



Safeguarding Policy

At Creative Stars Day Nursery, we acknowledge that all children have a fundamental right to be protected from harm and that it is our duty to safeguard and promote the welfare of our children. This policy sets out our safeguarding procedures and applies to all who are part of our setting.

If you have a safeguarding or child protection concern, please complete a cause for concern form and speak to the designated safeguarding lead. In the absence of the Designated Safeguarding Lead, please seek advice and support from the Deputy Designated Safeguarding Lead.

All professionals have a duty to act assertively and proactively to ensure that a child's welfare remains the paramount consideration in all safeguarding activity

Who is the Designated Safeguarding Lead?

Designated Safeguarding Lead: Managing Director – Mrs. Dawn Day

Deputy Designated Safeguarding Lead: Deputy Manager – Mr Leon Day

Both the Designated Safeguarding Lead and Deputy Designated Safeguarding lead have completed Safeguarding Training for DSLs.

Are you worried about the safety or welfare of a child?

If you think a child or young person may be in immediate danger, call 999.

Changes to Lewisham Multi-Agency Safeguarding Hub (MASH) and Families First Contact Point (FFCP)

MASH (Multi-Agency Safeguarding Hub) used to be the name for Lewisham's central point of contact for concerns about children's welfare. It brought together professionals from different services—like social care, police, health, and education—to share information and make decisions about safeguarding.

FFCP (Families First Contact Point) is the new name for MASH. It's not just a rebrand—it reflects a shift in approach:

FFCP is designed to be more family-focused and accessible, reducing stigma around statutory social work.

It still acts as the single point of access for safeguarding concerns and support requests.

The team includes the same multi-agency professionals, but now with added capacity to visit children for brief assessments.

FFCP uses a consent-based model, encouraging professionals to work openly with families unless doing so would increase risk.

So, in essence, FFCP = MASH evolved. The referral process remains the same, but the ethos is more collaborative, preventative, and family led.

Referring a child to the Families First Contact Point, for protection because you are worried they may be experiencing significant harm.



Families First Contact Point (FFCP) referral form

Please note we are now accepting referrals via the online form linked below. Please do not send referrals using the old Word document form. If you have any queries, please contact Family First Contact Point (FFCP) on 0208 314 6660.

Family First Contact Point Contact Details

0208 314 6660

If you need to refer a child or young person for a protection service because you are worried, they may be experiencing, or are at risk of significant harm from abuse, neglect or exploitation, you can make a referral to the Families First Contact Point (FFCP) from Monday to Friday, 9am to 5pm.

If you need to make a referral urgently outside of these hours, the out of hours team operates 6pm-8am Monday-Friday and 8am Saturday until 8am Monday.

They can be contacted on 0208 314 6000. If a child is in imminent danger, contact the police immediately by calling 999.

Lewisham Children's Social Care 020 8314 6660

Local Authority Designated Officer (LADO) 020 8314 7280

We use the London Borough of Lewisham's Continuum of Need when Identifying levels of need and what to do next. In conjunction with the Continuum of Need document, any early help needed is assessed in meeting the needs of children and their families. Children deemed to be level 1 or 2 are handled in house with specific monitoring in place. Those children deemed level 3 or 4 are to have an early help assessment completed.

Any concerns about a child having been seriously harmed or being at risk of serious harm should be reported immediately by telephone to the **FFCP on 020 8314 6660**. In an emergency always call 999.

We use the London Borough of Lewisham's Continuum of Need when Identifying levels of need and what to do next. In conjunction with the Continuum of Need document, any early help needed is assessed in meeting the needs of children and their families. Children deemed to be level 1 or 2 are handled in house with specific monitoring in place. Those children deemed level 3 or 4 are to have an early help assessment completed.

Any concerns about a child having been seriously harmed or being at risk of serious harm should be reported immediately by telephone to the **FFCP on 020 8 314 6660**. In an emergency, always call 999.

When the government published "Every Child Matters" it raised five key issues that were deemed essential in the complete development of each and every child. It stated that they:

- Must be and stay safe
- Must be healthy
- Must be able to enjoy and achieve
- Must be able to achieve economic well-being
- Must make a positive contribution.

