarding concerns form' (Appendix 3). They should ensure that the form is signed and dated in ink. Any concerns should be passed to a DSL without delay.

6.2 Any personal information is held securely and in line with data protection requirements and guidance from the Information Commissioner's Office (ICO).

6.3 Any information recorded and stored in a separate, secure named online file, in the child's information file. These files will be the responsibility of the DSLs and the Key person. Child protection information will only be shared within the setting on the basis of 'need to know in the child's interests' and on the understanding that it remains strictly confidential. [See Data Protection Privacy Statement and Confidentiality and Information Sharing Policy.](#)

6.4 Child protection information such as: Records of concern; copies of referrals; invitations to child protection conferences; core groups and reports will be stored here for individual children. These will be filled in separate named folders stored in the specific child's secure online folder.

6.5 Child Protection Information where it becomes necessary to contact other professionals and share information, this will be undertaken in line with the prior parental consent, where appropriate and in line with ICO guidance. [See Confidentiality and Information Sharing Policy](#)

6.6 When a child leaves our setting, a DSL will make contact with the DSL at the new setting and will ensure that the child's records are forwarded to the receiving setting in an appropriately agreed manner. We will retain evidence to demonstrate how the file has been transferred; this may be in the form of a written confirmation of receipt from the receiving setting and/or evidence of recorded delivery. [See Working in Partnership with other Agencies: Preschool Transfer of Records to School and Moving to new Settings Policies.](#)

## **7. WORKING WITH PARENTS & CARERS**

7.1 At Time Childcare we believe in building trusting and supportive relationships with families, staff and volunteers. We make it clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, information sharing, monitoring the child or young person, and liaising at all times with the local children's social team. We are committed to working with parents positively, openly and honestly. We ensure that all parents are treated with respect, dignity and courtesy. We respect parents' rights to privacy and confidentiality and will not share sensitive information unless we have permission or it is necessary to do so in order to safeguard a child from harm. [See Working in Partnership with Parents and Carers Policy](#)

7.2 When new children join our setting, parents and carers will be provided with a copy of the Safeguarding and Child Protection policy. It is also available on the Time Childcare website. Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to make a referral to Children's Services. [See Working in Partnership with other Agencies Policy.](#)

7.3 In order to keep children safe and provide appropriate care for them, the setting requires parents to provide a completed registration form containing accurate and up to date information regarding:

- Full names and contact details of all adults with whom the child normally lives with
- Full names and contact details of all persons with parental responsibility (if different from above, parents on the birth certificate and no court action in place)
- Contact details for An Additional Emergency contact
- Full details of any other adult authorised by the parent to collect the child from setting (if different from the above).
- Full details of all the permissions given by the parents/carers.
- Full details of other settings the child has/does attend.
- Full details of all the professionals that have or are working with the family.

The Setting will retain this information on the child file. The setting will only share information about children with adults who have parental responsibility for a child or where a parent has given permission and the setting has been supplied with the adult's full details in writing. [See Preschool and Xtratime/Timeout Admissions and Fees Policies.](#)

7.4 Parents are normally the first point of contact. Concerns are usually discussed with parents/carers to gain their view of events, unless it is felt that this puts the child at risk, or interferes with the course of a police investigation. A record will be kept of any communication. If a suspicion of abuse warrants referral to social care, parents are informed at the same time that the referral will be made, except where it is believed the child will be put at risk. Advice will always be sought via Children's Advice and Duty Service (CADS). A lack of parental engagement or agreement regarding the concerns the setting has about a child will not prevent the DSL making a referral to Children's Services in those circumstances where it is appropriate to do so.

Child absences from the setting - we have a separate attendance policy, which sets out how we approach absences from the setting. Regular attendance is very important for a child's well being and development. Unexplained absence or patterns of absence will be treated as a potential safeguarding concern. [See pre-school attendance policy](#)

## **8. CHILD PROTECTION**

8.1 The Manager or DSL will attend the Child Protection Conference and provide the relevant reports and information requested. We will follow the Child Protection Plan as set by the Child's Social Worker in relation to the setting's designated role and tasks supporting that child and their family

8.2 Child protection conferences can be upsetting for parents/carers. We recognise that we are likely to have more contact with parents/carers than other professionals involved. We will work in an open and honest way with any parent/carer whose child has been referred to Children's Services or whose child is subject to a child protection plan. Our responsibility is to promote the protection and welfare of all children and our aim is to achieve this in partnership with our parents/carers.

