

'SAFEGUARDING CHILDREN'

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Statement of Intent

Everyone who works with children has a responsibility for keeping them safe. No single practitioner can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

The welfare, safety and protection of children is paramount to us. The Acorn Nursery School works with children, parents and the community to ensure the safety of children and to give them the very best possible start in life.

Our policy has regard for the Children Act 1989 & 2004 & 2006

Our policy has regard for 'The Safeguarding Vulnerable Groups Act 2006'

Our policy has regard for 'Working Together to Safeguard Children' - August 2018

Our policy has regard for What to do if you're worried a child is being abused

Our policy has regard for Statutory Framework for the EYFS Sept 2014 & April 2017

Our policy has regard for Prevent Duty Guidance

Our Policy has regard for The revised EYFS (Feb 2018)

Our Policy has regard for Information sharing advice for safeguarding practitioners (July 2018)

Our Policy has regard for The handling of DBS certificate information (July 2018)

Our Policy has regard for Keeping children safe in education (September 2018)

Our Policy has regard for The early years inspection handbook (April 2018)

Our Policy has regard for Inspecting safeguarding in early years, education and skills settings (September 2018)

Our Policy has regard for Criminal record checks for childminders and childcare workers (May 2018)

Our Policy has regard for Disqualification under the Childcare Act 2006 (August 2018)

Our Policy has regard for Inspecting safeguarding in early years, education and skills settings (September 2018)

Voice of the children

Children are clear about what they want from an effective safeguarding system. These asks from children should guide the behaviour of practitioners. (Working Together To Safeguard Children pg10)

Children have said that they need

- **Vigilance:** to have adults notice when things are troubling them
- **Understanding and action:** to understand what is happening; to be heard and understood; and to have that understanding acted upon
- **Stability:** to be able to develop an on-going stable relationship of trust with those helping them
- **Respect:** to be treated with the expectation that they are competent rather than not
- **Information and engagement:** to be informed about and involved in procedures, decisions, concerns and plans
- **Explanation:** to be informed of the outcome of assessments and decisions and reasons when their views have not met with a positive response
- **Support:** to be provided with support in their own right as well as a member of their family
- **Advocacy:** to be provided with advocacy to assist them in putting forward their views
- **Protection:** to be protected against all forms of abuse and discrimination and the right to special protection and help if a refugee

Aims

We aim to create an environment where children are safe, valued and comfortable regardless of race, language, religion, culture or home background.

We aim to help build children's confidence and self esteem to help them to resist inappropriate approaches.

We aim to work with parents/carers to build their understanding of and commitment to the welfare of their children.

We aim to build good professional relationships with other agencies concerned with children and families so that there can be free exchange of information regarding the welfare of children.

Methods

- We have a named person at our setting who co-ordinates safeguarding issues.
- We provide adequate and appropriate staffing resources to meet the needs of children.
- We have rigorous vetting procedures for new staff including an enhanced DBS check.
- Whilst checks are being processed staff are carefully supervised and volunteers and trainees are never left unsupervised.
- We check ID and record the details of visitors to our setting.
- We ensure that our rooms are secure so that we have control over who comes into the setting in order that no unauthorised person has access to children.

Training

New staff and volunteers are inducted into our Safeguarding Children Procedure during their first day of employment. All nursery staff undertake professional 'Safeguarding Children' training within their first term of employment and they will update their training every 3 years. It is the duty of all to share any suspicions they may have with Designated Safeguarding Lead (DSL), Natasha Dhall. (In her absence the Deputy DSL, Sharon Gardner) The DSL and the deputy DSL update their training every 2 years. The DSL's will have up-to-date information on how to deal with safeguarding concerns including how to make referrals. All nursery staff are trained within the setting in the methods of reporting and recording their concerns.

Curriculum

- Each child has a key person who aims to build a trusting friendly relationship with the child and family and through planned observations is well placed to notice any concerns regarding the child and their relationship within the family and with other adults.
- We incorporate key elements of child protection into our curriculum so that children can develop an understanding of why and how to keep safe.
- We foster within our settings a culture of value and respect for the individual and a care concern for all living things.
- We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.

