

1. SAFEGUARDING CHILDREN

Bo-Peeps Designated Safeguarding Lead(DSL) team: **Marie Fred Boseley, Megan Golledge, Sarah Wicks**
Deputy Safeguarding Leads are: **Ellie Freeman, Jemma Crump, Abigail Baldwin**

Bo-Peeps will ensure that all staff and parents/carers have access to a copy of this policy.

The Designated Safeguarding Lead (DSL) will be informed by members of staff if any safeguarding incident arises. The DSL has lead responsibility for liaising with outside agencies, including the Professional Advice Line on 01452 427070 and Gloucestershire Front Door Services & Multi-Agency Safeguarding Hub (MASH) on 01452 426565 (option 3). Concerned members of the public can also use this number to discuss any worries about a child. Advice will be sought through MASH if a child has anything recorded on their body diagram which the DSL or staff feel requires expert advice. Contact may also be made via email at mashearlyhelp@gloucestershire.gov.uk.

If the advice given is to make a referral, this will be completed via the Gloucestershire Children's Services portal. Staff's prime responsibility is the welfare and wellbeing of all children in Bo-Peeps' care, and the Safeguarding Leads have a duty to act quickly and responsibly in any instance that may come to their attention.

Working Together to Safeguard Children (2023) states that effective safeguarding arrangements should aim to meet the following two key principles:

- Safeguarding is everyone's responsibility: for services to be effective, each individual and organisation should play their full part; and
- A child-centred approach: for services to be effective, they should be based on a clear understanding of the needs and views of children.

Safeguarding is defined as:

- Protecting children from maltreatment;
- Preventing impairment of children's mental and physical health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have the best outcomes.

The Safeguarding Partnership Procedures set out how agencies and individuals should work together to safeguard and promote the welfare of children and young people. The target audience is practitioners (including unqualified staff and volunteers), front-line managers, and senior leaders with safeguarding responsibilities.

Bo-Peeps supports the children within our care, protects them from maltreatment, and has robust procedures in place to prevent the impairment of children's health and development. In the setting, staff strive to protect children from the risk of radicalisation and promote acceptance and tolerance of other beliefs and cultures (please refer to the Inclusion and Equality Policy for further information). Staff are trained to recognise signs of radicalisation and extremism and understand how to refer concerns appropriately. Safeguarding children is everybody's responsibility. All staff, students, supply staff, and visitors are made aware of and are expected to adhere to this policy.

At Bo-Peeps, practitioners work with children, parents, external agencies, and the wider community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, to thrive, and to be safe from abuse in whatever form.

POLICY INTENTION

To safeguard children and promote their welfare, Bo-Peeps will:

- Create an environment that encourages children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Ensure all practitioners are able to identify the signs and indicators of abuse, including less obvious ('softer') signs, and know what action to take
- Encourage children to develop independence and autonomy appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures, and communities
- Help children to understand how they can influence and participate in decision-making and promote British values through play, discussion, and role modelling
- Always listen to children
- Provide an environment where practitioners are confident to identify when children and families may need support and seek help at the earliest opportunity
- Share information with other agencies as appropriate in line with data protection requirements
- Be alert to the risks posed by individuals who may harm children
- Keep accurate, secure, and confidential records of any concerns, including body maps where appropriate, in line with GDPR
- Report any concerns to the Designated Safeguarding Lead (DSL)
- Share and analyse information to assess the child's needs and circumstances
- Contribute to actions required to safeguard and promote the child's welfare
- Take part in reviewing outcomes for children against specific plans
- Work in partnership with parents/carers unless doing so would place the child at risk
- Ensure no volunteers, apprentices, or students undertake intimate care (e.g. nappy changing) without an appropriate enhanced DBS check
- Ensure that no volunteers, apprentices, or students are left unsupervised
- Avoid asking leading questions or influencing disclosures made by children
- Ensure all practitioners have an appropriate enhanced DBS check, suitable references, and receive 2 yearly GSCP safeguarding training, including annual updates; DSLs complete formal training every two years alongside ongoing updates
- Follow procedures for recording details of visitors, volunteers, and students
- Ensure robust systems are in place to manage access to the setting and prevent unauthorised entry

Practitioners are aware that abuse can occur in society, and they remain vigilant in identifying signs and reporting concerns. Those working closely with children and families are often the first to identify concerns, observe behavioural changes, or receive disclosures.

Bo-Peeps' prime responsibility is the welfare and wellbeing of each child in our care. We have a duty to act quickly and responsibly in any situation that may arise. This includes sharing information with relevant agencies such as children's social care, family support services, health professionals (including health visitors), and the police. Practitioners will work collaboratively with other agencies in the best interests of the child.

THE NURSERY AIMS TO:

- Keep the child at the centre of all practice, supporting wellbeing, confidence, and resilience
- Ensure practitioners understand safeguarding procedures from induction and can identify signs of abuse, including peer-on-peer abuse and discriminatory behaviours
- Recognise the increased vulnerability of children with SEND, those in isolated families, and those affected by factors such as the 'toxic trio' and Adverse Childhood Experiences (ACEs)
- Support practitioners to act in the child's best interests and maintain professional curiosity
- Provide regular safeguarding training and updates
- Make timely referrals in line with Gloucestershire Safeguarding Children Partnership procedures

- Ensure parents/carers are aware that records of injuries are kept securely and may be shared with relevant authorities where necessary
- Share information on a need-to-know basis to protect children
- Maintain effective online safety measures, including appropriate filtering, monitoring, and safe use of technology
- Identify, minimise, and manage risks
- Address concerns about staff behaviour in line with the Staff Behaviour Policy
- Report allegations against adults working with children to Ofsted and relevant authorities, including the Local Authority Designated Officer (LADO)
- Ensure parents/carers are informed of safeguarding policies and updates
- Regularly review this policy to ensure compliance with current legislation and local procedures

REPORTING PROCEDURES

All practitioners have a responsibility to report safeguarding concerns. Concerns must be reported to the DSL as soon as possible.

- Practitioners will report concerns to the DSL (or Deputy DSL in their absence)
- Any injuries or disclosures will be recorded and stored securely
- Existing injuries will be recorded with an explanation from the parent/carer, with professional curiosity applied
- Concerns may be discussed with parents/carers unless advised otherwise by children's social care

The DSL will:

- Contact MASH to seek advice or make a referral promptly
- Contact the police if a child is in immediate danger
- Record all information and actions taken
- Liaise with parents/carers unless advised not to do so
- Follow up with children's social care if no response is received within expected timescales

If practitioners feel unable to report concerns to the DSL, they may contact children's social care, the police, or the NSPCC directly.

CONTACT TELEPHONE NUMBERS

Local authority children's social care: mashearlyhelp@gloucestershire.gov.uk

Local Authority Designated Officer (LADO): 01452 426994

Local Authority referral team: 01452 426565

Out of Hours Team: 01452 614194

NSPCC: 0808 800 5000

Ofsted: 0300 123 4666

Emergency police: 999

Non-emergency police: 101

Prevent/Extremism helpline: 020 7340 7264

ACT Early Support Line: 0800 011 3764

CEOP: <https://www.ceop.police.uk/safety-centre/>

Keeping children safe is Bo-Peeps' highest priority.