At Creative Stars Day Nursery, the health and safety of all children is of paramount importance. The purpose of this policy therefore is to ensure that all members of the nursery community:

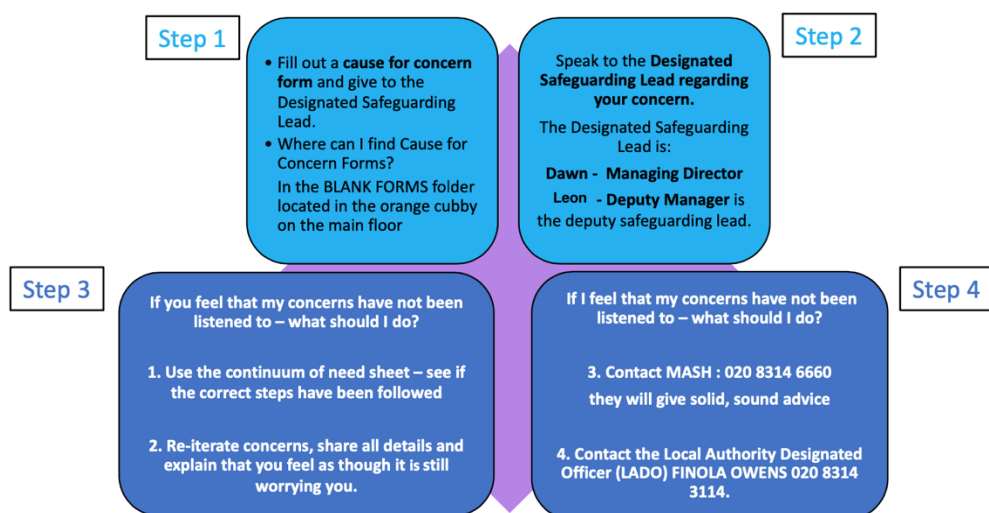


- are aware of their responsibilities in relation to safeguarding and child protection
- know the procedures that should be followed if they have a cause for concern
- know where to go to find additional information regarding safeguarding
- are aware of the key indicators relating to child abuse
- fully support the nursery's commitment to safeguarding and child protection.

Parents send their children to nursery each day with the expectation that our nursery will provide a secure environment in which their children can flourish. We therefore must ensure this expectation is upheld. To do this a wide range of measures are put in place.

Creative Stars Day Nursery

If you have a safeguarding concern, what should you do?



SAFEGUARDING IS EVERYBODY'S RESPONSIBILITY.
RAISE CONCERNS EARLY AND KEEP RECORDS OF ANY CONCERNS ON CAUSE FOR CONCERN FORMS.
COMMUNICATION IS ESSENTIAL.



FFCP ONLINE REFERRAL

Lewisham FFCP have launched of the new online referral form to send referrals or request information.

You will be able to access the updated forms at <https://lewisham.gov.uk/myservices/children-and-young-people-service/keeping-children-safe/multi-agency-safeguarding-hub> - please click on *Request Help or Protection for a Child*.

The new online form will allow you to:

- Make a request for Targeted Early Help
- Making a request for Children's Social Care
- Make a request for social care information



The online form once completed will be sent directly to the MASH Team and we will receive a PDF copy to the professional email address you provide.

At the current time, the form will not have the ability to save progress so you will need to complete and submit the referral at the same time.

If you cannot complete the form or do not have enough information to do so you will continue to be able to contact MASH via telephone for advice or consultation.

Lewisham FFCP still ask you to contact FFCP via telephone **020 8314 6660** for any referrals which require an immediate safeguarding response and follow up with the online referral within 24 hours.

Health and Safety

The nursery has a Health and Safety Policy which is monitored regularly. Every two months, there is a fire drill that practices efficient evacuation from the building. The nursery conducts an annual Fire Risk Assessment.

The children are taught about staying safe, making healthy choices and who to go to if they are in danger. Upon arrival to nursery, children are encouraged to take off their shoes and to wash their hands. This is to eliminate the growth of germs. They are also signed into the nursery register to let us know who is present.

Health and safety risk assessments are completed daily – both in the morning and the evening. This is to ensure that the premises are safe, clean and adequate for children to be within, both in the morning, and in the evening. Outdoor safety checks are also undertaken of a morning to ensure the communal space is safe and clean. Where children have complex health or dietary needs, a risk assessment is also done on the child.

Medicines

Senior members of staff will give prescribed medicines only if the child has already used the medicine. A log of all medicines held on site is available. Please see our Medicine Policy for more information.

Emergency Contacts

Settings are required to have at least two emergency contacts for each child and to verify these contacts annually.

Sick Child Policy

If a child has a fever, vomiting or diarrhoea, they will need to be collected in line with our sick child policy.

This is to keep your child as comfortable as possible and to safeguard other children from your child's illness. In addition to this, children will be asked to stay at home or be collected if symptoms of contagious illnesses or diseases become apparent.