Responding to suspicions of abuse

All staff are fully trained in Safeguarding children and are aware of all areas of abuse, including Domestic abuse. They are trained to look for signs of abuse and what to do if they suspect any type of abuse is occurring.

Investigations are carried out sensitively, and in most cases parents / carers will be asked for explanations of injuries or for their interpretations of the child's behaviour. We will also investigate every case of bruising in babies & children who are not independently mobile. These will be recorded and the parent / carer asked to sign as a true record. If concerns still remain then the DSL (Natasha Dhall) or Deputy DSL (Sharon Gardner) will contact **Surrey's Multi-Agency Safeguarding Hub (MASH)** 0300 123 1640 wherever possible, parents/carers will be kept informed of any action unless advised not to do so by MASH. In an absolute emergency, where a child is thought to be in immediate danger the police will be informed. It is imperative that you contact us if your child is not attending nursery, for whatever reason, when they are expected. Explanations of non-attendance are necessary and persistent non-attendance may be further investigated.

Children with disabilities are more vulnerable to neglect. They are more likely to be neglected for various reasons, including the demands placed on the family's capacity to care and children and young people not being able to communicate their own needs. At The Acorn Nursery School we aim to support all families, in particular families with a disabled child. We also aim to support parents with disabilities, learning difficulties and/or mental health problems.

Staff are also trained to spot parents (or children) using drugs or alcohol. We would not allow a child to be collected by anyone we suspect is under the influence of illegal substances. If we have concerns we would report them to MASH or to the Police if it was deemed necessary.

If we had any concerns around fabricated or induced illness (Munchausen Syndrome) we would report it to MASH or to the Police if it was deemed necessary.

'Disguised compliance' involves a parent or carer giving the appearance of co-operating with child welfare agencies to avoid raising suspicions, this is a form of Neglect and if staff had any concerns of this we would report it to MASH or to the Police if it was deemed necessary.

Confidentiality

All matters regarding child protection issues will be kept confidential but information will be shared between colleagues and with other agencies who have a concern for the child and family.

Support to families

We take steps to build up trusting and supportive relations among families.

We will continue to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

COMPLAINTS PROCEDURE

The Acorn Nursery School aims to provide the highest standards of care and education. Any complaints received from parents/carers are dealt with as a serious and urgent matter. If you have a complaint or concern about any aspect of the services provided, it is imperative that you bring this to our attention in order for us to resolve any issues promptly, thus promoting positive outcomes for children.

It is a requirement of our regulator Ofsted that all complaints received, in writing or by electronic mail, that relate to one or more of the National Standards are investigated fully and the complainant must receive a written account of the findings within 28 days.

It is our policy that we extend this requirement to all complaints received both in writing and verbally.

Our procedures for dealing with complaints are as follows:

- If you feel able to, talk to the nursery Manager (Natasha Dhall) or in her absence one of our Deputies (Sharon Gardner, Krista Ross) Or Head of Nursery and Registered Person Pauline Crowder
- The staff member concerned will be advised of the nature of the complaint and their full co-operation, with any investigation, will be sought. If deemed necessary the staff member will be suspended, or moved to another room to work until the investigation is complete
- The manager/senior supervisor will seek advice from our Local Authority Designated Officer (LADO) and the local safeguarding children's board, who will investigate the allegation.
- If the matter is not resolved to your satisfaction or if you do not feel able to talk to the manager/senior supervisor then alternatively, you may wish to contact our regulator, Ofsted. The address can be found below.
- In the event of a member of staff being dismissed (or would have been had they not left the setting first) because they harmed a child or put a child at risk of harm, the DSL will notify the Disclosure and Barring Service

The Acorn Nursery School will keep a written record of all complaints received; details of any action taken and an outcome of the investigation will be provided on request to parents in a summary form. Ofsted will also be notified as soon as is practicable, but at the latest within 14 days of the allegations being made. All records will be retained for a period of 10 years.

INTERNET SAFETY

At 'The Acorn Nursery School' we recognise the exciting opportunities that technology can provide for the children in our care and the way we communicate to parents/carers/staff. We take e-safety very seriously and we have a named staff member (Jane Wilson) who is responsible, along with the registered person (Pauline Crowder), for e-safety. We aim to minimise the risk of misplaced or malicious allegations being made against staff, and to make aware and support parents/carers in e-safety.

