



Child Protection 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 child protection procedures and applies to all staff and volunteers working in our setting.

This policy has been developed in accordance with the following:

- The Children Act 1989 and 2004
- The Education Act 2002 (Section 175)
- Education & Inspection Act (2006)
- Working Together to Safeguard Children (DFE 2013)
- Keeping Children Safe in Education (KCSIE 2026)
- Lewisham Safeguarding Children Partnership (2025-2026).
- LCSP Family Help Continuum of Need (2024-2025)

The aims of this policy are:

- To provide an environment in which children feel safe, valued and respected and have the confidence and knowledge to approach an adult if they are experiencing difficulties.
- To raise awareness of child protection issues and to ensure that all staff know their individual responsibilities in identifying and reporting possible cases of abuse.
- To acknowledge the need for effective and appropriate communication between all members of staff in relation to child protection.
- To implement clear procedures for identifying and reporting cases, or suspected cases, of abuse.
- To ensure effective systems are in place to monitor children known or thought to be at risk of harm.
- To develop effective working relationships with all other agencies involved in child protection.
- To support any pupil who has been abused in accordance with his/her agreed child protection plan.

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 Safeguarding Lead.

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

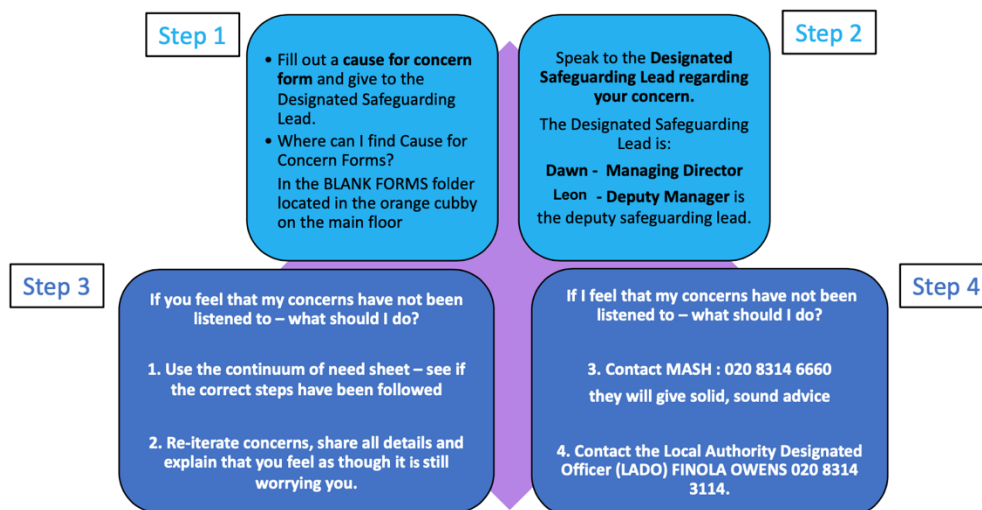
We use the London Borough of Lewisham's Continuum of Need when Identifying levels of need and what to do next. In conjunction with the Continuum of Need document, any early help needed is assessed in meeting the needs of children and their families. Children deemed to be level 1 or 2 are handled in house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



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.



Roles & Responsibilities

The nursery has a Child Protection Policy and procedures in place which are made available to parents on request.

There is a nominated Safeguarding Officer designated to take responsibility for child protection. They will refer all cases of suspected abuse to the local authority children's social care and:

- The local authority designated officer (LADO) for child protection concerns (all cases which concern a staff member).
- Disclosure and Barring Service (cases where a person is dismissed or left due to risk/harm to a child); and/or Police (cases where a crime may have been committed).
- FFCP, for 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**
- Dawn Day, Managing Director is the Designated Safeguarding Lead and Leon Day is the deputy Designated Safeguarding Lead within the setting.

The Safeguarding Officer has the responsibility to:

- Liaise with the Managing Director to inform her of issues especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations
- Act as a source of support, advice and expertise to staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies
- Ensure safer recruitment procedures are adhered to and all appropriate checks are carried out on staff and volunteers who work with children.
- The designated person undertakes relevant LCSB training and attends refresher training at 2-year intervals



The nursery has procedures for dealing with allegations against staff and volunteers. Staff receive appropriate training and attend refresher training at 2-year intervals. The policy is reviewed annually. Any deficiencies or weaknesses are remedied without delay.

Managing Director

The Managing Director will ensure that:

- Policies and procedures are fully implemented and followed by staff.
- Sufficient time and resources are allocated to enable the designated person and other staff to discharge their responsibilities.
- All staff and volunteers can raise concerns regarding child protection and that these are dealt with in an appropriate and timely manner.
- Parents understand the responsibility placed on the nursery and staff for child protection.
- All records and information are stored securely and confidentially.