Implemented on: 25th March 2026 added to 05/06/2026

Date to be reviewed: 25th March 2027

Implemented by: Marie Boseley and Staff

1.1.1 RESPONDING TO A DISCLOSURE FROM A CHILD

If a child starts to talk openly to a practitioner about abuse they may be experiencing, the practitioner will:

- Give full attention to the child or young person
 - Keep body language open and encouraging
 - Be compassionate, understanding and reassure the child that their feelings are important, using phrases such as ‘you’ve shown such courage today’
 - Take time and slow down; show respect, pause and do not interrupt the child – allow them to go at their own pace
 - Recognise and respond to the child’s body language
 - Show understanding and reflect back what has been said
 - Make it clear you are listening and interested in what the child is telling you
 - Reflect back what they have said to check understanding, using the child’s own language
 - Reassure the child that they have done the right thing in telling you and that abuse is never their fault
 - Not ask leading questions or investigate
 - Never speak to the alleged perpetrator about the disclosure
- (Information informed by NSPCC guidance)

Any disclosure will be reported to the Designated Safeguarding Lead (DSL) or Deputy DSL immediately and followed up in line with reporting procedures, including referral to the local authority children’s social care team where appropriate.

Recording suspicions of abuse and disclosures

Practitioners must make an objective record of any observation or disclosure, supported by the DSL. These should include:

- Date, time and location of the observation or disclosure
- The exact words spoken by the child (word for word), including any non-verbal communication
- The exact position and type of any injuries or marks observed
- A factual account of what was observed, including the date, time and names of any other persons present
- Details of any discussions held with parents/carers (where appropriate and safe to do so)

Records must be completed as soon as possible after the event, signed and dated by the practitioner and the DSL (or Deputy DSL), and stored securely with restricted access in line with GDPR and data protection legislation.

If a child begins to talk about potential abuse, practitioners must not promise confidentiality. It must be explained in an age-appropriate way that information may need to be shared to keep them safe. Children should be allowed to speak freely, without interruption or pressure, and without words being put into their mouth.

It is not the nursery’s role to investigate concerns. This is the responsibility of statutory agencies. Staff involved in safeguarding cases may be asked to provide information. All practitioners are expected to co-operate fully with children’s social care, the police and Ofsted to ensure the safety and welfare of children. Practitioners must not make comments, either publicly or in private, about the alleged or actual behaviour of a parent, child or member of staff.

Informing parents/carers

Parents/carers will normally be the first point of contact. Where a concern is identified, parents/carers will usually be informed; however, this will not happen where doing so may place the child at increased risk or

where advised otherwise by children's social care or the police. In such cases, the relevant professionals will take responsibility for informing parents/carers.

Confidentiality

All safeguarding concerns, enquiries and investigations are treated confidentially and shared only with those who need to know in order to protect the child. Information will be shared in line with local authority guidance.

All practitioners, students and volunteers are bound by confidentiality. A breach of confidentiality may result in disciplinary action.

The nursery has due regard to the principles of the Data Protection Act 2018 and UK GDPR. These do not prevent the sharing of information where this is necessary to safeguard a child. Information will be recorded, stored and shared appropriately and securely.

Support to families

The nursery aims to build trusting and supportive relationships with families, practitioners, students and volunteers.

The nursery will continue to welcome the child and family whilst enquiries are being made. Families will be treated with respect and without judgement while investigations are carried out in the best interests of the child.

Record keeping

Confidential records relating to a child will be shared with parents/carers where appropriate and in line with local authority guidance, always prioritising the safety and welfare of the child.

The nursery maintains clear, factual and chronological records to support early identification of children and families who may need support. Records are regularly reviewed by the DSL to identify patterns, concerns and emerging needs.

Allegations against adults working or volunteering with children

If an allegation is made against a practitioner, student, volunteer, supply staff member, or any person living or working on the premises, regardless of where the incident occurred, the following procedure will be followed:

An allegation may relate to a person who has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm
- Behaved in a way that indicates they may not be suitable to work with children

The allegation must be reported immediately to the senior manager or registered person. If this person is the subject of the allegation, it must be reported directly to the Local Authority Designated Officer (LADO).

The nursery will:

- Contact the LADO immediately for advice and guidance
- Notify Ofsted in line with EYFS statutory requirements
- Follow all guidance provided by the LADO and other relevant agencies
- Ensure all staff co-operate fully with any investigation
- Provide appropriate support to all individuals involved
- Consider suspension where appropriate, seeking legal advice to ensure compliance with employment law
- Keep detailed, secure and confidential records of all actions taken

If an individual feels concerns are not being taken seriously or there is a risk of information being shared inappropriately, they must report directly to the local authority children's social care team, the LADO, or use whistleblowing procedures.

Where allegations are substantiated, appropriate action will be taken in line with disciplinary procedures, which may include dismissal. The nursery will inform relevant bodies, including Ofsted and the Disclosure and Barring Service (DBS), where required.

Safeguarding records relating to allegations will be retained in line with statutory guidance on record retention.

Where allegations are not substantiated, appropriate support will be provided and a return-to-work plan will be implemented, which may include supervision, mentoring or additional training.

Implemented on: 25th March 2026

Date to be reviewed: 25th March 2027

Implemented by: Marie Boseley and Staff

1.1.2 TYPES OF ABUSE& PROCEDURES TO FOLLOW

Abuse and Neglect

Abuse and neglect are forms of maltreatment of a child. A child may be abused or neglected by inflicting harm or by failing to act to prevent harm. Abuse can occur within a family, institutional or community setting, by those known to the child, or more rarely by a stranger. Abuse may be carried out by adults or by other children.

This policy is informed by current statutory guidance, including *Working Together to Safeguard Children (2018, updated 2023)* and *What to Do if You're Worried a Child is Being Abused (2015)*.

The signs and indicators listed below do not necessarily confirm abuse; however, they may indicate that something is wrong, particularly if a child presents with multiple indicators or any to a significant degree.

Indicators of Abuse

- Failure to thrive or meet developmental milestones
- Fearful, withdrawn or anxious behaviour
- Unexplained injuries or inconsistent explanations
- Repeated injuries
- Untreated medical needs
- Significant changes in behaviour

Additional (NICE) Indicators

Emotional states:

- Fearfulness
- Withdrawal
- Low self-esteem

Behavioural indicators:

- Aggression or oppositional behaviour
- Repetitive behaviours (e.g. rocking)

Interpersonal behaviours:

- Indiscriminate affection-seeking
 - Over-friendliness to strangers
 - Excessive clinginess
 - Overly compliant behaviour
 - Failure to seek comfort when distressed
 - Controlling behaviour towards carers
 - Difficulty recognising emotions
 - Young children showing caregiving behaviours towards adults
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Peer-on-Peer Abuse

Staff recognise that children can abuse other children. This may include bullying, physical abuse, emotional abuse, or sexual abuse.

All concerns will be treated seriously and reported in line with safeguarding procedures. Both the victim and the child displaying harmful behaviour will be supported, recognising that the latter may also be a victim of abuse.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing harm. It also includes Fabricated or Induced Illness (FII).