We aim to create a safer online culture in our setting by:

- Including e-safety within our staff induction procedure and ensuring that staff receive appropriate training and guidance.
- All staff having a clear understanding of what is considered acceptable and unacceptable.
- All staff understanding that the use of social networking sites in their recreational time on their own computers must not compromise professional integrity or bring the setting into disrepute.
- All staff understanding the risks of adding parents, children and young people as 'friends' on social network sites or using their personal IT equipment to communicate with parents, children or young people. It is our policy that staff do not have any current parents as 'friends' on social network sites or communicate with current parents on their own IT equipment.
- We use an encrypted email to share confidential information.
- We have and adhere to a strong Mobile Phone/Camera procedure.
- We meet the Data Protection Act legal requirements and are registered with the Information Commissioner's Office.

MOBILE PHONES AND CAMERA (images of Children) PROCEDURE

The Acorn Nursery School prohibits the use of personal mobile phones and cameras in our pre-school setting when working with children or when on outings. This is to ensure the safety and welfare of **the children** attending our setting.

Staff, Parent helpers and visitors are included in the above

The above will be achieved by:

*All personal mobile phones will be stored in the cupboard in the storeroom during session times. With the exception of both nursery mobile phones (07575 581593 / 07575 581574) which will be on, or close by, the manager/room leader

*Mobile phone calls may only be taken at designated breaks or in colleague's own time, but never when there are children around.

*If a personal emergency occurs, staff, volunteer helpers and visitors are requested to use the setting's phone.

*During group outings the manager or deputy will have access to the group's mobile phone.

*No personal cameras will be brought into the nursery setting.

*The only cameras allowed in the rooms are the school camera and the devices which are used solely to record children's achievements, to record observations/evidence for the children's assessments. When not in use this will be stored securely in the storeroom.

The children have their own cameras for them to use to take photos of each other and the environment. The digital images are deleted at the end of each day.

*Parents/carers are requested to sign relevant documentation when their child commences pre-school, giving authorization for us to photograph their child/ren for assessment and observation purposes. If they prefer not to give us their permission we will respect their wishes.

*Failure to adhere to this policy will result in immediate, disciplinary action.

*All mobile phones/cameras whether personal or nursery's' are open to scrutiny at the request of management

SUITABLE PEOPLE, RECRUITMENT, APPOINTMENT AND RETENTION OF STAFF PROCEDURE

Aim

The Acorn Nursery School has a robust recruitment procedure which, as well as having complete regard for safeguarding children, aims to ensure that all job applicants and employees receive fair and equal treatment and that consistent and equal opportunity criteria are implemented in the selection of employees and that the provisions of the Sex Discrimination Act 1975, the Race Relation Act 1976 and the Disability Discrimination Act 2001 are adhered to.

The following points should be noted:

1. Short-listing will be based only on the information contained in the application form.
2. Candidates should refer to both the job description and the person specification when completing the application form.
3. The interview will be conducted by a panel as followed:
 - Introductions.
 - Explanation of Interview process.
 - Identical list of initial questions, which will be as specific as possible.
 - Questions will be scored and kept in staff files.
 - Follow-up questions will be allowed in order to ensure that candidates have the opportunity to share their experience and identify their skills.
 - Discussion of portfolios, presentation etc. as appropriate
 - All interviewees will be contacted by phone for acceptance and non- acceptance.

Three written References will be sought, one to be from a current or most recent employer, **and in all instances an Enhanced DBS check will be made and a Safeguarding Declaration signed.**

An Induction development plan will be drawn up and monitored by the manager over the first six months. **All staff, volunteers, students will be expected to be fully aware, and understand, our Safeguarding Policy.**

A 'Buddy' of support staff will be given to the new member of staff. Students and volunteers will also be given an induction and development plan

Supervisions will be held, at least, every term. During Supervisions staff are expected to disclose any convictions, cautions, court orders, reprimands and warnings, of themselves and any family member, which may affect their suitability to work with children. Supervisions will give feedback and identify any areas for development and an action plan will be made to support the staff's Continual Professional Development (CPD). Pathways to progression are discussed and actively encouraged and supported to enhance professional development, team working and the setting. Staff training and qualifications, and their CPD details are kept updated. These are used to feed into appraisals and action plans.