Examples of this include chickenpox, hand foot and mouth and impetigo. This is to safeguard the children, staff and parents within the setting. If there is an illness such as chickenpox within the nursery, senior staffs will monitor children upon arrival and throughout the day to ensure that any children presenting symptoms of illness are sent home. Staffs will also complete an immediate clean of all resources, furnishings and equipment.

Child Absence

It is the responsibility of the parent/carer to notify the nursery manager by phone, text or email if your child will be absent for any reason e.g., illness, holiday, etc.

If you know holidays in advance it is greatly appreciated to let us know then.

- If your child is sick or cannot attend for some reason, you must call us to let us know.
- If we have not heard from you by 10.00 am, we will assume your child is absent.



- If parents cannot be reached during a prolonged absence, settings should attempt to contact the emergency contacts to escalate the situation.
- If we have had no contact from parents and emergency contacts do not have any further information, or if we are concerned about the welfare of the child, our designated safeguarding lead will contact MASH.

First Aid

Senior leaders oversee first aid. There is at least one qualified paediatric first aider present in each room, on all trips or outings and at least two present during mealtimes. There is a first aid kit in every room, the outdoor area and in the main office. Please see our first aid policy for more information.

Health Care Plans

Health care plans are put in place for children diagnosed or identified as having continual or episodic health care needs. Health care plan, also known as an individual healthcare plan (IHP), can help ensure that a child can participate fully in nursery life. It should include information about the child's medical condition, symptoms, and the support they need, such as:

- Medication requirements and side effects
- What to do in an emergency
- Who is involved in the child's medical care
- Adjustments that need to be made so the child can participate in school, such as for PE or school trip

The plan should be drawn up with input from the child's parent or carer, medical team (such as community nurse, physiotherapist, doctor and/or consultant), and senior management.

Allergies

With regards to food and dietary requirements, we operate a traffic light system.

When children are inducted, parents share allergy, intolerance, religious and preferences with regards to their child's eating in the setting.

If the child has an allergy, this is recorded, and the child is put in the red zone. If a child is in the red zone, it means that they have an allergy.

Red = Danger!

Only senior members of staff should feed the child unless it is the child's key worker. All allergies are recorded, along with the child's days of attendance to ensure those foods are not prepared on that day. With complex dietary needs, children's meals are prepared separately and if necessary, using different cooking utensils and equipment. The child will also have a food risk assessment drawn up between the parents and the managing director.

Yellow = Caution!

If there is a parental preference, intolerance or religious reason to not eat specific products, the child is put in the yellow zone. Although we do not want the child to eat these products, they are not a danger to the child. Caution must be used by staff to ensure they do not eat specific products, however, if the products are consumed, it is not life threatening.

Green = All Good!

If children can eat all foods served onsite, they are categorized in the green zone.

During lunchtimes, children wear a coloured tabard to reflect which zone they are in.



Site security

The nursery has CCTV in place at all exit doors and in all rooms. Currently, parents and carers must collect from outside the premises. Parents phone upon collection.

To ensure that the children are kept safe at all times:

- Children will only be allowed to go home with adults with parental responsibility or adults with confirmed permission as listed on the child's contact form
- Visitors must only enter through the main entrance unless pre-arranged.
- A password protection is in place if a parent needs an unknown person to collect their child
- Staff are trained during induction on staying safe within the outdoor area
- Staff are instructed to bring children inside if any alarm or problem is observed
- We work in collaboration with Lewisham Homes on the upkeep and safety precautions in place.

For more information on unexpected visitors, please see the unexpected visitor's policy.

Appointment of staff

All staff that are appointed to work in the nursery have a criminal records search called an Enhanced Disclosure and Barring Service (DBS) check. This search highlights people who have a criminal record or if previous allegations have been made them. If staff are found to have a criminal record the appointment is reconsidered by the Managing Director.

The Managing Director, Business Manager and/or Deputy Manager interview all staff and complete employments checks upon staff too, including completing two reference checks, ID checks and proof of address.

Safer Recruitment training has been taken by management to ensure safer recruiting is in place as well as asking staffs to sign self-disclosures regarding association and themselves.

New staff are inducted into safeguarding practices, given training in Child Protection, Prevent Duty, Health and Safety, Fire Safety, Female Mutilation and Food Hygiene.

Within three months of joining the establishment, the staff member should also be given Paediatric First Aid Training if they do not have this already.