## **9. SAFER RECRUITMENT**

9.1 We will ensure that the Manager and at least one of the trustees have completed appropriate safer recruitment training. At all times the Manager and trustees will ensure that safer recruitment practices are followed in accordance with the requirements of 'Working together to Safeguard Children'

2018 and the Safer Recruitment Policy. Staff Files will contain: Dates of recruitment; References; Identity checks; Eligibility to work in the UK checks and other essential key data. This is stored in line with GDPR Requirements.

9.2 DBS checks are requested via GBG Online Disclosures. The DBS check reference numbers and the dates check was obtained are printed and stored securely in the DBS file. [See DBS: Disclosure and Barring service Policy.](#)

9.3 At Time Childcare we will use the recruitment and selection process to deter and reject unsuitable candidates. All roles will have a person specification and job description. All applicants will be asked to submit an application form. Interviews will be carried out face to face with at least a panel of 2. We require evidence of original academic certificates. We will question the contents of application forms if we are unclear about them. [See Safer Recruitment Policy.](#)

9.3 The setting will obtain an enhanced DBS check in respect of every person aged 16 and over including for all staff, unsupervised volunteers, and supervised volunteers.

9.4 The Trustees of Time Childcare 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.

9.5 We are also committed to supporting the statutory guidance from the Department for Education on the application of the Childcare (Disqualification) Regulations 2009.

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/414345/disqual\\_stat-guidance\\_Feb\\_15\\_\\_3\\_.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/414345/disqual_stat-guidance_Feb_15__3_.pdf) and <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

9.6 The Trustees of Time Childcare are aware of the requirements to make appropriate checks regarding the disqualification status of all staff, including volunteers and temporary staff.

9.7 We advise all staff to disclose any reason that may affect their suitability to work with children including convictions, cautions, court orders, cautions, reprimands and warnings. Staff annually sign a suitability to work confirmation and it is an agenda point on all Supervisions.

TCC keeps records of all information about staff qualifications and the identity checks, vetting processes and references that have been completed (including the criminal records check reference number, the date a check was obtained and details of who at the setting obtained it.) In the individual staff files, in a Single Central Record (SCR). These are stored in a Google Drive that is shared only with senior staff and Trustees.

## 10. SAFER WORKING PRACTICE

10.1 All adults who come into contact with our children have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure that all adults who work with or on behalf of our children are competent, confident and safe to do so.

10.2 All staff will be provided with the **Staff Handbook** containing our setting's **code of conduct** at induction. They will be expected to know our setting's Code of Conduct. There will be occasions when some form of physical contact is inevitable, for example if a child has an accident or is hurt or is in a situation of danger to themselves or others around them or when they require physical comfort **Touch policy**. All staff will complete Norfolk Steps training asap, see the latest update of the **Training matrix**.

10.3 We acknowledge one to one child/adult situations do arise at our setting due to the layout of the premises, such as toilet trips, nappy changes etc. **Intimate Care Policy**. If staff, visitors, volunteers or parent helpers are working with children alone they will, wherever possible, be visible to other members of staff. They will be expected to inform another member of staff of their whereabouts in setting, who they are with and for how long. Doors should be left open.

10.4 We acknowledge that there are roles and times when staff will work alone with children and have a risk assessment, policy and procedure in place to ensure the safety of children and members of staff. **See Staff Lone Worker Risk Assessment and Lone working Policy and Procedure**.

10.5 We foster a 'culture of safety' in which the children and staff are protected from abuse, harm and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of our mobile phone and devices with a camera policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

See **Mobile Phone & devices with a Camera Policy**

## 11. SUPERVISION AND SUPPORT

11.1 The setting will ensure that members of staff are provided with appropriate supervision in accordance with the statutory requirements of Early Years Foundation Stage 2025.

11.2 The Trustees and Manager recognise regular, planned and accountable supervision, which is a two-way process, offers support and develops the knowledge, skills and values of an individual, group or team. We see its purpose is 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 also provides an opportunity to discuss sensitive issues including the safeguarding of children and any concerns raised about an individual or colleague's practice.