Staff records are kept in secure files and contain: phone numbers, DBS number, address, emergency contacts, recruitment information, health declarations, supervisions and appraisals.

PLEASE SEE OUR FULL RECRUITMENT POLICY

WHISTLE BLOWING PROCEDURE

Definition:

'Whistleblowing' is raising a concern about malpractice within an organisation.

The Acorn Nursery School is a pre-school committed to delivering a high quality service, promoting organisational accountability and maintaining public confidence.

An employee who makes a disclosure in good faith will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about child protection, misconduct or malpractice within the setting.

An employee or volunteer who, acting in good faith, wishes to raise such a concern should normally report the matter to the manager or DSL who will advise the employee or volunteer of the action that will be taken in response to the concerns expressed. Concerns will be investigated and resolved as quickly as possible. If the complaint is against the manager you can report the matter to the Registered Person – Pauline Crowder or the DSL at Sure Start Children's Centre on 01483 276634 who will take appropriate action.

If an employee or volunteer feels the matter cannot be discussed with the manager or DSLs or the Children's Centre DSL, he or she should contact our LADO at Surrey Safeguarding Children's (SSCB), or Early Years Safeguarding Advisor, or OFSTED for advice on what steps to follow. The Ofsted's dedicated Whistleblower number is 0300 123 3155 or you can email them on whistleblowing@ofsted.gov.uk or write to them at the address below.

A disclosure in good faith will be protected. Confidentiality will be maintained wherever possible and the employee or volunteer will not suffer any personal detriment as a result of raising any genuine concern about misconduct or malpractice within the setting.

The Prevent Duty

Early Years providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. This duty is known as the Prevent duty. Here at The Acorn Nursery School we take Safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent duty we will;

Provide appropriate training for all staff. Part of this training will enable staff to identify children who may be at risk of radicalisation

We will build the children’s resilience to radicalisation by promoting fundamental British Values and enabling them to challenge extremist views (for early years providers the statutory framework for the EYFS sets standards for learning, development and care for children from 0-5, thereby assisting their personal, social and emotional development and understanding of the world)

We will assess the risk, by means of a formal risk assessment, of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology

We will ensure that our staff understand the risks so that they can respond in an appropriate and proportionate way

We will be aware of the online risk of radicalisation through the use of social media and the internet

As with managing other safeguarding risks, our staff will be alert to changes in children’s behaviour which could indicate that they may be in need of help or protection (children at risk of radicalisation may display different signs or seek to hide their views). The Key Person approach means we already know our key children well and so we will notice any changes in behaviour, demeanour or personality quickly

We will not carry out unnecessary intrusion into family life but we will take action when we observe behaviour of concern. The key person approach means that we already have a rapport with our families so we will notice any changes in behaviour, demeanour or personality quickly

We will work in partnership with our Early Years and Childcare Service for guidance and support

We will build up an effective engagement with parents/carers and families. (This is important as they are in a key position to spot signs of radicalisation)

We will assist and advise families who raise concerns with us. It is important to assist and advise families who raise concerns and be able to point them to the right support mechanisms

We will ensure that our DSL’s will undertake Prevent awareness training (as a minimum) so that they can offer advice and support to other members of staff

We will ensure that any resources used in the nursery are age appropriate for the children in our care and that our staff have the knowledge and confidence to use the resources effectively

Preventing extremism in schools and children’s services

If you, as an individual, are concerned about extremism in any school or organisation that works with children, or if you think a child might be at risk of extremism, contact the helpline. Open Monday to Friday from 9am to 6pm (excluding bank holidays).

Telephone 020 7340 7264 Email: counter.extremism@education.gov.uk

Cultural Concerns

- **Genital mutilation/female circumcision**
- **Forced Marriage / Under-age Marriage**
- **Ritualistic Abuse**
- **Honour Based Violence**
- **Trafficked Children / Slavery**
- **Breast Ironing**

Genital mutilation/female circumcision (FGM)

FGM is a crime and is child abuse, and no explanation or motive can justify it. Yet for some communities it is considered a religious act and cultural requirement. It is illegal for someone to arrange for a child to go abroad with the intention of mutilating her. If any of the above areas of concern is brought to the attention of **The Acorn Nursery School** or staff have any suspicions that FGM might be taking place, we will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Forced Marriage / Under-age Marriage

In England, a young person cannot legally marry until they are 16 years old (without the consent of their parents or carers) nor have sexual relationships. **The Acorn Nursery School** does not support the idea of forcing someone to marry without their consent, if we were to be made aware of any families contemplating this we would inform the appropriate agency.

