

St Michael's Family Centre

Registered as a Charity
OfSTED Registration number EY 411778 Saddlebow Road
OfSTED Registration number EY 399923 Church Lane

Safeguarding /Child Protection Policies and Procedures for 2020-2021

Saddlebow Road and Church Lane



Policies agreed: *Jeanette Nowrung*

Signed

Liaison with other bodies

- We work within the Norfolk Safeguarding Children Board guidelines and the DfEE publication 'What to do if you're worried a child is being abused'.
- We have a copy of Norfolk Safeguarding Children Board Guidelines and DfEE publication 'What to do if you're worried a child is being abused' available for staff and parents to see.
- We notify the registration authority (OfSTED) of any incident or accident and any changes in our arrangements, which affect the well-being of children.
- We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the family centre and social services to work well together.
- If a report is to be made to the authorities, we act within the Norfolk Safe Guarding Children Board guidance in deciding whether we must inform the child's parents of the referral.

Methods

Roles and Responsibilities

Role	Name	Contact details
Designated Safeguarding Lead (DSL)	Jeanette Nowrung	01553 770439
Alternate DSL	Paula Reed/ Jackie Smith (Saddlebow Road)	01553 770439
	Louise Harris (Church Lane)	01553 775300
Centre lead	Jeanette Nowrung	01553 770439
Named Safeguarding committee member	Kathryn LeServe	01553 Or KLeServe@col-westanglia.ac.uk
Head of St Michael's Academy	Emma Scarisbrick	01553 772420

Staffing and volunteering

- Our senior designated person who co-ordinates child protection issues is Jeanette Nowrung (named deputies are also available)
- We provide adequate and appropriate staffing resources to meet the needs of the children.
- Volunteers do not work unsupervised.
- We have procedures for recording the details of visitors to the family centre.

- We take security steps to ensure that we have control over who comes into the family centre so that no unauthorised person has unsupervised access to the children.

Safer recruitment

Within the family centre we will use the recruitment and selection process to deter and reject unsuitable candidates. We require evidence of original academic certificates. We do not accept testimonials and insist on taking up references as part of the interview process. We will question the contents of application forms if we are unclear about them, we will undertake Disclosure and Barring Service checks and use any other means of ensuring we are recruiting and selecting the most suitable people to work with our children.

- Applicants for posts within the family centre are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Safer recruitment practices are followed in accordance with the requirements of '[Keeping Children Safe in Education](#)' (DfE 2020) and as such all candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We ensure that the Centre lead and at least one member of the Local Governing Body have completed appropriate safer recruitment training. At all times the Centre lead and Governing Body to ensure that safer recruitment practices are followed in accordance with the requirements of '[Keeping Children Safe in Education](#)', DfE (2020).
- As a family centre we will undertake further checks to ensure the person is not prohibited from engagement in a "management role" All our governors will be subject to an enhanced DBS check (without the barred list check, unless they are additional in regulated activity) and a prohibition check has been undertaken for everyone in "teaching work"
- We maintain a Single Central Register of all safer recruitment checks carried out in line with statutory requirements and the EYFS guidance. This is checked termly by the Safeguarding lead and governor to ensure that it is kept up to date.
- We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.

Disciplinary Action

Where a member of staff or a volunteer is dismissed from the family centre or internally disciplined because of misconduct relating to a child, we notify OfSTED and the Local Authority administrators so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

Training

We seek out training opportunities for all adults involved in the family centre to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the family centre. Staff are expected to update training at least every 3 years and a record of this is maintained.

Planning

The layout of the rooms allows for constant supervision. Where children need to spend time away from the rest of the group, the door is left ajar.

Curriculum

- We introduce key elements of child protection appropriate to the child for example in our foundation stage curriculum, so that children can develop an understanding of why and how to keep safe in a way that is appropriate for the ages and stages of the children.
- We create within the family centre a culture of value and respect for the individual.