11.3 All of our staff and volunteers are expected to have regular and planned supervision sessions. Uninterrupted time will be set aside to ensure any supervision sessions effective for both practitioner and management. **See the Staff Handbook**.

## 12. MANAGING ALLEGATIONS AGAINST STAFF & VOLUNTEERS

12.1 Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children at our setting. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made. **See Complaints Procedure and Staff Handbook (Duty to Report Misconduct)**.

12.2 Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children.

12.3 We will take all possible steps to safeguard our children and to ensure that the adults in our setting are safe to work with children. We will always ensure that the procedures outlined in Norfolk Safeguarding Children Partnership Protocol: Allegations Against Persons who Work with Children: [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#) 'Working Together to Safeguard Children, 2018, are adhered to and will seek appropriate advice from the Local Authority Designated Officer (LADO). The LADO can be contacted to request a consultation or to make a referral via email: [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk). The telephone number for the LADO Team is 01603 223473.

12.4 Whistle blowing (a member of staff who reports any wrongdoing at Time Childcare: if an allegation is made or information is received about any adult who works in our setting which indicates that they may be unsuitable to work with children, the member of staff receiving the information should inform the Manager immediately. This includes concerns relating to agency and bank/casual staff and volunteers. Should an allegation be made against the Manager, this will be reported to the Trustee responsible for safeguarding. In the event that neither the Manager nor Safeguarding Trustee nor Chair of Trustees is not contactable on that day, the information must be passed to and dealt with by either the member of staff acting as Manager or one of the other trustees.

12.5 The Manager or Safeguarding Trustee will seek advice from the LADO within one working day. No member of staff or trustees will undertake further investigations before receiving advice from the LADO.

12.6 Where a staff member feels unable to raise an issue with their employer, or feels that their genuine concerns are not being addressed, there are other channels open to them. General guidance can be found via: Whistleblowing for employees <https://www.gov.uk/whistleblowing>. The NSPCC whistleblowing helpline is also available for staff who do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 – line is available from 8:00am to 8:00pm, Monday to Friday or via email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Alternatively staff can write to: National Society for the Prevention of Cruelty to Children (NSPCC), Weston House, 42 Curtain Road, London EC2A 3NH. Ofsted also provides guidance on how to make complaints about a childcare provider: Complaints procedure - ofsted -<https://www.gov.uk/government/organisations/ofsted>. See [TCC Employee Handbook para 23.1](#)

12.7 The Setting has a legal duty to refer to the Disclosure and Barring Service 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 and/or Law Call 24 hour Legal Helpline (EYA 106898) 01455 255 205.

## **13 COMPLAINTS**

13.1 The setting has a [Complaints Procedure](#) available to parents/carers, children and members of staff who wish to report concerns. This can be found on the website and on the wall in the entrance to the hall.

13.2 All reported concerns will be taken seriously and considered within the relevant and appropriate process. Anything that constitutes an allegation against a member of staff or volunteer will be dealt with as detailed in section 12.

## **14 SECURITY**

14.1 All members of staff have a responsibility for maintaining awareness of buildings and grounds security and for reporting concerns that may come to light. We operate within a whole-setting community ethos and welcome comments from children, parents/carers and others about areas that may need improvement as well as what we are doing well.

14.2 Appropriate checks will be undertaken in respect of visitors and volunteers coming into the setting. Visitors will be expected to sign in and out via the visitors' log, to display a visitors badge whilst on site and comply with the [Visitors and Mobile phone and Camera policies](#). Any individual who is not known or identifiable should be challenged for clarification and reassurance.

14.3 The setting will not accept the behaviour of any individual (parent/carer or other) that threatens 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.