Ritualistic Abuse

Some faiths believe that spirits and demons can possess people (including children). What should never be considered is the use of any physical or psychological violence to get rid of the possessing spirit. This is abusive and will result in the criminal conviction of those using this form of abuse even if the intention is to help the child. **The Acorn Nursery School** will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Honour Based Violence

Honour based violence' is a crime or incident, which has or may have been committed to protect or defend the honour of the family and/or community'. It is important to be alert to signs of distress and indications such as self-harm, absence from setting, infections resulting from female genital mutilation, isolation from peers, being monitored by family, not participating in setting activities, unreasonable restrictions at home. Where it is suspected that a child/young person is at risk from Honour based violence **The Acorn Nursery School** will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Trafficked Children /Slavery

Child trafficking involves moving children across or within national or international borders for the purposes of exploitation. Exploitation includes children being used for sex work, domestic work, restaurant/ sweatshop, drug dealing, shoplifting and benefit fraud. Where **The Acorn Nursery School** is made aware of a child is suspected of or actually being trafficked/exploited we will report our concerns to the appropriate agency.

Breast Ironing

This is the pounding and massaging of a pubescent girls breasts, using hard or heated objects to try and make them disappear or stop developing. Where it is suspected that a child/young person is at risk from Breast Ironing **The Acorn Nursery School** will report those concerns to the appropriate agency in order to prevent this form of abuse taking place.

Emergency Lockdown Procedure

Statement

There may be situations when a threat from outside of the setting requires us to go into an emergency lockdown rather than evacuating the building to ensure the safety of all those on the premises at the time. Such threats may come from:

- Industrial accidents;
- Chemical and/or radiological incidents;
- Terrorist threat and/or attack;
- Intruder in the grounds of the setting.
- Dangerous animal in the grounds of the setting

This list is not exhaustive and during any incident which may affect the safety of the children and staff of **The Acorn Nursery School** we will follow the direction and advice of the emergency services leading the incident.

Procedure

We use a code word to clearly identify that an emergency lockdown procedure is required. In our setting these code words are **LADIES-CODE-RED**. These words are known to all staff, volunteers and students and the following procedure will be implemented:

- We will follow the guidance of the relevant emergency services and take direction from them at all times. The manager and/or senior person on the premises will be the point of contact and liaise with the emergency services.
- All doors and windows will be locked and where available curtains or blinds drawn.
- Where possible we will continue with normal activities so as not to alarm the children.
- Depending on the expected time period of the lockdown it may be necessary for us to inform children that they will be staying at the setting for longer than normal. This will be done sensitively and in age appropriate way with children receiving the support of their key person.
- If necessary other parts of the building, such as rooms which face away from the incident, may be used to protect the safety of children and staff.
- Ignition sources and ventilation systems will be switched off.

- The manager and/or senior person on the premises at the time will discuss and put into action an agreed plan based on the information available from the emergency services.
- In extreme circumstances it will be possible for us to provide overnight care.

Communication with parents

Any emergency situation which requires us to lockdown rather than evacuate will understandably be a frightening time for parents and guardians and therefore communication with them is paramount. In a lock down situation we will do this via mobile telephone if safe to do so. If not safe, and in agreement with the emergency services, we may use other forms of electronic communication such as email or social media sites to communicate with parents/guardians.

- Parents/guardians will be informed that we are in lockdown and reassured that their child(ren) is safe.
- Where possible we will inform them of the expected time period of the lockdown, information that is available to us from the emergency services and our plans.
- Parents will be kept informed of the current position at agreed periods relevant to the situation. Parents are asked not to call the setting as this could jam telephone lines meaning we miss vital information from the emergency services and as it will also take staff away from caring for the children.
- Parents are requested not to attempt to collect their child as to do so may put increase strain on the emergency services or themselves at risk.
- Once the all clear has been given or the emergency services inform us to evacuate to a safe area parents will be contacted to collect their children.
- In situations where we are unable to communicate directly with parents/guardians the advice is to tune to local radio for information or to contact incident helplines which are set up.