Concerns will be raised where:

- Injuries are unexplained or inconsistent
 - Injuries are repeated or patterned
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Fabricated or Induced Illness (FII)

This occurs when a parent or carer deliberately causes or exaggerates a child's illness. This may include:

- Seeking unnecessary medical treatment
- Exaggerating symptoms
- Inducing illness
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FII is a form of physical abuse and will be reported accordingly.

Female Genital Mutilation (FGM)

FGM involves the partial or total removal or injury to female genital organs for non-medical reasons. It is illegal in the UK and a form of child abuse.

The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother; and/or death (definition taken from the Multi-Agency Statutory Guidance on Female Genital Mutilation). The procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community.

Staff have a **mandatory duty to report** known cases in girls under 18 directly to the police.

Breast Ironing/Flattening

Breast ironing is the practice of suppressing breast development using force or heated objects. It is a form of physical abuse and can cause serious harm.

Breast Ironing/Flattening is a form of physical abuse and can cause serious health issues such as:

- Abscesses
- Cysts
- Itching
- Tissue damage
- Infection
- Discharge of milk
- Dissymmetry of the breasts
- Severe fever.

Any concerns will be reported in the same way as other types of physical abuse.

Sexual Abuse

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

- Age-inappropriate sexual knowledge or behaviour
- Changes in behaviour or emotional state
- Physical symptoms such as pain, bleeding, or infection

Children's privacy, dignity and bodily autonomy must be respected. Staff should never ask or require a child to remove clothing unless there is a legitimate care, health, hygiene, safety or activity-related reason for doing so. Where a child requires assistance with undressing, staff should explain what they are doing, encourage the child to participate and support them to maintain as much independence as possible.

Staff should be alert to any significant or unexplained change in a child's response to intimate care or undressing. A child who becomes unusually distressed, resistant or fearful during intimate care or undressing may be displaying a possible indicator of safeguarding concern. This does not, in isolation, indicate abuse, but must be recorded and discussed with the DSL in accordance with the Nursery's safeguarding procedures.

All concerns will be reported immediately.

EMOTIONAL SIGNS:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age
- Personality changes such as becoming insecure or clingy
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer
- Becoming worried about clothing being removed
- Suddenly drawing sexually explicit pictures or acting out actions inappropriate for their age
- Using sexually explicit language.

PHYSICAL SIGNS:

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy

Any concerns about a child or family will be reported to the children's social care team.

Child Sexual Exploitation (CSE)

CSE involves coercion or manipulation of a child into sexual activity in exchange for something (e.g. money, gifts, status). Signs and indicators may include:

- Physical injuries such as bruising or bleeding
- Having money or gifts they are unable to explain
- Sudden changes in their appearance
- Becoming involved in drugs or alcohol, particularly if you suspect they are being supplied by older men or women

- Becoming emotionally volatile (mood swings are common in all young people, but more severe changes could indicate that something is wrong)
- Using sexual language that you wouldn't expect them to know
- Engaging less with their usual friends
- Appearing controlled by their phone
- Switching to a new screen when you come near the computer
- Nightmares or sleeping problems
- Running away, staying out overnight, missing school
- Changes in eating habits
- Talk of a new, older friend, boyfriend or girlfriend
- Losing contact with family and friends or becoming secretive
- Contracting sexually transmitted diseases.

It can occur online or offline and may appear consensual.

Child Criminal Exploitation (CCE)

CCE involves children being coerced into criminal activity, including:

- Drug trafficking (e.g. county lines)
- Theft or violence

Indicators include:

- Unexplained gifts
 - Association with risky individuals
 - Missing episodes
 - Behavioural changes
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Emotional Abuse

Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone. Emotional abuse is the persistent emotional maltreatment of a child causing severe adverse effects on development.

This includes:

- Rejection, humiliation, or intimidation
- Exposure to domestic abuse
- Unrealistic expectations

The Domestic Abuse Act (2021) recognises children as victims if they witness domestic abuse.

Signs and indicators may include:

- Physical, mental and emotional development lags
 - Sudden speech disorders
 - Overreaction to mistakes
 - Extreme fear of any new situation
 - Neurotic behaviour (rocking, hair twisting, self-mutilation)
 - Extremes of passivity or aggression
 - Appear unconfident or lack self-assurance.
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Neglect

Neglect is the persistent failure to meet a child's basic needs and may also occur during pregnancy. Areas including:

- Food, clothing, shelter
- Protection from harm
- Supervision
- Medical care

Signs may include:

- arriving at nursery unwashed or unkempt, poor hygiene
 - inappropriate clothing (including clothes and shoes which are too small)
 - arriving at nursery in the same nappy they went home in or a child
 - unmet medical needs
 - persistently hungry
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County Lines and Cuckooing

The National Crime Agency (NCA) describe county lines as a term used to describe gangs and organised criminal networks involved in exporting illegal drugs. Customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment.

County lines involves criminal exploitation of children to transport drugs. Indicators include:

- Missing episodes
- Unexplained money or items
- Association with unknown adults •
- Changes in the way young people you might know dress
- May be carrying a weapon
- Receiving more texts or calls than usual
- Unexplained injuries
- Significant changes in emotional well-being
- Young people seen in different cars/taxis driven by unknown adults
- Young people seeming unfamiliar with your community or where they are
- An increase in anti-social behaviour in the community
- Gang association or isolation from peers or social networks.

Cuckooing is when criminals take over a vulnerable person's home. Signs that this is happening in a family property may be:

- an increase in people entering or leaving the property
- an increase in cars or bikes outside the home
- windows covered or curtains closed for long periods
- family not being seen for extended periods
- signs of drug use or an increase in anti-social behaviour at the home.

If practitioners have any concerns regarding county lines/cuckooing they will follow our safeguarding reporting procedures.

Contextual Safeguarding

Recognises risks outside the home, including:

- Peer groups
- Schools
- Online environments

The setting works with families and agencies to address these risks.

Domestic Abuse

Domestic abuse includes:

- Physical, emotional, sexual, or economic abuse
- Controlling or coercive behaviour
- Economic abuse

Domestic abuse can happen to anyone regardless of gender, age, social background, religion, sexuality or ethnicity and domestic abuse can happen at any stage in a relationship.

Signs and symptoms of domestic abuse include:

- Changes in behaviour (for example, becoming very quiet, anxious, frightened, tearful, aggressive, distracted, depressed etc.)
- Visible bruising or single, or repeated, injury with unlikely explanations
- Change in the manner of dress (for example, clothes to hide injuries that do not suit the weather)
- Stalking, including excessive phone calls or messages
- Partner or ex-partner exerting an unusual amount of control or demands over work schedule
- Frequent lateness or absence from work.

Children are always considered victims where domestic abuse is present and can have a serious, long lasting emotional and psychological impact.

If domestic abuse is suspected, then any concerns must be reported in line with our safeguarding procedures.

Forced Marriage

A forced marriage occurs where one or both parties do not consent.

Concerns must be reported immediately.