Physical Intervention

The nursery follows DfES guidelines 10/98 which asserts that physical restraint may be used if there is the possibility that a child may be about to cause harm to him/ herself or to another. It also asserts that on no occasion should such physical contact be used as a punishment.

Allegations Against Staff (*Adapted from Lewisham Safeguarding Children Partnership*)

The LADO (Local Authority Designated Officer) provides advice and guidance to employers and other individuals/organisations who have concerns relating to an adult who works with children and young people, or who is in a position of authority and having regular contact with children. We will work with the LADO, in any circumstance where there are any concerns relating to an adult who works with children.

There may be concerns about workers who have:

- behaved in a way that has harmed or may have harmed a child
- possibly committed a criminal offence against or related to a child



- behaved towards a child, or behaved in other ways that suggests they may be unsuitable to work with children.

What should be referred to the LADO?

Any concern that meets the criteria above should be referred. Initially it may be unclear how serious the allegation is. If there's any doubt, the LADO or the designated safeguarding lead person in your agency should be contacted for advice.

What the LADO does:

The first step will be to offer an initial consultation about the concern. This may consist of advice and guidance regarding the most appropriate way of managing the allegation. The LADO will:

- help establish what the 'next steps' should be in terms of investigating the matter further
- liaise with the police and other agencies, and arrange for an allegations meeting to be held if required; if the case is complex there may be a series of meetings
- monitor and maintain an overview of cases to ensure they're dealt with as quickly as possible consistent with a thorough and fair process
- ensure child protection procedures are initiated where the child is considered to be at risk of significant harm
- ensure the appropriate agencies are involved in the investigation
- ensure advice is provided in relation to the adult's remaining in post over the course of the investigation
- ensure issues of sharing information with parents and other relevant individuals are considered
- assist an employer in decisions about a person's suitability to remain in the children's workforce, and whether a referral should be made to the Disclosure and Barring Service (DBS) or the appropriate regulatory or professional body
- In cases where the adult is unaware of the concern or allegation, it may not be appropriate to tell them immediately and may prejudice a potential police investigation. The LADO will provide advice.

The outcomes from a LADO referral may include:

- finding that the allegation is malicious
- finding that the allegation is unsubstantiated
- finding that the allegation is substantiated
- finding that the allegation is false
- finding that the allegation is unfounded
- internal investigation by the employer including consideration of disciplinary procedures
- a police investigation
- police prosecution
- Where the adult is reinstated there may be recommendations in relation to additional support, monitoring or training.
- Where an individual is dismissed from their post, a referral must be made to the DBS which makes decisions on whether individuals should be barred from working with children.
- Compromise agreements are not an acceptable resolution to a concern, and even if someone resigns it should not prevent a full and thorough investigation into the matter.

If a staff member feels that practice approach, actions, inaction or decisions of another agency will not adequately safeguard a child, they should use the [Lewisham Safeguarding Children Partnership Inter-Agency Escalation Policy](#).



Internet Safety

Children are encouraged to use the internet in a safe way. Children will never be left unattended whilst online and staff should ensure that this does not happen. Parents sign consent for any images used online and a traffic light system is in place to ensure staff are aware of children whose images are not allowed online. Children learn about staying safe on the internet as part of their learning. When children are using the internet, they are always supervised

Use of Mobile Phones and other electronic devices with image sharing capabilities

The use of personal mobile phones for nursery business is strictly prohibited on the main floor. Staff are made aware of this as part of their induction process. They can use mobile phones in the kitchen and office area, and in the outdoor area when based away from the children.

The nursery does have mobile phones assigned to the setting, and these are used to communicate with staff, parents, Ofsted and other external agencies.

Photography is taken using nursery mobile phones and other electronic devices with image sharing capabilities, such as I-Pads and MacBook's. Images are stored on the nursery MacBook.

Equal opportunities

We are committed to ensuring that equal opportunities are available for everyone, irrespective of race, religion or belief, attainment, age, disability, gender, gender reassignment, sexual orientation or background. Children with special educational needs and/or disabilities are encouraged to take an active part in every session and every measure must be taken to ensure this.

Links with Relevant Policies

This Policy should be read in conjunction with the following policies which all contribute to safeguarding:

- Fire Safety Policy
- Child Protection Policy
- Behaviour Management Policy
- ICT and E-Safety Policy
- Health & Safety Policy
- Safer Recruitment Policy
- Toileting and Personal Care Policy
- Sick Child Policy
- Visitors Policy
- Healthy Eating Policy
- Biting Policy
- Prevent Policy.

This policy was reviewed on: 01.08.26

Date of next review: 01.08.27