Complaints / allegations against a member of staff

- We ensure that all parents know how to complain about staff or volunteer action within the family centre, which may include an allegation of abuse.
- We follow the guidance of the Norfolk Safeguarding Children Board and the Local Authority Designated officer (LADO) when investigating any complaint that a member of staff or volunteer has abused a child.
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person in conjunction with the advice given by the LADO
- We have whistle blowing policy whereby all staff, volunteers and other adults are aware of how to make their concerns known to the senior designated person or how to contact the Children's services Child protection referral team.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the family centre takes action in keeping with latest legislation and guidance.
- We allow any investigations (that we have been instructed) to be carried out with sensitivity. Staff in the family centre takes care not to influence the outcome either through the way they speak to children or ask questions of children.
- Where a child shows signs and symptoms of 'failure to thrive' or neglect, we make appropriate referrals.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- Offers reassurance to the child
- Listens to the child
- Gives reassurance that she or he will take action
- The member of staff does not question the child

Recording suspicions of abuse and disclosures

Staff make a record of:

- The child's name
- The child's address
- The age of the child
- The date and time of the observation or the disclosure
- An objective record of the observation or disclosure
- The exact words spoken by the child
- The name of the person to whom the concern was reported, with date and time
- The names of any other person present at the time

These records are signed, dated, and kept in a separate confidential file.

All members of staff know the procedures for recording and reporting.

Informing Parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the Norfolk

Safeguarding Children Board does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the (NCC) investigating officers will inform parents.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Norfolk Safeguarding Children Board.

Record and information sharing

If staff are concerned about the welfare or safety of any child at our setting they will record their concern on the agreed reporting form for physical injuries or an incident record for observed or other behaviour (Appendix 2/2a). They should ensure that the form is signed and dated. Any concerns should be passed to the DSLP without delay.

Any information recorded will be kept in a separate named file, in a secure file and not with the child's 'academic' file. These files will be the responsibility of the DSLP. Child protection information will only be shared within setting on the basis of 'need to know in the child's interests' and on the understanding that it remains strictly confidential.

Child protection information will only be kept in the file and this file will be kept up to date. Records of concern, copies of referrals, invitations to child protection conferences, core groups and reports will be stored here. All our safeguarding files will include; a chronology, contents front cover and will record significant events in the child's life.

When a child leaves our family centre, the DSLP will make contact with the DSLP at the new school or transferring setting and will ensure that the child protection file is forwarded to the receiving setting in an appropriately agreed manner. We will retain evidence to demonstrate how the file has been transferred; this may be in the form of a written confirmation of receipt from the receiving setting and/or evidence of recorded delivery. Where a parent elects to remove their child from the setting to home educate, the family centre will make arrangements to pass any safeguarding concerns to the Services to Home Educators Team within Norfolk County Council or the referring agency. In situations whereby we have not been notified of the setting of transfer then we will contact the MASH team and notify them of the child's withdrawal from the family centre.

Support to families

- The family centre takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.

- The family centre continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Norfolk Safeguarding Children Board following the guidelines in 'What to do if you're worried a child is being abused' and Working Together to Safeguard Children.
- 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.

Contact telephone Number for Child protection advice / referrals:

Norfolk Multi Agency Safeguarding Hub (CADS) 0344 800 8020 (24 hours) email:
cads@norfolk.gcsx.gov.uk

OfSTED 0300 123 1231

NSPCC Child Protection Help Line 0808 800 5000

Norfolk Police: 01603 276332: West Norfolk Local Safeguarding 01553 669330

Local Authority Designated officer (LADO) 01603 223473

West Norfolk Early Help hub 01553 669244

Also refer to the following policies:

Confidentially

E-Safety and the use of technology

Whistle blowing policy

Social Networking

Staff Code of Conduct

Appendix 1, 2, 3, 4 and 5 are part of the Child Protection / Safeguarding Policy

Appendix 1: Safeguarding Induction Sheet for new or supply staff and regular visitors or volunteers.

We all have a statutory duty to safeguard and promote the welfare of children, and at our setting we take this responsibility seriously.

If you have any concerns about a child or young person in the Family Centre, you must share this information immediately with our Senior Designated Professional or one of the alternate post holders.

Do not think that your worry is insignificant if it is about hygiene, appearance or behaviour – we would rather you told us as we would rather know about something that appears small than miss a worrying situation.

If you think the matter is very serious and may be related to child protection, for example, physical, emotional, sexual abuse or neglect, you must find one of the designated professionals detailed below and provide them with a written record of your concern. A copy of the form to complete is attached to this and others can be obtained from the office at St Michael's family centre.

Please ensure you complete all sections as described.

If you are unable to locate them ask an early year's worker or other staff member where to find them and to ask them to speak with you immediately about a confidential and urgent matter.

Any allegation concerning a member of staff, a child's foster carer or a volunteer should be reported immediately to the Centre leader. If an allegation is made about the Centre leader you should pass this information to the Chair of the Management Group.