Honour-Based Abuse (HBA)

HBA includes abuse committed to protect perceived family or community honour, including FGM and forced marriage. Such abuse can occur when perpetrators perceive that a relative has shamed the family and/or community by breaking their 'honour' code. It is a violation of human rights and may be domestic, emotional and/or sexual abuse such as being held against their will, threats of violence or actual assault. It often involves wider family networks or community pressure and so can include multiple perpetrators.

Signs and symptoms of HBA include:

- Changes in how the child dresses or acts, such as not 'western' clothing or make-up
- Visible injuries, or repeated injury, with unlikely explanations
- Signs of depression, anxiety or self-harm
- Frequent absences
- Restrictions on friends or attending events.

If honour based abuse is suspected, then any concerns must be reported in line with our safeguarding procedures.

Extremism and Radicalisation (Prevent Duty)

Under the Counter-Terrorism and Security Act (2015), staff must prevent children from being drawn into extremism. Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening. Signs may include:

- Exposure to extremist content
 - Behavioural changes
 - Isolation
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Modern Slavery and Trafficking

Involves children being recruited and exploited for labour or abuse. If child trafficking or modern slavery are suspected, then any concerns must be reported in line with our safeguarding procedures.

Indicators include:

- Lack of freedom
 - Few belongings
 - Fearful behaviour
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Up-skirting

Up skirting involves taking a picture of someone's genitals or buttocks under their clothing without them knowing, either for sexual gratification or in order to humiliate, or distress, the individual. A criminal offence involving taking images under clothing without consent.

Faith or Belief-Based Abuse

Includes abuse linked to beliefs in witchcraft, possession, or spiritual harm. This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune.

Attendance Monitoring

Attendance is monitored to safeguard children. Bo-Peeps are required under the statutory framework and guidance documents to monitor children's attendance patterns to ensure they are consistent and no cause for concern. Bo-Peeps ask parents to inform the nursery prior to their children taking holidays or days off, and all incidents of sickness absence should be reported to the nursery the same day, so the nursery management are able to account for a child's absence. This should not stop parents taking precious time with their children, by keeping nursery informed parents can help us to meet our statutory requirements and let us know that children are safe.

Unexplained absences will be followed up promptly. If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the emergency contacts numbers listed will be used to ensure all parties are safe. Staff will work their way down the emergency contact list until contact is established and practitioners are made aware that all is well with the child and family. It is a parent's responsibility to keep their emergency contact details updated. If contact is not established, management would assess if it would be appropriate to contact relevant authorities in order for them to investigate further.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safe and well.

Looked After Children

The setting will work with relevant agencies and carers to ensure the safety and wellbeing of looked after children.

In order to do this, management ask that we are informed of:

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
 - Contact arrangements for the biological parents (or those with parental responsibility)
 - The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
 - The details of the child's social worker and any other support agencies involved
 - Any child protection plan or care plan in place for the child in question.
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Designated Safeguarding Lead (DSL)

A trained DSL is always available, as named in this policy. The designated leads will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

They will:

- Liaise with external agencies
 - Provide staff support and training
 - Keep safeguarding knowledge up to date
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Early Help

Early help support will be offered where needs do not meet statutory thresholds, with parental consent.

Early help provides support as soon as a concern/area of need emerges, helping to improve outcomes and prevent escalation onto local authority services. Sometimes concerns about a child may not be of a safeguarding nature and relate more to their individual family circumstances. The nursery will work in partnership with parents/carers to identify any early help services that would benefit your child or your individual circumstances, with your consent, this may include family support, foodbank support, counselling, or parenting services. Practitioners will send completed Service Request Form to childrenshelpdesk@gloucestershire.gov.uk or contact Forest of Dean team on 01452 328048.

Legal Framework

This policy is based on current legislation including:

- Children Acts 1989 & 2004
 - Childcare Act 2006
 - Children and Social Work Act 2017
 - EYFS Framework (2021)
 - Working Together (2018, updated 2023)
 - Keeping Children Safe in Education (latest version)
 - Domestic Abuse Act 2021
 - Counter-Terrorism and Security Act 2015
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Other related policies

Bo-Peeps also operate a Phones and Other Electronic Devices and Social Media policy, which states how we will keep children safe from these devices whilst at nursery. This also links to our Online Safety policy. Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures including:

- Online safety/ICT
- Prevent Duty
- Staffing and employment
- Social media
- Mobile phone
- Empowering children
- Valuing diversity and promoting equality
- Induction of staff, volunteers and students
- Biometric access system/CCTV
- Legal framework and definition of safeguarding

Commitment

Bo-Peeps Nursery is committed to safeguarding and promoting the welfare of children. Any concerns must be reported immediately to the Designated Safeguarding Lead.

Implemented on: 13th August 2026

Date to be reviewed: 13th August 2027

Implemented by: Marie Boseley and Staff

Practitioner has a concern

If you are worried or concerned about a child who you think is being abused or neglected, or that a child and their family need help and support



Consult with your Room Leader or DSL

Discuss concerns with Room Leader, DSL team to decide on next steps



Discussion with Parents/carers

Decision on next steps will usually result in a professional discussion regarding the concerns, this will be undertaken by the Key worker, Room Leader or DSL depending on the next steps agreed (if this does not put the child at further risk or affect a police investigation).



Community Social Worker

Unless the child is at immediate risk, the DSL team will email a request for advice to mashearlyhelp@gloucestershire.gov.uk



Mash

When the concern is urgent the DSL team will put a referral form in to the MASH through the Multi-Agency Service Request Form (MARF) link on the Gloucestershire Safeguarding Partnership website or contact the MASH on 01452 426565



Outside of office hours

Contact the Emergency Duty Team (EDT) Telephone: 01452 614194 or, if you have concerns about the immediate safety of the child or you believe a serious criminal offence has been committed please contact the Police at any time on 101 or 999 if immediate danger.



STILL CONCERNED

The DSL's will continue to follow up the MASH for information on what has been put in place for the child. Any professional can contact the MASH if their concern hasn't been answered on 01452 426565

Concern about a member of staff or a volunteer working with children

This procedure should be applied when there is an allegation or concern that a person who works with children, has:

- 1.Behaved in a way that has harmed a child, or may have harmed a child;
- 2.Possibly committed a criminal offence against or related to a child;
- 3.Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children;
- 4.Behaved or may have behaved in a way that indicates they may not be suitable to work with children.

When reporting a concern

The concerns should be considered within the context of the four categories of abuse (i.e. physical, sexual and emotional abuse and neglect). These will include concerns relating to inappropriate relationships between members of staff and children or young people.

Reporting a concern

Practitioner report their concern to the most senior member of management who must inform the local authority designated officer (LADO) within **1 working day** when an allegation is made and prior to any further investigation taking place.

Reporting concerns regarding management

Where the designated senior manager is the subject of the allegation, report to the deputy or other appropriate senior manager or contact the LADO 01594 426994

Management actions

Make a written record of the information (where possible in the child / adult's own words), including the time, date and place of incident/s, persons present and what was said; Sign and date the written record.

LADO up to 3 strands in the consideration of an allegation

1. A police investigation of a possible criminal offence
2. Children's Social Care enquiries and/or assessment about whether a child is in need of protection or services
3. Consideration by an employer of disciplinary action.

