

Contact the Early Years Advice Line with any queries on 01603 222300 (option 3) or [csearlyyearsadviceline@norfolk.gov.uk](mailto:csearlyyearsadviceline@norfolk.gov.uk)

NOTE: If your setting is currently closed, you still have a responsibility to support the safety of vulnerable children registered with your provision, so we will also need to be able to contact you to discuss how you are supporting your more vulnerable families, during your closure times.

COVID-19 Safeguarding considerations for Norfolk Early Years providers	Useful links	Action or support required
Staff are regularly supported through supervision arrangements which prioritises well-being and safeguarding.	You can access an Early Years Supervision format with suitable prompts from the: <b>Early Years Safeguarding Toolkit 2018</b> (Access Code EYSafeToolkit)	SOS (signs of safety) format is currently being used for supervision during the COVID-19 situation to ensure more regular and effective supervisions happen. We are not focusing as much on longer term needs as we want to put well being as a priority for children, families and staff during these testing times.
A Safeguarding Lead Practitioner (SLP) remains available and is advising staff effectively.	You can contact the Early Years Advice Line for advice about how to manage changing SLP responsibilities during COVID-19, when your usual practice may need adapting. <a href="mailto:csearlyyearsadviceline@norfolk.gov.uk">csearlyyearsadviceline@norfolk.gov.uk</a> or 01603 222300 (option 3)	Some staff are contacting families who are still at home on a voluntary basis as a member of the community via phone calls or emails to support our more vulnerable families. In addition to this staff on duty at both Gaywood and Glebe are monitoring their vulnerable families during their attendance and phoning them if they do not attend. We also have the following nominated SLP's available each day for staff to confide in and who are also in regular contact with families ensuring they stay as safe as possible. Susie Pull – 01485 532809 ext 2 or

		<p>personal mobile 07721867963</p> <p>Louis Taylor – 01485 532809 ext 1 or 07590 529353</p> <p>In addition to this regular emails are being sent to families sign posting them to relevant agencies for support and hopefully reassurance.</p>
The Safeguarding Policy is updated to include any changes to safeguarding practice, in relation to COVID-19	You can refer to the Safeguarding Toolkit or contact the Early Years Advice Line for advice about how to adapt your safeguarding policy during COVID-19, when your usual practice may need adapting.	Safeguarding policy: COVID-19 Addendum is in the process of being written to be read in conjunction with existing policies which remain in force during COVID-19 restrictions
The Safeguarding Policy is updated to include any changes to online safety, in relation to COVID-19	Early Years Safeguarding Toolkit 2018 (Access Code EYSafeToolkit)	Parents have been sent links to help them ensure that online safety is paramount during home learning and at all our settings our Safeguarding online policy is still relevant and followed by all staff. In addition to this we have Appendix A - Glebe House School Remote Teaching and Learning: Safer Working Guidance for Staff
Safer recruitment is followed for anyone who does not usually work in your provision, with respect to DBS checks and written references.	Early Years Safeguarding Recruitment Toolkit 2017 (Access Code EYSafeRecruitment)	Safer recruitment still continues to be a priority and we still follow our safer recruitment policy and procedures for all our settings.
All staff and volunteer details are recorded and stored securely. The SLP is responsible for holding this confidentially with restricted access.	You can contact the Early Years Advice Line for advice about how to manage confidential and secure storage during COVID-19, when your usual practice may need adapting.	Through our safer recruitment process we continue to record and store information regarding staff and volunteers on our SCR, information to back this is kept in locked filing cabinets. This is of course is supported by ensuring safer recruitment procedures are followed during

		interviews and that application forms and positive references are received and scrutinised and challenged and then backed up by their clear DBS etc as outlined in our policies.
An appropriate safeguarding induction is provided for all those staff / volunteers who do not usually work in your provision. This includes how to raise concerns about children (CADS) and conduct of adults (LADO).	<a href="https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2">https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2</a> CADS and LADO information <a href="https://www.norfolklscb.org/people-working-with-children/how-to-raise-a-concern/">https://www.norfolklscb.org/people-working-with-children/how-to-raise-a-concern/</a>	We currently do not have any temp staff from other settings, however if the need did arise then we would ensure they follow the same safeguarding induction as stated in our Policies and procedures and we would liaise closely to the LA and other providers to ensure the staff are safe to work with children.
The minimum amount of contact with each family is planned, risk assessed and maintained, based on individual and changing need.	This will vary from family to family but a <u>minimum</u> of weekly contact is advised including throughout temporary closure periods.	We have a thorough risk assessment in place which all our setting staff abide by, this ensures that we not only following Gov and Public Health England guidelines, but we also ensure as little contact with families as possible. For example - Families have to drop their children at the door and children have their temperatures taken before they can be left on site of their relevant nursery.
Contingency plans are in place which ensure children and families subject to FSP's continue to receive identified support and services.	You can contact the Early Years Advice Line for support with a safeguarding contingency plan	Families who are part of FSP's or informal ones are phoned/emailed on a regular basis either by staff on duty or by staff who are off duty but doing it on a voluntary basis. All conversations or emails are recorded and filed in the child's locked files, we use the <b>Appendix 1 sheet attached "Early Years Providers</b>