The people you should talk to in the Family /Children's Centre are:

Senior Designated Professional:	Jeanette Nowrung or Louise Harris
Alterative SDP	Paula Reed or Jackie Smith
Contact Number: 775300 Church Lane	01553 770439 Saddlebow Road 01553
Management Group Designated Professional:	Kathryn LeServe
Contact Number:	01553 770439
Chair of Management Group:	TBC
Contact Number:	
Head of St Michael's Academy	Emma Scarisbrick 01553 772420

Within the St Michaels Family Centre we strive to safeguard and promote the welfare of all of our children and families.



Appendix 2: Recording Form for Safeguarding Concerns

Staff, volunteers and regular visitors are required to complete this form and pass it to Jeanette Nowrung / Louise Harris if they have a safeguarding concern about a child in our Family Centre.

Full name of child	Date of Birth	Group attended	Your name and position in the Family Centre
Nature of concern/disclosure			
Please include where you were when the child made a disclosure, what you saw, who else was there, what did the child say or do and what you said.			
Was there an injury? Yes / No		Did you see it? Yes / No	
Describe the injury:			
Have you filled in a body plan to show where the injury is and its approximate size? Yes / No			
Was anyone else with you? Who?			
Has this happened before?		Did you report the previous incident?	
Who are you passing this information to?			
Name:		Date:	
Position:		Time:	
Your signature:			
Date:			

Action taken by SDP

Referred to...?

Other Police Health Visitor Social Services Parents Family Support worker

Parents informed? Yes / No (If No, state reason)

Feedback given to...?

Family Support team

Keyworker

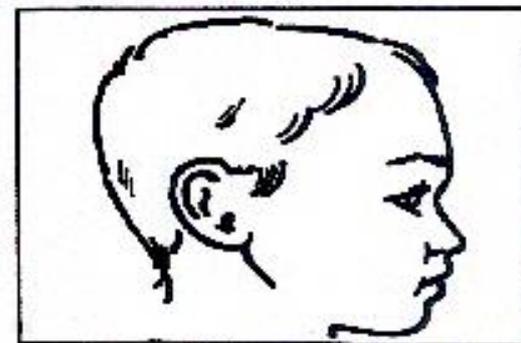
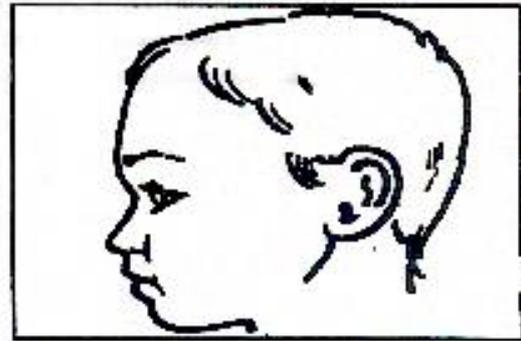
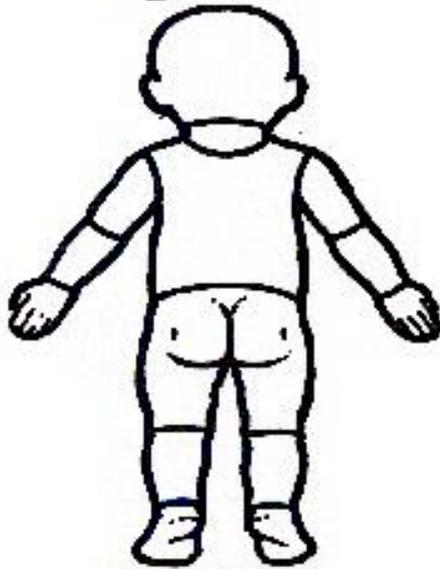
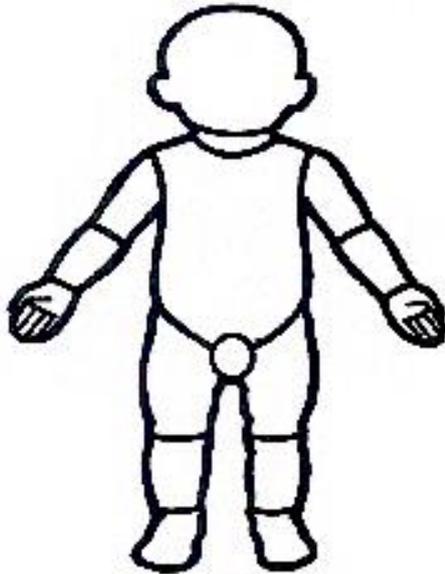
Child (if age appropriate)