When any danger has subsided the incident will be recorded in our major incident record. Details of the incident, the staff and children involved and the action taken will be recorded. If necessary the incident will be reported to Ofsted and other relevant agencies as required.

INFORMATION SHARING

At The Acorn Nursery School we have due regard to the relevant data protection principles which allow them to share personal information, as provided for in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). To share information effectively: • all practitioners should be confident of the processing conditions under the Data Protection Act 2018 and the GDPR which allow them to store and share information for safeguarding purposes, including information which is sensitive and personal, and should be treated as 'special category personal data' • where practitioners need to share special category personal data, they should be aware that the Data Protection Act 2018 contains 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information. This includes allowing practitioners to share information without consent, if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child at risk.

That is when:

- it is to prevent a crime from being committed or intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or at risk of suffering, significant harm.
- To prevent significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime.

We always follow Surrey Multi-Agency Information Sharing Protocol (MAISP)

The principles set out in the protocol are based on good practice and the legal and professional requirements relating in particular to Surrey's public bodies. They are summarised under the Golden Rules .

Golden Rules

1. Confirm the identity of the person you are sharing with
2. Obtain consent to share if safe, appropriate and feasible
3. Confirm the reason the information is required
4. Be fully satisfied that it is necessary to share
5. Check with a manager/specialist or seek legal advice if you are unsure
6. Don't share more information than is necessary
7. Inform the recipient if any of the information is potentially unreliable
8. Ensure that the information is shared safely and securely
9. Be clear with the recipient how the information will be used
10. Record what information is shared

For further information regarding MAISP please refer to the link below

<http://www.surreycc.gov.uk/yourcouncil/organisations-we-workwith/partnership-services-forfamilies/information-sharing-forprofessionals/information-sharing-protocolfor-multi-agency-staff>

Our Data Protection Officer is Natasha Dhall

Operation Encompass

Operation Encompass is a unique Police and Education early intervention safeguarding partnership which supports children and young people exposed to domestic abuse. The Acorn Nursery School has taken the opportunity to join the Operation Encompass scheme.

Operation Encompass has been designed to provide early reporting on any domestic incidents that occur outside of 'normal' school hours and might have an impact on a child in their setting.

Operation Encompass will ensure that the settings' Designated Safeguarding Lead (DSL) or deputy DSL are informed by the next morning that there has been a domestic incident or if a child has been reported as missing. Named in Operation Encompass as a 'Key Adult' or "Deputy Key Adult". The DSL or deputy DSL already hold the safeguarding responsibilities for the setting and are fully aware of the sensitive and confidential issues regarding such information. The information is given in strict confidence to a school's Key Adult and/or /Deputy Key Adult to enable support to be given dependent on the needs and wishes of the child. Through sharing this information the setting can ensure that the child/ren are supported in the most appropriate way. We are keen to ensure that we offer the best support possible to the child/ren and we believe this is going to be extremely beneficial for all those involved.

**Operation Encompass is a Trauma Informed and Trauma Sensitive charity. We acknowledge and understand the impact of Domestic Abuse as an Adverse Childhood Experience (ACE)
Operation Encompass mitigates against the damaged caused by exposure to Domestic Abuse and other ACE's**

For more information see www.operationencompass.org

Contact numbers

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Ofsted

Multi Agency Safeguarding Hub (MASH)

Email: csmash@surreycc.gov.uk

MASH Emergency Duty Team (EDT)

Surrey Safeguarding Children's Board
(SSCB) (LADO)

Email: LADO@surreycc.gov.uk.

Early Help Assessment

Early Years Children's Service

Early Years Safeguarding Advisor

Ofsted's Whistleblower

Email: whistleblowing@ofsted.gov.uk

0300 123 1231

0300 123 1640

01483 517898

0300 200 1006 Opt 1

01483 519722

01372 833833

01372 833826

0300 123 3155

Police Emergency

999

Where there are concerns for the child's immediate safety