What happens next

LADO and senior management review the evidence,

If there is cause to suspect the allegation to be true, the LADO refer to Children's Social Care and they arrange a strategy meeting / discussion:

A final strategy meeting / discussion ensures that all tasks have been completed, including any referrals to the DBS if needed and agree an action plan for future practice based on lessons learnt.

The strategy meeting / discussion should take in to account the following definitions when determining the outcome of allegation investigations:

Substantiated: there is sufficient evidence to prove the allegation;

Malicious: there is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive;

False: there is sufficient evidence to disprove the allegation;

Unsubstantiated: this is not the same as a false allegation. It means that there is insufficient evidence to either prove or disprove the allegation; the term therefore does not imply guilt or innocence;

Unfounded: to reflect cases where there is no evidence or proper basis which supports the allegation being made.

1.1.3 EMPOWERING CHILDREN

Bo-Peeps aims to empower children so that they have a voice in contributing to their care and experiences within the nursery. Children are given meaningful opportunities to express their interests, preferences, and ideas, which are reflected in individual planning carried out by practitioners.

This will be achieved through the following approaches:

- Providing children with choices in everyday routines, such as putting on aprons, coats and shoes. Practitioners will ask if children would like help and, if so, who they would like to support them.
- Supporting children to choose where they sit during group times, ensuring they feel comfortable and secure. Physical contact, such as sitting on a practitioner's lap, will only occur if initiated by the child.
- Promoting children's privacy and dignity, particularly during toileting. Only one child will use a cubicle at a time, and cubicle doors will be closed while maintaining appropriate supervision.
- Supporting children to develop the confidence to say "no" and to express when they feel uncomfortable or unhappy.
- Reassuring children that practitioners are always available to listen, support and help them.
- Encouraging appropriate risk-taking and independent decision-making to support confidence and resilience.
- Avoiding the use of the word "secret" and instead promoting the concept of safe and unsafe surprises.
- Teaching children about personal safety, including not going with unfamiliar people or anyone without parental/carer permission.
- Encouraging children to speak to a trusted adult if they are worried, upset, or experiencing bullying.
- Supporting children to express their feelings and emotions through activities such as role play, circle time, and discussion.
- Involving children in planning activities through methods such as discussions, observations, and mind-mapping (e.g. spider diagrams).
- Encouraging children to contribute to decisions about resources and the nursery environment.

These approaches aim to provide children with the skills and confidence to express themselves, make choices, and develop an understanding of their own safety and wellbeing.

While Bo-Peeps staff will take all reasonable steps to safeguard and empower children within the nursery environment, responsibility for children's safety is shared with parents and carers outside of the setting.

By valuing children's voices and responding to their ideas and feelings, Bo-Peeps supports children in developing confidence, independence, and self-esteem, helping to lay the foundations for positive future relationships and emotional wellbeing.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.4 DATA PROTECTION, CONFIDENTIALITY & ACCESS TO RECORDS

Bo-Peeps Data Protection Officer is **Ms. Marie Boseley**

Bo-Peeps is committed to protecting the privacy and security of your personal information. This privacy notice describes how the nursery collects and uses personal information about employees (“Employees”), children attending the nursery (“Child” or “Children”) and the parents/carers of those children (“Parents/Carers”) (collectively referred to as “You”), in accordance with the Data Protection Act 2018 and UK GDPR.

Bo-Peeps is a data controller, meaning that we are responsible for deciding how we hold and use personal information about You. We are required under data protection legislation to notify You of the information contained in this privacy notice.

We will only use Your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason that is compatible with the original purpose. If we need to use Your personal information for an unrelated purpose, we will notify You and explain the legal basis which allows us to do so.

This notice applies to Employees, Children and Parents/Carers. This notice does not form part of any contract of employment or contract to provide services. Bo-Peeps may update this notice at any time and will provide an updated version as soon as reasonably practical.

DATA PROTECTION PRINCIPLES

Bo-Peeps will comply with data protection law.

This means personal information will be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes clearly explained to You.
3. Relevant and limited to what is necessary.
4. Accurate and kept up to date.
5. Kept only as long as necessary.
6. Kept securely.

THE KIND OF INFORMATION WE HOLD

The nursery is required by Ofsted and other statutory guidance to hold personal information on Employees, Children and their families. Records will be retained in line with statutory guidance and recommended retention periods (e.g. safeguarding records may be kept until the child reaches 25 years of age).

Personal data will be kept confidential and accessed only by authorised staff. Staff understand that unlawful disclosure of personal data is a serious matter and may result in disciplinary action. Staff will use name codes for each child on all records, with the exception of registration forms, such as invoices, bank records and transfers, observations, receipts etc

Bo-Peeps is registered with the Information Commissioner’s Office (ICO) and our registration certificate is displayed within the setting.

If Employees or Parents/Carers fail to provide certain information when requested, we may not be able to fulfil our contractual or legal obligations.

Bo-Peeps will collect, store, and use the following categories of personal information. The following information will be kept confidential in the office, on the online nursery management software tool (Family) or room specific files for:

CHILDREN AND FAMILIES – DATA HELD

- Registration forms (completed by parents/carers), with birth certificates to verify.
- Contact details
- Emergency contacts
- Partnership meeting minutes
- Daily Registers
- Invoices/Payment receipts
- Medical information and dietary requirements
- Body diagrams
- Permission slips
- Attendance records
- Accident and incident records
- Observations, assessments and photographs
- Funding and financial records
- Safeguarding and child protection records

Photographs and videos are only taken using nursery equipment and in accordance with our safeguarding and camera use policy. Personal devices are strictly prohibited.

SPECIAL CATEGORY DATA

We may process more sensitive personal data (special category data), including:

- Health information, including any medical condition, health, and sickness records.
- Ethnicity and language
- Safeguarding and child protection information
- Referral forms / safeguarding meeting details, notes and reports.

This data is processed in line with legal obligations, safeguarding duties, and substantial public interest, rather than relying solely on consent. Bo-Peeps collect personal information about Children and Parents/Carers from when the initial enquiry is made by the Parents, through the enrolment process and until the Children stop using the Nursery's services.

EMPLOYEE DATA

Bo-Peeps collect personal information about Employees through the application and recruitment process, either directly from candidates or sometimes from an employment agency or background check provider. We may sometimes collect additional information from third parties such as credit reference agencies or other background check agencies.

Management will use information about the physical or mental health of an Employee, or their disability status, to ensure Employee health and safety in the workplace and to assess the fitness of Employees to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance.

We collect personal data relating to Employees including:

- Contact details and identification information
- Employment and payroll records
- Recruitment and vetting information (including DBS checks)

- Health and absence records
- Training and performance information

Special category data relating to Employees is processed in accordance with employment law obligations and appropriate safeguards. Consent will only be sought where required and is not relied upon as the primary legal basis.

CRIMINAL CONVICTIONS

Bo-Peeps will only process information relating to criminal convictions where legally permitted, including for **Disclosure and Barring Service (DBS)** checks. Appropriate safeguards are in place.