## 15 RELEVANT POLICIES

15.1 To underpin the values and ethos of our setting and our intent to ensure that children at our setting are appropriately safeguarded following the Early Years Foundation Stage (EYFS) statutory framework 2025. We have a full and comprehensive set of policies and procedures that are available online to all stakeholders. Some have been referenced in this policy and are highlighted in green. Relevant Safeguarding children, staff and volunteers policies and documents at Time Childcare include:

Time Childcare Employee Handbook	Staff Policies and Procedures	Employment
Tapestry Policy	Preschool	Parents and Carers
Use of Quickbooks Policy	Time Childcare	Data Protection
Garden and Play Equipment Policy	Time Childcare	Health & Safety
Inclusion and Supporting children with Special Educational Needs and Disability (SEND) Policy	Time Childcare	Safeguarding Children
Data Protection Privacy Statement	Time Childcare	Data Protection
Manual Handling Policy	Staff Policies and Procedures	Health & Safety
Prevent Duty Policy	Time Childcare	Safeguarding Children
British Values Policy	Time Childcare	Safeguarding Children
Student Placement Policy	Time Childcare	Operational Procedures
Staff Snack Preparation Procedure	Staff Policies and Procedures	Operational Procedures
Policy and Procedure Review and Update Procedure	Staff Policies and Procedures	Operational Procedures
Outings and Visits Policy	Time Childcare	Out and About
Working in Partnership with Other Agencies	Time Childcare	Parents and Carers
Working in Partnership with Parents/Carers Policy	Time Childcare	Parents and Carers
Safeguarding and Child Protection Policy	Time Childcare	Safeguarding Children
Parent and Carer Social Networking Policy	Time Childcare	Safeguarding Children
Confidentiality & Information Sharing Policy	Time Childcare	Data Protection
Equal Opportunities & Diversity Policy	Time Childcare	Learning and Development
Environmental Policy	Time Childcare	Operational Procedures
DBS: Disclosure and Barring Service Policy	Time Childcare	Safeguarding Children
Health and Safety Policy	Time Childcare	Health & Safety
Bare Foot Policy	Time Childcare	Health & Safety
Risk Assessment Policy	Time Childcare	Health & Safety
Complaints Procedure	Time Childcare	Parents and Carers
Preschool Transfer of Records to School or a new setting Policy	Preschool	Parents and Carers
Severe Weather Closure Policy	Time Childcare	Parents and Carers
Emergency Closure Procedure	Time Childcare	Health & Safety
Internet Safety Policy	Time Childcare	Safeguarding Children

Staff Lone Working Policy and Procedure	Time Childcare	Health & Safety
Visiting Animal and Pets Policy	Time Childcare	Health & Safety
Moving to new Settings Transition Policy	Time Childcare	Learning and Development
Lost or Missing Child Policy	Time Childcare	Safeguarding Children
Smoking, Vaping, Alcohol and Drugs Policy	Time Childcare	Safeguarding Children
Uncollected Child Policy and Procedure	Time Childcare	Safeguarding Children
Sun Safety Policy	Time Childcare	Health & Safety
Early Years Foundation Stage (EYFS) Policy	Preschool	Learning and Development
Preschool Arrivals and Departures Policy	Preschool	Safeguarding Children
Early Years Practitioners Key Person Responsibilities Policy	Preschool	Parents and Carers
Accident, Incident, Illness and First Aid Policy	Time Childcare	Health & Safety
Medication Policy	Time Childcare	Health & Safety
Allergies and Intolerance Policy	Time Childcare	Health & Safety
Fire Safety Policy	Time Childcare	Health & Safety
<u>Fire Emergency Evacuation Plan</u>	Time Childcare	Health & Safety
Fire Safety: Site Plan	Time Childcare	Health & Safety
<u>Emergency In-Evacuation Plan</u>	Time Childcare	Health & Safety
Xtratime & Timeout Arrivals and Departures	XtraTime & TimeOut	Safeguarding Children
Looked After Children Policy	Time Childcare	Safeguarding Children
Mobile phone and devices with a camera Policy	Time Childcare	Safeguarding Children
Touch Policy	Time Childcare	Safeguarding Children
Visitors Policy	Time Childcare	Safeguarding Children
Intimate Care Policy	Time Childcare	Safeguarding Children
Hygiene Policy	Time Childcare	Health & Safety
Early Years Practitioner's Key Person Checklist	Staff Policies and Procedures	Operational Procedures
Preschool Achieving Positive Behaviour Policy	Preschool	Behaviour Management
Code of Conduct Policy and Procedure	Time Childcare	Parents and Carers
Xtratime & Timeout Behaviour Management Policy	XtraTime & TimeOut	Behaviour Management
Xtratime & Timeout Bullying Policy	XtraTime & TimeOut	Behaviour Management
Xtratime & Timeout Suspensions and Exclusions	XtraTime & TimeOut	Behaviour Management
Preschool Attendance Policy	Preschool	Safeguarding Children
Safer Recruitment Policy	Time Childcare	Safeguarding Children