Person who recorded disclosure

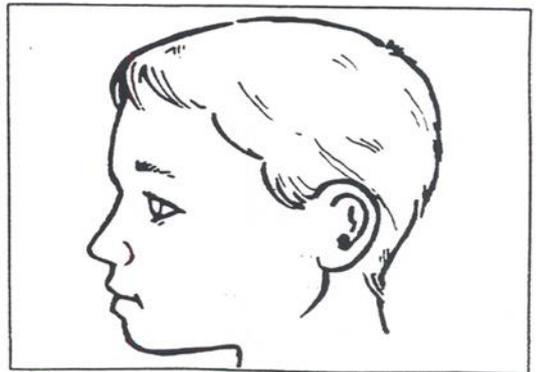
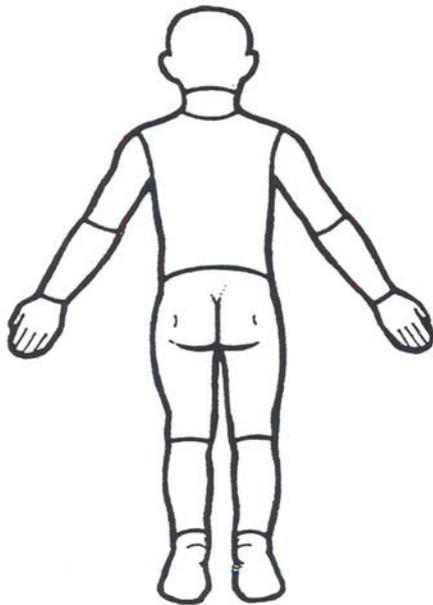
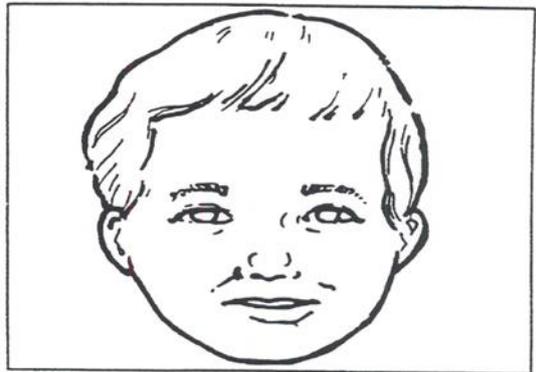
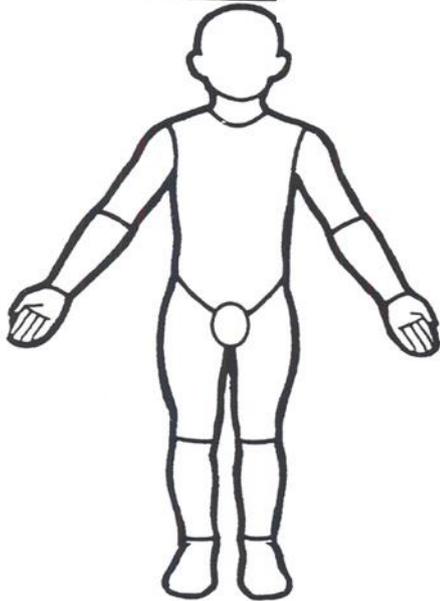
Full name:

SDP Signature:

Young Child

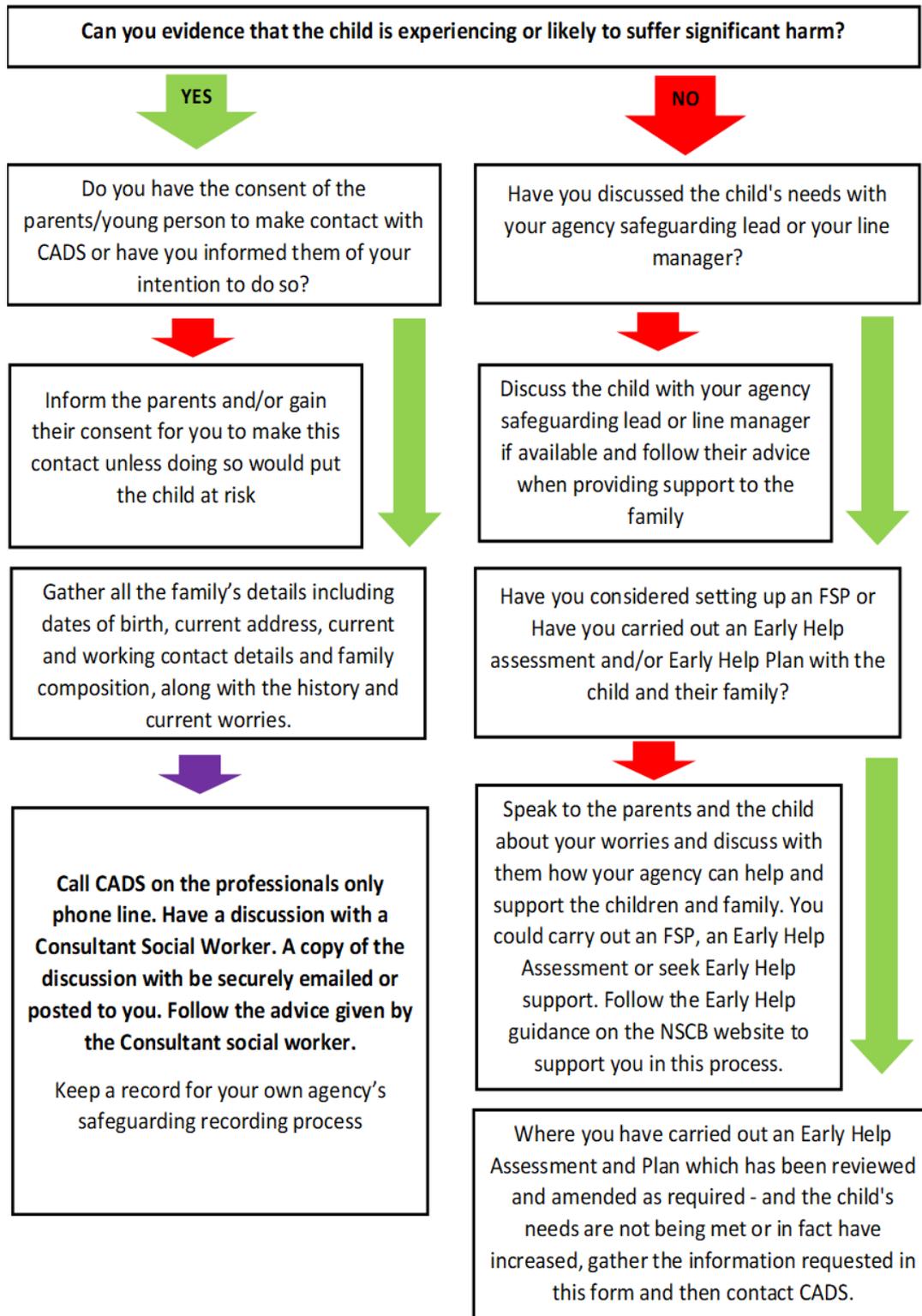


Older Child



Appendix 3: Local Safeguarding Procedures Children's Advice and Duty Service- CADS

Before contacting CADS, please answer the following questions and follow the advice provided:



Appendix 4: File Transfer Record and Receipt

PART 1: To be completed by person transferring the record

Name of Child:	
DOB:	
Name of Setting Sending CP File:	St Michael's Family Centre Saddlebow Road / Church Lane (delete as needed)
Address of Sending Setting:	
Method of Delivery:	BY HAND SECURE POST ELECTRONICALLY
Date file sent:	
Name of DSL Transferring File:	
Name of person Transferring To:	
SIGNATURE:	

PART 2: To be completed by receiving setting / school

Name of Setting / School Receiving File	
Address:	
Date Received:	
Name of person receiving file :	
Date Conformation of Receipt Sent:	
SIGNATURE:	

Note:

St Michael's Family Centre will ensure that the child protection file is passed to the Designated Safeguarding Lead at the receiving school using a secure method of delivery with Part 1 of this form completed.

Receiving Setting /school: Please complete Part 2 and return this form to the Designated Safeguarding Lead listed in Part 1 above. You are advised to keep a copy for your own reference.

Appendix 5: Arrangements for Safeguarding and Child Protection during COVID- 19 at St Michael's Family Centre

This section of the whole centre policy was created in response to Covid-19 and agreed by the Governing Body. It will be kept under review as circumstances continue to evolve in line with national and local guidance and should be read in conjunction with the full policy document.