Training

The designated safeguarding lead should receive appropriate training carried out every two years to:

- Understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments
- Have a working knowledge of how local authorities conduct a child protection case conference and a child protection review conference and be able to attend and contribute to these effectively when required to do so
- Ensure each member of staff has access to and understands the nursery's child protection policy and procedures, especially new and part time staff
- Be alert to the specific needs of children in need, those with special educational needs and young carers
- Be able to keep detailed, accurate, secure written records of concerns and referrals
- Obtain access to resources and attend any relevant or refresher training courses
- Encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, in any measures the nursery may put in place to protect them.

Raising Awareness

- The designated safeguarding lead should ensure the nursery policies are known and used appropriately
- Ensure the child protection policy is reviewed annually and the procedures and implementation are updated and reviewed regularly
- Ensure the child protection policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the nursery in this.
- Link with the local LSCB to make sure staff are aware of training opportunities **All staff & Volunteers**

All staff should:

- Be aware of the categories of abuse and the signs of abuse, radicalisation and neglect
- Familiarise themselves with and follow the nursery systems which support child protection
- Be vigilant and maintain an attitude of 'it could happen anywhere'.
- Keep CPD Current and up to date with regards to safeguarding



Procedures for Responding to Child Protection Concerns

Any member of staff or volunteer who has concerns about a child should discuss these with the designated safeguarding officer and record their concerns on the 'Cause for Concern' form. The designated person will then decide about the appropriate course of action.

If it is clear the child has been harmed or is at risk of being harmed the designated person will refer straight to the Referral and Assessment Duty Team. If the child is in immediate danger, anybody can make a referral.

Responding to a disclosure

If a child makes a disclosure the member of staff should follow the procedure. It is important that the member of staff explains to the child that the information may have to be shared with people who need to know to help them. Keeping children safe is everybody's concern - we all have a responsibility both in our private and professional lives.

- stay calm and be reassuring
- find a quiet place to talk
- believe in what you are being told
- listen, but do not press for information
- say that you are glad that the child told you
- record what has been said on a cause for concern form.

The designated person will:

- Obtain information from those concerned and record this information using the Early Years Assessment Form
- Ask for further information as appropriate
- Contact the FFCP Team and agree procedures including notification to parents/carers (if level 4)
- Work closely with FFCP Team to put into action agreed procedures.

If a child or young person tells you about abuse:

The safeguarding process

There are two main stages to the safeguarding process:

Stage 1: a social worker will gather information about the child and family concerned and make an assessment about his or her needs.

Stage 2: if there is a problem, social workers (and other professionals) will try to resolve it, usually in partnership with the parents and other family members. There will be a series of meetings to decide what support is needed (such as family counselling) and to ensure that the situation improves.

There is a full description of the steps that must be taken in national guidance.

Support for The Child

We recognise that children who are abused, witness's violence or live in a violent environment may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. The nursery may be the only stable, secure and predictable element in the lives of children who have been abused or who are at risk of harm. The behaviour of a child in these circumstances may be challenging and defiant or they may be withdrawn.



The nursery will endeavour to support the child by:

- Ensuring that key members of staff are aware of a vulnerable child's situation (on a need-to-know basis).
- provide a positive, supportive and secure environment
- Encourage the development of self-esteem and resilience
- Liaise and work together with other support services.
- Take the child's wishes and feelings into account where possible
- Ensure that when a child leaves, their information is transferred to the new school and that the child's social worker is informed.

Supporting Staff

We recognise that staff who have become involved with a child who has suffered or who is likely to suffer harm may find the situation stressful or upsetting. We will support such staff by providing an opportunity to talk through their anxieties with the designated person and to receive further support as appropriate.

Allegations Against Staff

Any allegation made against a member of staff should be reported to the Managing Director immediately who will discuss the matter with the Local Authority Designated Officer (LADO) for Child Protection (020 8314 7280). A decision will be made whether there is sufficient substance in the allegation to warrant an investigation. In the event of the allegation being made against the Managing Director, this must be reported to the LADO. Individuals who are the subject of allegations will be informed as soon as possible, as should the parents/carers of any child have involved. Every effort will be made to maintain confidentiality and guard against unwanted publicity in accordance with the reporting restrictions in the Education Act 2011.

Confidentiality

All matters relating to child protection must be treated as highly confidential. The Designated Person will disclose personal information about a child to other members of staff on a need-to-know basis only.

This policy was reviewed on: 26.07.27

Date of next review: 26.07.27