CONFIDENTIALITY AND SECURITY

All staff must ensure that:

- Confidential information is only shared where appropriate and identification of the professional body gained before information given. i.e check called details and return call.
- Information given on children over the phone should be limited and followed with written confirmation.
- **Information may be shared without consent where there is a safeguarding concern or legal obligation**
- Devices are password protected and locked when unattended
- A clear desk policy is followed
- Confidential documents are securely disposed of

No photos of the children will be taken from the setting by staff or anyone other than the individual child's parents/carers. Students will gain individual consent from parents/carers to undertake any observations for college/university work. Parents/carers will be able to see any of the above information on their child by asking a member of staff, they will get this approved by management. In the interest of keeping other children's records confidential, staff may need time to get the documents ready, within 30 days. Requests will normally be provided free of charge. A reasonable fee may be charged where requests are excessive or repetitive.

HOW WE USE YOUR INFORMATION

Bo-Peeps will only use Your personal information when the law allows us to. Most commonly, we will use Your personal information in the following circumstances:

- Recruitment
- To fulfil a contract with an Employee
- Assessing qualifications, education, training and development
- To comply with a legal obligation
- For legitimate interests, including health and safety
- To carry out tasks in the public interest, including safeguarding and education provision
- Payroll and pensions
-

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an Employee, a Child or a Parents' interests (or someone else's interests) and the Employee, Child or Parent as is appropriate is not capable of giving consent, or where the Employee or Parent has already made the information public.

DATA SHARING

We may share data with:

- Local authorities (funding and safeguarding)
- Schools (transition purposes)
- Regulatory bodies including Ofsted

All third parties are required to respect the security of Your data and process it lawfully.

DATA RETENTION

Bo-Peeps will only retain personal data for as long as necessary. We consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of Your personal data.

Retention periods are determined in line with statutory guidance. For example, some safeguarding records may be retained until a child reaches 25 years of age.

YOUR RIGHTS

Under data protection law, You have the right to:

- Access Your data
- Correct inaccurate data
- Request erasure
- Restrict or object to processing
- Request data transfer

Requests will normally be processed free of charge. A reasonable fee may only be charged if a request is excessive or repetitive.

Requests will be responded to within one month, unless an extension is lawfully required.

RIGHT TO WITHDRAW CONSENT

Where consent is used as the legal basis, You have the right to withdraw it at any time.

COMPLAINTS

If You have concerns about how Your data is handled, please contact the nursery manager.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Bo-Peeps Safeguarding policy will override any of the information in the confidentiality policy, if there is a risk to any child in the nursery.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.5 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

At Bo-Peeps Day Nursery, practitioners understand that we live in a rapidly changing technological world where technologies are constantly evolving. Bo-Peeps staff believe that children should be introduced to information and communication technology (ICT) from an early age in order to develop the skills needed to access the Early Years Foundation Stage (EYFS) curriculum and beyond.

Guidance for Use by Children

Bo-Peeps aims to promote the use of ICT to enable all children to:

- Build on their experiences from home
- Develop practical skills needed to access ICT
- Enjoy ICT and use it with confidence
- Understand that equipment must be handled with care and respect

To ensure all children can:

- Listen to and understand instructions
- Use ICT as a tool for communication, collaboration and decision-making
- Develop problem-solving skills and logical thinking
- Use ICT to support all areas of learning and development

To enable staff to:

- Improve teaching to promote children's learning
- Develop their own professional skills and confidence in using ICT
- Complete observations and assessments using ICT and approved nursery applications (e.g. Famly)

To enable parents/carers to:

- Develop confidence in using ICT to support their child's learning
 - Access resources to support learning and development
-

How Bo-Peeps Achieves These Aims

- Ensuring children have regular access to ICT equipment to support learning
 - Providing software and resources linked to current areas of learning
 - Providing **targeted resources to support children with** Special Educational Needs and Disabilities (SEND)
 - Providing appropriate adult support to maximise children's use of ICT
 - Supporting learning across all areas of the EYFS
 - Ensuring staff receive training to use ICT confidently and effectively
 - Encouraging staff to model and use appropriate ICT language
-

Safe Use of the Internet

- Staff, parents/carers and children will be supported to develop safe and responsible internet practices
- Bo-Peeps will work in partnership with parents/carers and service providers to ensure appropriate safeguarding systems are in place
- Children will be appropriately supervised at all times when accessing the internet
- Internet use will be planned to enhance learning opportunities
- Only children with prior written parental/carer consent will access the internet
- Management will ensure that filtering and monitoring systems are effective, regularly reviewed and compliant with safeguarding requirements
- Up-to-date antivirus and security systems will be in place

The Role of the Adult

Adults should feel confident and positive about using technology and should support children by:

- Drawing attention to everyday technology
- Demonstrating a positive and enthusiastic attitude
- Integrating ICT throughout the EYFS
- Ensuring equal access for all children
- Supporting both independent and collaborative learning
- Extending children's problem-solving skills
- Maintaining equipment safely and understanding health and safety requirements
- Raising children's awareness of safe technology use
- Using children's interests to extend learning through ICT

Health and Safety

Bo-Peeps staff are aware of health and safety considerations when using ICT equipment:

- Equipment will be positioned at an appropriate height to avoid strain
- Seating will support correct posture
- Children will be encouraged to take regular breaks from screens
- ICT use will be appropriately modelled and supervised
- Equipment will be positioned to allow good ventilation
- Hands must be clean before using equipment
- Liquids must be kept away from equipment
- Electrical safety will be maintained, with cables secured and sockets covered
- Children will be supported to use equipment safely rather than restricted unnecessarily
- Equipment will be switched off when not in use
- Screens will be visible to staff at all times
- Internet use will always be supervised
- Equipment will be cleaned regularly to prevent cross-contamination
- Tablets/iPads will be stored securely when not in use
- Devices will only be charged by staff and must not be used whilst charging
- Only nursery-owned devices may be used within the setting

Digital Cameras and Photographs

Bo-Peeps practitioners may take photographs to support children's learning and development, including for use in Family learning journals and displays.

- Photographs will only be taken using nursery-owned devices
- Personal devices are strictly prohibited
- Images will only be taken with prior written parental/carer consent
- Children's wishes will be respected if they do not want their photograph taken
- The setting promotes inclusion and diversity in all images
- Staff will be sensitive to cultural considerations
- Photos will only be taken in open, visible areas
- Images will not be shared outside the setting without permission, unless required for safeguarding or legal reasons
- Photos will be securely stored and deleted once uploaded to authorised systems
- Images will not be emailed or transferred unless secure methods and appropriate permissions are in place
- Parents/carers can access their child's learning via Family (nursery management system)

Role of Management

Management will:

- Ensure all staff are trained in the safe and effective use of ICT
- Obtain and manage parental permissions appropriately
- Ensure equipment is maintained and safe to use
- Ensure all security systems (including firewalls and filtering) are up to date
- Remove access to systems immediately when staff leave employment
- Secure all ICT equipment when not in use
- Ensure all personal data is processed in accordance with the Data Protection Act 2018 and UK GDPR
- Review this policy annually or sooner if required

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.6 UNCOLLECTED CHILDREN

Bo-Peeps has a duty of care to remain with any uncollected child at the end of their session until the child is safely collected.

If a child is not collected within 15 minutes of the agreed collection time, parents/carers or authorised contacts will be contacted immediately. A late collection charge of £15 per 15 minutes will apply until the child is collected, unless prior agreement has been made to apply the standard hourly rate.