## 16. STATUTORY FRAMEWORK

This policy has been devised in accordance with the following legislation and guidance:

- The Early Years Foundation Stage (2025)
- 'Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children', DfE (2023)
- Norfolk Safeguarding Children Partnership procedures, see: <https://norfolklscp.org.uk/>
- Norfolk Safeguarding Children Partnership Protocol: Allegations Against Persons who Work with Children
- Guidance for Safer Working Practices for those working with Children and young people in Education Settings

(February 2022).

- 'What to do if you're worried a child is being abused', DfE (2015)
- Information Sharing: Advice for practitioners providing safeguarding services for children, young people, parents and carers, DfE (May 2024)
- The Prevent duty: an introduction for those with safeguarding responsibilities, (September 2023)
- Domestic Abuse Act 2021: overarching factsheet (January 2024)
- Mandatory Reporting of Female Genital Mutilation - procedural information, Home Office (October 2015)
- The Online Safety Act 2023
- Effective supervision in Early Years Settings - Guidance Booklet.

#### **17 USEFUL CONTACT DETAILS**

- Early Childhood and Family Service: 0344 800 8020: [ecfs-families@actionforchildren.org.uk](mailto:ecfs-families@actionforchildren.org.uk)
- Early Years Advice Line: 01603 222 300
- Just One Health Visitor Team: 0300 300 0123
- Heathgate Surgery: 01508 494343
- Old Mill and Millgates Medical Practice: 01508 492929
- Local Authority Designated Officer (LADO) Team is 01603 223473: [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk)
- LawCall 24 hour Legal Helpline (EYA 106898): 01455 255 205
- Children's Advice and Duty Service (CADS): Open Monday-Friday 8am-8pm, Call: 0344 800. 8021, Out of Hours: 0344 800 8020 or use the CADS Contact Form sent to [cadsadmin@norfolk.gov.uk](mailto:cadsadmin@norfolk.gov.uk)
- Emergency call: 999
- NSPCC Whistleblowing advice: 0800 0280285: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Review Date:** 30th Nov 2026

Appendix 1 Concern Form (Pink paper)

Appendix 2 Accidents, Incidents and Existing Injury Form

Appendix 3 Form for Draft Recording of Safeguarding Concerns

Appendix 4 CADS Contact Form

Appendix 5 Children's Advice and Duty Service (CADS) Referral Flow Chart

Appendix 6 Time Childcare Safeguarding Information Sheet for Staff, Students and regular visitor and volunteers

Appendix 1: Concern Form (Pink)

**Concern Form**

**Child's Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

**Pre-school/ASC/TO**

**Name of person recording information:**

**Outline of concern:**

**Concern discussed with (Parent/Carer Name):** \_\_\_\_\_

**Signature of Parent/Carer:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Action Taken and by who:**

**Outcome:**

**Signature of DSL:** \_\_\_\_\_ **Date** \_\_\_\_\_

**Please give this form to one of the DSL team**

Appendix 2: Accident/Incident/Existing Injury Form

Preschool/XtraTime/Holiday Club



Record of accident/Incident/Existing Injury

Practitioner name.....

Child's name.....

Title:

Date:

Time:

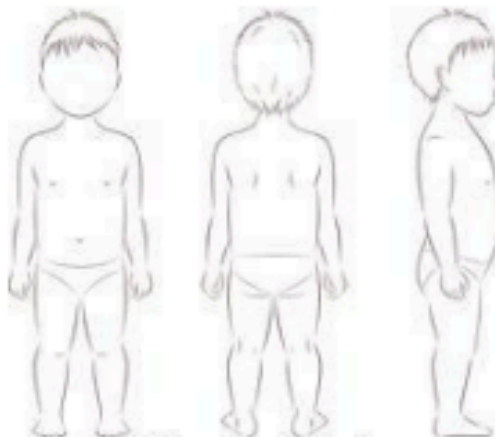
Location:

How it happened:

Injury the child has:

Action we took:

Condition of the child after:



Circle or put a cross where the child has hurt themselves on the body diagram:

Parent contacted via  
Text/Phone call/F2F  
Response Recieved Y/N

**Appendix 3: Draft Recording Form for Safeguarding Concerns**

**TIME CHILDCARE**

Staff, volunteers and regular visitors are required to complete this form and pass it to named Safeguarding Lead Practitioners if they have a safeguarding concern about a child in our setting.