		maintaining contact with families during COVID-19 sheet for the basis of conversation and recording methods.
There is a plan which identifies how safeguarding information will be recorded and how it will be shared with other SLP's.	You can contact the Early Years Advice Line for advice about how to safely share safeguarding information during COVID-19, when your usual practice may need adapting.	Staff will continue to record information in a confidential way as per our policies if they are on site. However for those working off site, they should ensure that any notes are kept in a locked unit away from family members and that the date and time of all conversations and emails are recorded. Once they return to work these records will be printed if they are emails and if they are written notes they will all be placed in the child's locked filing section, all staff lap tops have passwords so family members or friends cannot access the information. At any point any staff have concerns regarding a family the usual Safeguarding procedures should continue and staff should either contact CADS directly or speak to the nominated SLP's on duty as above. If there is an allegation against a member of staff the usual call or email should be made to the LADO team either directly or again via the SLP on duty. Ongoing work with families and concerns should only be shared with colleagues on a need to know basis as explained in policies.

<p>SLP has access to the contact details of allocated social workers and family practitioners, including for those children who are not usually on your register.</p>	<p>Early Childhood Family Service (ECFS)  <a href="https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service">https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service</a></p>	<p>Any child who has a social worker or is working in liaison with other agencies to support the family such as ECFS, Health, Early Help Hub, staff are continuing to work closely with agencies to support families and recording conversations and filing them in the individual children's files or in a COVID-19 file in the front of the Safeguarding Filing system. We are also in close liaison with the local food bank to support families and have been delivering food parcels where applicable.</p>
<p>Consideration is given to how sensitive and personal information will be accessed and kept securely during changing working conditions.</p>	<p>You can contact the Early Years Advice Line for advice about how to safely store safeguarding information during COVID-19, when your usual practice may need adapting.</p>	<p>Area manager has discussed with NCC advisors that it is appropriate to record information at home on a voluntary basis as long as the information is stored securely and then filed appropriately at work in the usual locked filing cabinet. All staff have been made aware of how to record via our risk assessment for COVID-19 which also includes safeguarding.</p>
<p>Relevant information for all children attending your setting (permanently or temporarily) is accessible. This includes EHC plans, child in need plans, child protection plans or, for looked-after children, their personal education plan.</p>	<p><a href="https://www.schools.norfolk.gov.uk/Early-years-foundation-stage/Inclusion/NCC186012">https://www.schools.norfolk.gov.uk/Early-years-foundation-stage/Inclusion/NCC186012</a></p> <p>The link will take you to the NCC Inclusion page-useful weblinks and resources</p>	<p>All health, safeguarding and educational records continue to be stored appropriately as per our policies on site. Staff continue to liaise with families of children who are on Support Plans, EHCP, and Safeguarding Plans to ensure targets are being met</p>

		either at the setting or at home. For home learning this has been done either via 1:1 phone calls or through weekly updates on home learning ideas for a range of different aged children.
All safeguarding information is recorded and shared appropriately, including all telephone contact and home visits with key staff and other agencies.	<p>Working Together to Safeguard Children 2018 Chapter 1 Information Sharing Early Years Safeguarding Toolkit 2018 (Access Code EYSafeToolkit) Section 5 Information Sharing</p> <p>See Appendix 1 below</p>	<p>As above we continue to follow our Safeguarding policies and procedures for the safe recording of conversations and home visits, this information will be stored securely whilst off site and then placed within individual children's records in their locked files once back on site.</p> <p>Those who are recording information will continue to share the information on a need to know basis and of course report any greater concerns to applicable agencies as per our policies and procedures.</p>
Useful information is shared with all families about how to access help and support.	<p>NSPCC Early Childhood and Family Service <a href="https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service">https://www.norfolk.gov.uk/children-and-families/early-childhood-and-family-service</a> 0344 700 8020</p> <p>JON <a href="mailto:justonenorfolk.nhs.uk">justonenorfolk.nhs.uk</a> 0300 300 0123</p> <p>See Something, Hear Something, Say Something 0344 800 8020 or in an emergency 999</p>	All the information suggested in the previous column has been shared regularly in weekly newsletters plus additional information to support wellbeing and education during these difficult times. For those families who may not be able to read, phone calls have been made and phone numbers are given out so they can still access appropriate information via phone or videos.