The nursery will not release any child to an unauthorised person. If an alternative person is to collect the child, this must be arranged in advance by the parent/carer. The authorised adult must provide:

- The name of the person collecting
- A description
- An agreed password
-

The nursery will not accept collection arrangements from unknown callers and will verify identity before releasing a child.

If a child remains uncollected and no authorised persons can be contacted, the nursery will follow safeguarding procedures and contact Children's Social Care via the local authority. This will only be done after all reasonable attempts to contact parents/carers and emergency contacts have been exhausted. This procedure ensures the safety of the child and maintains required staffing ratios.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.7 MISSING CHILD

Bo-Peeps is responsible for ensuring the safety and wellbeing of all children in our care. In the unlikely event of a child going missing, the following procedure will be implemented immediately:

Immediate Action

1. All staff will be informed immediately.
2. A thorough search of the nursery premises will take place.
3. A search of the immediate surrounding area will be conducted while ensuring remaining children are safely supervised.
4. The manager will be notified immediately.
5. If the child is not found quickly, the manager will contact the police.
6. Parents/carers will be informed as soon as possible.
7. Staff will continue searching while maintaining safe supervision of other children.
8. The manager will liaise with the police and parents/carers.
9. A full written record of the incident will be completed.
10. Ofsted will be notified as soon as reasonably practicable and in line with statutory requirements.

If a Child is Found Unsupervised

If a child is found unsupervised (indoors or outdoors), this will be treated as a serious incident.

Management will:

- Inform parents/carers
- Notify Ofsted
- Refer to the Local Authority Designated Officer (LADO) where there are concerns about staff conduct
- Conduct a full investigation

Adhering to the outdoor and transitions policy should prevent such situations from occurring.

Missing Child on an Outing

The same procedure will apply. The lead practitioner will inform the manager, who will coordinate communication with police and parents/carers.

Investigation Procedure

- Ofsted will be informed and updated
- A full investigation will be carried out
- Written statements will be obtained from all staff involved
- Parents/carers will be kept informed
- A clear timeline of events will be recorded
- The cause of the incident will be identified
- Appropriate action will be taken, including disciplinary procedures if required
- External agencies (police/social care) will be fully supported

Managing People

Bo-Peeps recognises that incidents of this nature can be distressing for all involved. We aim to communicate clearly regarding the circumstances of the incident and will respond sympathetically to inquiries.

- Staff will be supported appropriately (They might blame themselves, and feel anxiety and distress which may require professional advice)
- Parents/carers will be treated with sensitivity and clear communication (When addressing parents/carers, it is essential that at least two members of staff are present—one being our manager and the other our director, when possible)
- Aggressive or threatening behaviour towards staff will not be tolerated and may result in police involvement
- Children will be reassured and supported appropriately
- Staff must not speak to the media and adhere to our confidentiality policy

Please see the Children's well-being, health and safety, outdoor and Key person policies.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.8 SUPERVISION OF CHILDREN ON OUTINGS AND VISITS

Bo-Peeps recognises the value of outings and visits in supporting children's learning and development. The nursery is committed to ensuring that all children remain safe, secure and appropriately supervised at all times during outings.

Procedures to Ensure Children's Safety

- Parents/carers provide written consent for local outings as part of the registration process.
- Parents/carers are informed in advance of planned outings, or on the day where appropriate.
- A written risk assessment is completed for each venue, and a dynamic risk assessment is carried out during the outing by practitioners.
- Parents/carers are required to provide specific written consent for higher-risk or off-site trips (e.g. organised visits or external providers).
- Parents/carers may request access to risk assessments at any time.

Staffing and Supervision

- Staffing ratios will be reviewed and adjusted based on the needs, age and development of the children and the level of risk associated with the outing.
- Ratios will be increased where necessary (e.g. from 1:8 to 1:4 for higher-risk environments such as farms or public spaces).
- Each practitioner will be assigned a key group of children, and children will be aware of their designated adult.
- Children must remain within their assigned groups at all times.
- Where groups are split, a minimum of two adults must remain within close proximity to each other at all times.
- A minimum of two staff members must be present on all outings.

Organisation and Records

A written record of each outing will be completed, including:

- Date and time
- Venue
- Staff present
- Children attending

Staff will take:

- A nursery mobile phone
- A fully stocked first aid kit
- Emergency contact details for all children
- Snacks and water where appropriate

The nursery will maintain contact with staff on outings where required.

Transport and Travel

- All transport arrangements will be risk assessed in advance.
- Staff vehicles used for outings must have valid insurance, MOT and appropriate child seating arrangements, with records held by the nursery.
- Children will travel in appropriate car seats in line with legal requirements.
- Staff will ensure that children travelling in vehicles are accounted for before departure and upon arrival.

Safety Measures

- All children will wear high-visibility Bo-Peeps vests during outings.
- Practitioners will carry out regular headcounts and group checks, particularly during transitions and breaks.
- Clear procedures will be followed in the event of an emergency or a missing child, in line with the nursery's Missing Child Policy.
- Children will be supported to understand and follow safety rules appropriate to their age and stage of development.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.9 ARRIVAL AND COLLECTION

Bo-Peeps operates a strict arrival and collection procedure to ensure children's safety, maintain appropriate ratios, and support a smooth transition between home and nursery. Only authorised adults, as identified by the parent/carer, will be permitted to collect children. Prior notification must be provided if an alternative adult is collecting.

Arrival Procedure

On arrival, parents/carers are required to:

- Park in the designated parents/carers parking area opposite the building (not in front of the building or by the barriers)
- Use the fingerprint door entry system to access the appropriate room lobby (baby, toddler or pre-school)
- Be welcomed into the nursery by a member of staff
- Remain supervised at all times and not be left unattended in the nursery, in line with safeguarding procedures
- Accompany their child to the relevant room
- Ensure their child is handed over to a practitioner, who will:
 - Sign the child in using the Family system
 - Receive a verbal handover regarding the child's wellbeing
- Share any important information, including:
 - Medical needs or medication (a permission form must be completed)
 - Illnesses or changes in health
 - Any existing injuries or marks (recorded for safeguarding purposes)
- Leave the nursery using the fingerprint system, with staff monitoring exit

Collection Procedure

On collection, parents/carers are required to:

- Park in the designated parking area (not in front of windows or by barriers)
- Use the fingerprint system to gain entry
- **Ensure the nursery has been informed in advance if a different authorised adult is collecting**
- If an unknown adult arrives without prior consent:
 - They will be asked to wait
 - Staff will contact the parent/carer to verify permission
 - **The child will not be released until authorisation is confirmed**
- **Remain supervised at all times whilst on the premises**
- Be provided with a handover from staff, including:
 - The child's activities, meals and routine
 - Any accidents or medical concerns (with further details available on Family)
- Collect the child's belongings
- Leave the nursery, monitored by staff

Authorised Collection and Parental Responsibility

- Any individual named on the child's registration form may collect, unless otherwise stated
 - **Where court orders or legal restrictions are in place, official documentation must be provided to the nursery**
 - Staff must always be informed if someone different from the usual collector is attending
-

Family Disputes

Bo-Peeps is committed to ensuring children are only collected by individuals with legal authority.