Full name of child	Date of Birth	Tutor/Form group	Your name and position in setting

<b>Time Childcare</b>	
<b>Nature of concern/disclosure</b>	
Please include where you were when the child made a disclosure, what you saw, who else was there, what did the child say or do and what you said.	
Time & date of incident:	
Was there an injury? Yes / No	Did you see it? Yes / No
Describe the injury:	
Have you filled in a body plan to show where the injury is and its approximate size? Yes / No	
Was anyone else with you? Who?	
Has this happened before?	Did you report the previous incident?
Who are you passing this information to? Name:	
Position:	
<b>Your signature:</b>	
<b>Time form completed:</b>	
<b>Date:</b>	

Referred to...?

Attendance  
Improvement  
Officer

Police

Setting Nurse

Children's  
Services

PSA

Guidance  
Adviser

Other

Date:

Time:

Parents informed? Yes / No (If No, state reason)

Feedback given to...?

Pastoral team

Tutor

Child

Person who recorded disclosure

Further Action Agreed:

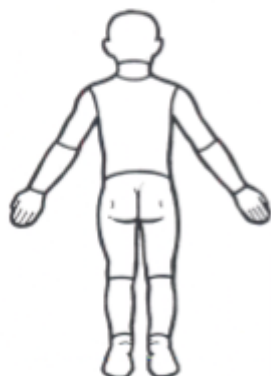
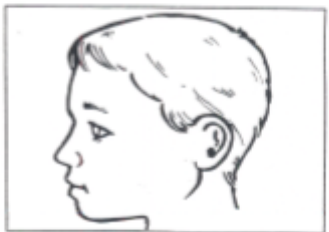
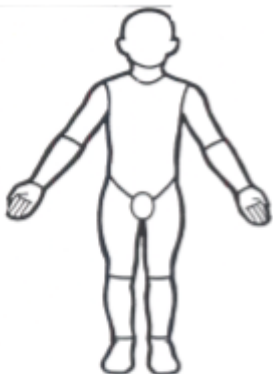
*e.g. Setting to instigate a Family Support Process, assessment by Children's Services*

Full name:

SLP Signature:

Date:

Older Child



## Appendix 4: CADS Contact Form

### CADS Contact Form

Date:

This form is not for any immediate safeguarding concerns – if you have immediate concerns for the welfare and safety of a child you need to call CADS on **0344 800 8021**, you may also want to consider the need to call the police on **999**.

<b>Referrer Name:</b> <input style="width: 95%; height: 20px;" type="text"/>	<b>Referrer Contact Telephone Number:</b> <input style="width: 95%; height: 20px;" type="text"/>
<b>Referrer Role and Organisation:</b> <input style="width: 95%; height: 20px;" type="text"/>	<b>Referrer Email:</b> <input style="width: 95%; height: 20px;" type="text"/>

<b>Child's Name:</b> <input style="width: 95%; height: 20px;" type="text"/>	<b>Consent from parent/carer to share information:</b> <input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<b>Child's DOB:</b> <input style="width: 95%; height: 20px;" type="text"/>	<b>Is there anyone the family does not want their information shared with?</b> <input style="width: 95%; height: 20px;" type="text"/>
<b>Child's Address:</b> <input style="width: 95%; height: 20px;" type="text"/> <input style="width: 95%; height: 20px;" type="text"/>	<b>Consent from parent/carer for support from agencies:</b> <input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<b>Postcode:</b> <input style="width: 100px; height: 20px;" type="text"/>	<b>Why do you feel the family needs intervention?</b> <div style="border: 1px solid black; height: 50px; width: 100%;"></div>
<b>Family members/sibling/network details:</b> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	
	<b>Presenting issue:</b> <input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>



norfolkscp.org.uk

### Chronology for the last 2 years only – the child(ren)'s lived experience:

Date period of chronology: From:  To:

Date / time of event:	Source of Information:	Significant Event:	Impact for child: <span style="color: red;">●</span> <span style="color: orange;">●</span> <span style="color: green;">●</span>	Action taken / Actual outcome:	Overall impact for child: <span style="color: red;">●</span> <span style="color: orange;">●</span> <span style="color: green;">●</span>
<input style="width: 95%; height: 20px;" type="text"/>	<small>Mouse over the field for more information.</small> <input style="width: 95%; height: 20px;" type="text"/>	<small>Mouse over the field for more information.</small> <input style="width: 95%; height: 20px;" type="text"/>	<small>Mouse over the field for more information.</small> <input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<small>Mouse over the field for more information.</small> <input style="width: 95%; height: 20px;" type="text"/>	<small>Mouse over the field for more information.</small> <input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>
<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>	<input style="width: 95%; height: 20px;" type="text"/>	<input style="width: 95%; height: 20px;" type="text" value="Please Choose"/>

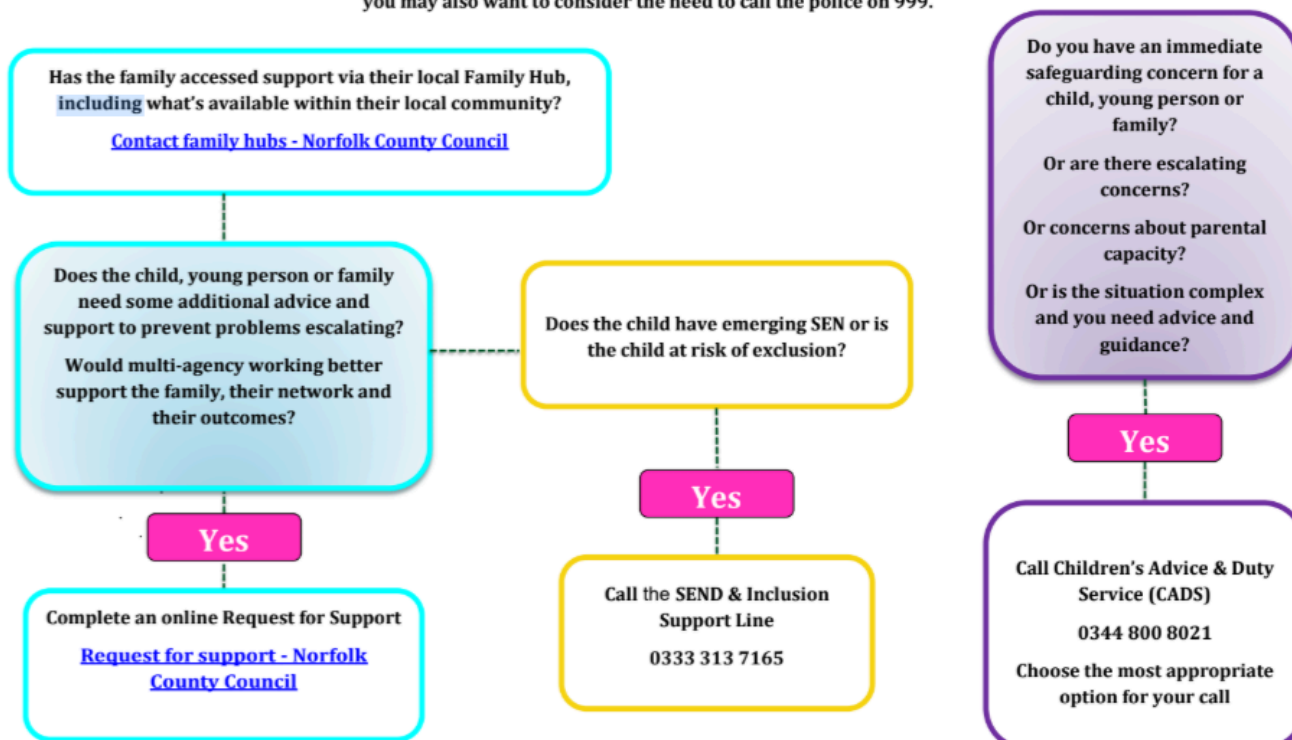


norfolkscp.org.uk

## Appendix 5. CADS Flowchart for Professionals

### Flowchart for Professionals

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



September 2025

## Appendix 6: Safeguarding Information Sheet for staff, students and regular visitors or volunteers.

**At Time Childcare, we strive to safeguard and promote the welfare of all of our children.**

We all have a statutory duty to safeguard and promote the welfare of children, and at our setting we take this responsibility seriously.