	<p>Norfolk County Council  <a href="https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus">https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus</a></p> <p><a href="https://www.norfolk.gov.uk/safety/domestic-abuse">https://www.norfolk.gov.uk/safety/domestic-abuse</a></p> <p><a href="https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/coronavirus-abuse-neglect-vulnerable-children/">https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/coronavirus-abuse-neglect-vulnerable-children/</a> 0808 800 5000</p>	
All staff revisit the setting code of conduct and safeguarding practice, in light of changes to working circumstances. Refreshed practitioner knowledge enables safeguarding practice to be prioritised and consistent.	<p>Early Years Safeguarding Recruitment Toolkit 2017 (Access Code EYSafeRecruitment)  Section 16, Standard 7 Safer Working Culture</p> <p>Norfolk Safeguarding Children Partnership  Guidance for safer working practice for those working with children and young people in education settings 2015  Section 7 Standards of behaviour</p>	All staff have recently re read all revised policies and code of conduct guides, and are due to sign them off on their return to work if they have not already done so.
Comprehensive information is gathered via the registration form for children attending the provision temporarily or from other early years settings.	<p>Working Together to Safeguard Children 2018  Chapter 1 Information Sharing  Early Years Safeguarding Toolkit 2018 (Access Code EYSafeToolkit)  Section 5 Information Sharing</p>	We do not currently have children attending from other settings, however if we did have we would still continue to follow our registration process as laid out in policies to ensure we have all emergency contact and health care needs etc. We would not however get families to complete the All About Me Book starter packs during this difficult time.

All parents are informed about how and when they can contact the early years provider.	This may be via a website, online tool, social media page, email or phone call.	Families/Carers receive regular emails stating contact details and opening hours, if they do not have emails they are receiving either texts or phone calls to ensure they have the most up to date and relevant information on contact details. This information is also on our Facebook page.
Safeguarding practice is checked to meet all individual insurance stipulations.	This is your own responsibility to ensure any changes you make to your practice in light of COVID-19 do not invalidate your insurance. Remember that the stipulations of insurance companies and your individual policies may vary significantly.	The school business manager has been given our COVID-19 and Building work risk assessment for Gaywood to ensure both are in line with insurance.
The EYFS requirements continue to be met in full and Ofsted are notified of any changes.	Statutory framework for the early years foundation stage 2017 Changes that must be notified to Ofsted or the relevant childminder agency (CMA) EYFS: Page 34, 3.77	All our settings are abiding by Statutory framework for the early years foundation stage 2017, but working within the most recent LA, Gov guidelines during the COVID-19 situation. We use NCC Early Years Update, Public Health England and Gov emails to ensure we are as up to date as possible.



## Appendix 1

EARLY YEARS PROVIDERS MAINTAINING CONTACT WITH FAMILIES VIA TELEPHONE DURING COVID-19 OUTBREAK	
Preparing to call a family	
<ul style="list-style-type: none"> <li>- Find a private, quiet space to make your confidential call with minimal disruptions</li> <li>- Have an understanding of any safeguarding concerns in relation to the child and family before you make the call</li> <li>- Know who the allocated social worker / family practitioner is (if applicable)</li> <li>- Plan some specific questions to ask in relation to the concerns about and needs of the family</li> <li>- Have access to the NCC 'C19 External Partner Support Packs' to locate and share specific information during your call if required</li> </ul>	
Calling a family (also see Early Years Updates for scripts to support your conversations)	
<p>Positives / strengths:</p> <ul style="list-style-type: none"> <li>- What is working well for the family?</li> <li>- What is xxxx enjoying doing?</li> <li>- What are the positives about being at home together?</li> </ul>	<p>Worries / concerns:</p> <ul style="list-style-type: none"> <li>- What are you worried about?</li> <li>- Are you struggling with anything at the moment?</li> <li>- If so, how might this be impacting on family life?</li> <li>- Are you feeling stressed?</li> </ul>
<p>General questions:</p> <ul style="list-style-type: none"> <li>- Have you had any contact from the other professionals working with you? (if applicable).</li> <li>- When was this? What support is being offered?</li> <li>- Has xxxx been accessing some home learning experiences?</li> <li>- Are you in touch with relatives, neighbours, any other support network via telephone, Skype etc?</li> <li>- Are you managing to get food shopping?</li> <li>- Is your child due any medical appointments soon?</li> <li>- Have you got all the medication you need?</li> <li>- Can the EY's provider do anything to help?</li> </ul>	
After the call	
<ul style="list-style-type: none"> <li>- Make sure any actions are recorded carefully &amp; the record of this call is stored securely</li> <li>- If you have any queries to follow up contact the Early Years Advice Line on 01603 222300 (option 3) or <a href="mailto:csearlyyearsadvice@norfolk.gov.uk">csearlyyearsadvice@norfolk.gov.uk</a></li> <li>- Share this information with other professionals working with the family as appropriate</li> <li>- Make any referrals that have been discussed &amp; agreed. For family or financial support and advice contact ECFS directly on 01603 573160 or 561131 or email <a href="mailto:ecfs-professionals@actionforchildren.org.uk">ecfs-professionals@actionforchildren.org.uk</a></li> </ul>	