In the event of a family dispute:

- Legal access arrangements will be recorded on the child's registration form
- Non-parent carers with legal access must also be recorded and authorised
- **Parents/carers are responsible for providing up-to-date legal documentation (e.g. court orders) where restrictions apply**
- Individuals without legal access will not be permitted entry or collection

If an unauthorised person attempts collection:

- Entry will be refused
- The police will be contacted if behaviour is aggressive or threatening
- A full written report will be recorded
- **Ofsted may be informed where appropriate**
- The nursery will follow its **Safeguarding/Child Protection Policy**

Additional Safety Measures

- Staff will monitor all arrivals and departures to maintain accurate ratios
- Visitors and parents/carers must not be left unattended at any time
- The nursery reserves the right to apply additional charges where staffing is impacted

Parking and Site Safety

For the safety of children and families:

- Vehicles must not park in front of the nursery, windows, doors or barriers
- Reversing near the nursery building should be avoided
- A **5mph speed limit** must be adhered to at all times

Failure to follow these requirements may pose a significant safety risk.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.10 MAKING A COMPLAINT/WHISTLE BLOWING

BO-PEEPS TELEPHONE NUMBER 01594 822969

Data Protection and Complaints

You have the right to be confident that Bo-Peeps will handle your personal information responsibly and in accordance with the UK GDPR. If you have concerns about how your information is being handled, you have the right to raise a complaint with the Information Commissioner's Office (ICO):

<https://ico.org.uk/make-a-complaint/>

Raising Concerns and Complaints

Bo-Peeps aims to ensure that all staff, volunteers, students, parents/carers and children are able to raise concerns and receive a prompt and considered response.

Management welcomes feedback and will act on concerns to improve practice where appropriate.

Parents/carers and staff also have the right to contact Ofsted at any time regarding concerns about the nursery.

Contact details for Ofsted Whistleblowing are as follows:

hotline: 0300 1233155 email: whistleblowing@ofsted.gov.uk

(Monday - Friday from 8.00am -6.00pm)

Contact details for Ofsted complaints number are as follows: 0300 123 1231

email: enquiries@ofstedgov.uk

Making a Complaint

Aim

To resolve concerns quickly, fairly and effectively, ensuring a satisfactory outcome wherever possible.

Procedure

Stage 1 – Informal

Concerns should first be raised with:

- The child's key person or room leader
- The Assistant Manager, Manager or Director

A written response can be requested at this stage.

Stage 2 – Formal Complaint

If the concern is not resolved, a formal written complaint should be made to the Manager or Director.

- Receipt of the complaint will be acknowledged promptly
- An investigation will be carried out
- A full written response will be provided within 28 days in line with EYFS requirements
-

Stage 3 – Outcome

Following investigation:

- Parents/carers will be invited to a meeting
- Findings will be shared
- Actions for improvement will be agreed where necessary
-

Stage 4 – External Escalation

If the complainant remains dissatisfied, they may contact Ofsted.

Complaints Record

- A written record of all complaints will be maintained
 - Records will be kept confidential in line with data protection requirements
 - A summary of complaints may be made available upon request, excluding personal or sensitive information
-

Whistleblowing

Bo-Peeps respect every member of the nursery team and encourages a culture of openness and accountability. All staff, volunteers and students have a **responsibility to report concerns** about unsafe, illegal or inappropriate practice.

Whistleblowing applies where an individual raises concerns about:

- Safeguarding or harm to children
 - Health and safety risks
 - Illegal activity or misconduct
 - Attempts to conceal wrongdoing
-

Whistleblowing Procedure

Stage 1

Raise the concern with:

- Room Leader
 - Manager
 - Director
-

Stage 2

If the concern cannot be addressed internally, or involves management, contact:

- Ofsted
 - Local Authority / Early Years Advisor
 - Citizens Advice
-

Stage 3

Concerns may be reported directly to Ofsted at any time via their whistleblowing hotline.

Confidentiality and Protection

- Whistleblowers will be treated confidentially
 - Information will be shared on a need-to-know basis only
 - Identities will be protected where possible, in line with safeguarding and legal guidance
 - The Local Authority Designated Officer (LADO) will be involved where concerns relate to staff conduct towards children
-

Additional Safeguards

- Any aggressive or threatening behaviour will be taken seriously and may result in police involvement
- Full written records of all concerns and outcomes will be maintained

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff

1.1.11 BRITISH VALUES AND PREVENT DUTY

Bo-Peeps is committed to promoting British Values and fulfilling its responsibilities under the Prevent Duty. These principles are embedded within daily practice and support children's development, particularly within the Early Years Foundation Stage (EYFS) areas of Personal, Social and Emotional Development (PSED) and Understanding the World (UW). This policy should be read alongside the nursery's safeguarding, inclusion, equality and behaviour policies.

Promoting British Values

Bo-Peeps promotes the four fundamental British Values through everyday practice:

Democracy

Children are encouraged to:

- Express their views and make choices
- Contribute to decision-making within the nursery
- Respect and value the opinions of others

This is supported through activities such as choosing resources, contributing ideas, and participating in group discussions.

Rule of Law

Children are supported to:

- Understand the importance of rules and boundaries
- Recognise right from wrong
- Understand the consequences of their actions

Children are involved in creating simple rules and expectations, supporting their understanding of fairness and responsibility.

Individual Liberty

Children are encouraged to:

- Develop confidence and independence
- Make choices and take appropriate risks
- Express their ideas and preferences

Staff support children in developing a positive sense of self and respect for others.

Mutual Respect and Tolerance

Children are supported to:

- Respect others and value differences
- Develop an understanding of diverse cultures, beliefs and backgrounds
- Challenge stereotypes through inclusive resources and experiences

Staff promote an environment where all individuals feel valued, respected and included.

The Prevent Duty

The Prevent Duty, introduced in 2015, requires early years providers to have due regard to preventing individuals from being drawn into terrorism. Bo-Peeps staff will:

- Remain vigilant to concerns relating to children's welfare, including exposure to extremist views
- Promote children's resilience through positive relationships and inclusive practice
- Respond to concerns in line with the nursery's safeguarding procedures
- Report concerns to the Designated Safeguarding Lead (DSL), who will follow Local Safeguarding Children Partnership (LSCP) procedures where appropriate

Safeguarding Links

Promoting British Values forms part of the nursery's wider safeguarding responsibilities. By supporting children to develop confidence, respect and critical thinking, Bo-Peeps helps to build resilience and reduce vulnerability to extremist influences.

Implemented on: 26th March 2026

Date to be reviewed: 26th March 2027

Implemented by: Marie Boseley and Staff



Or alternatively complete the form at <https://www.gloucestershire.police.uk/advice/advice-and-information/t/prevent/prevent/alpha/prevent-referral/>

Anti-terrorist hotline: 0800 789 321

Crimestoppers: 0800 555 111

Report terrorism on the Government website.

Alternatively, if you suspect terrorism or violent extremism is being promoted or a related activity is taking place then these concerns should be reported to the local Police by calling 101 or in an emergency call 999.