If you have any concerns about a child in our setting, you must share this information immediately with our Safeguarding Lead Designated Person/s (DSL):

- Manager: Stella Presland
- Deputy Manager/Preschool Lead Practitioner: Lauren Betts
- XtraTime Lead Practitioner: Lauren Manning

Do not think that your worry is insignificant if it is about hygiene, appearance or behaviour – we would rather you told us as we would rather know about something that appears small than miss a worrying situation.

If you think the matter is very serious and may be related to child protection, for example: a child makes a disclosure to you or there are signs of physical, emotional, sexual abuse or neglect, write the exact words the child used or details of your concern. Please use the 'Pink Form' (Concern form) or the 'Draft Recording Form for Safeguarding Concerns form'.

**You must discuss this immediately with a DSL.**

The DSL will decide the course of action to take.

- If, at any point, there are concerns for the immediate safety of the child or young person, contact the Police for immediate action. Call: 101 or 999.
- If there is no immediate risk of serious harm, a: Family Support plan (FSP); Early Help Assessment and/or Early Help Plan or a request for Family Support from the Early Childhood and Family Service should be considered.
- If the child's needs are still not being met or have increased contact Children's Advice and Duty Service (CADS). Before contacting CADS the flow chart will be used. CADS: Open Monday-Friday 8am-8pm, Call: 0344 800. 8021, Out of Hours: 0344 800 8020 or in an Emergency call: 999.**CADS Flow Chart**

<https://norfolkscp.org.uk/media/u2tdscnx/cads-flowchart-october-2023.pdf> Displayed in the Time Childcare info. Hub cupboard.

- If there is an allegation about a member of staff or a volunteer at Time Childcare the Local Designated Officer (LADO) must be contacted within one working day. The Referral/Consultation form must be completed, found on [www.norfolkscb.org](http://www.norfolkscb.org) and emailed to [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk) The LADO can be contacted directly on: 01603223473
  - All information and actions taken, including the reasons for any decisions made, will be fully documented.
- [NSPCC whistleblowing helpline](#) is also available for staff who do not feel able to raise concerns regarding child protection failures internally.

Staff can call: 0800 028 0285 – line is available from 8:00am to 8:00pm, Monday to Friday or via email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

**Manager: Designated Safeguarding Lead (DSL):** Stella Presland

Contact Number: 07587 154725 or 01508 492947 [manager@timechildcare.org.uk](mailto:manager@timechildcare.org.uk)

**Deputy Manager/Preschool Lead DSL :** Lauren Betts [preschoolleadpractitioner@timechildcare.org.uk](mailto:preschoolleadpractitioner@timechildcare.org.uk) Contact Number: 07776 449712 or 01508 492947

**Xtratime Lead DSL :** Lauren Manning

[Laurenm@timechildcare.org.uk](mailto:Laurenm@timechildcare.org.uk) Contact Number: 07747 528210 or 01508 492947

**Trustee Chair:** Danielle Raja

[danielle@timechildcare.org.uk](mailto:danielle@timechildcare.org.uk) or [trustees@timechildcare.org.uk](mailto:trustees@timechildcare.org.uk) Personal Mobile 07904 638938

**Trustee Secretary & Nominated Individual for Ofsted:** Katherine Moloney

Contact Email: [katherine@timechildcare.org.uk](mailto:katherine@timechildcare.org.uk) or [trustees@timechildcare.org.uk](mailto:trustees@timechildcare.org.uk)

**Trustee Treasurer & Safeguarding Lead:** Robert Coyle [robert@timechildcare.org.uk](mailto:robert@timechildcare.org.uk)

**Trustee:** Rebecca Wright [rebeccaw@timechildcare.org.uk](mailto:rebeccaw@timechildcare.org.uk)

**Trustee:** Steve Mortlock [steve@timechildcare.org.uk](mailto:steve@timechildcare.org.uk)