This addendum to our Safeguarding and Child Protection Policy contains additional information about our safeguarding arrangements in the following areas:

- 5.1 Context
- 5.2 Key Contact Information
- 5.3 Vulnerable children
- 5.4 Attendance monitoring
- 5.5 Designated Safeguarding Lead
- 5.6 Reporting a concern
- 5.7 Staff Safeguarding Training and induction
- 5.8 Safer recruitment/volunteers and movement of staff
- 5.9 Children Moving Settings
- 5.10 Online safety
- 5.11 Mental Health

5.1 Context

From 20th March 2020 parents were asked to keep their children at home, wherever possible, and for Early Years Setting to remain open to provide care for a limited number of children; children who are vulnerable, and children whose parents are critical to the COVID-19 response and cannot be safely cared for at home.

From 1st June 2020 the DfE's expectation is for Early Years Settings /Schools to begin welcoming back more children from nominated year groups. Whilst the ages and number of children returning will vary from institution to institution, the safeguarding principles to protect those children from harm and abuse will remain the same.

It is crucial that all staff and volunteers understand the continued importance of acting immediately on any safeguarding concerns that arise. The key principles of our approach to safeguarding and promoting the welfare of children and young people at our setting remain the same. This guidance has been developed to give clear direction to staff, volunteers, visitors and parents about our safeguarding procedures in light of the current national and local situation. This appendix should be read in conjunction with the whole setting safeguarding policy and not as a standalone document. Unless otherwise stated within this guidance, our normal safeguarding procedures should be adhered to.

5.2 Key Contact Information:

Role	Name	Contact details incl. those when working remotely:
Designated Safeguarding Lead (DSL)	Jeanette Nowrung	01553 765201 jnowrungsmfc@gmail.com
Deputy DSL	Paula Reed/Jackie Smith – Saddlebow Road Louise Harris – Church Lane	officesmfc@gmail.com
Nominated Senior Leader in the absence of a trained DSL		
Named Safeguarding Governor	Kathryn LeServe	kleserve@col-westanglia.ac.uk

5.3 Providing Early Years places for Vulnerable Children

For the purposes of this guidance, vulnerable children include those who have a social worker and those children and young people up to the age of 25 with EHC plans, in line with the [DfE guidance](#).

At St Michael's Family Centre we will risk assess the needs of all children with an EHC plan in consultation with the Local Authority and parents, to decide whether they need to continue to be offered a place in order to meet their needs, or whether they can safely have their needs met at home. This could include, if necessary, carers, therapists or clinicians visiting the home to provide any essential services. In line with Government guidance, we appreciate that many children and young people with EHC plans can safely remain at home.

At St Michael's Family Centre our Designated Safeguarding Leads and other Senior Leaders will continue to work with and support children's social workers to help protect vulnerable children. This includes working with and supporting children's social workers and the local authority Virtual School Head (VSH) for looked-after and previously looked-after children.

There is an expectation that vulnerable children who have a social worker will attend an education setting, so long as they do not have underlying health conditions that put them at increased risk. In circumstances where a parent does not want to bring their child to an education setting, and their child is considered vulnerable, the social worker and school staff will explore the reasons for this directly with the parent. Where parents are concerned about the risk of the child contracting COVID-19, setting staff and/or the child's allocated social worker will talk through these anxieties with the parent/carer following the advice set out by Public Health England.

Our Designated Safeguarding Leads know who our most vulnerable children are. As a setting, we have the flexibility to offer a place to other children we identify as being vulnerable who may be on the edge of receiving children's social care support.

5.4 Attendance monitoring

In line with the DfE guidance, and NCC guidance we will submit daily attendance figures as requested.

Our DSLs will continue to liaise with allocated social workers and will agree with parents/carers whether children in need should be attending the setting. Staff will then follow up on any child that we were expecting to attend, who does not in line with our usual attendance procedures. We will

also follow up with any parent or carer who has arranged care for their child(ren) and the child(ren) subsequently do not attend. This will be the first instance via telephone and or Tapestry, however if after 3 attempts we are still unable to contact the parent we may complete a home visit.

In all circumstances where a vulnerable child does not take up their place at the setting, or fails to attend as expected, staff will notify the child's allocated social worker and agree a plan to contact the family.

To enable us to effectively support the attendance of all children, we will ask parents/carers to confirm that emergency contact numbers are correct and ask for any additional emergency contact numbers where they are available.

5.5 The Designated Safeguarding Lead

We aim to have a trained DSL (or deputy) available on site whenever possible. We recognise however that this may not be possible, and where this is the case, we will endeavour to ensure that a trained DSL or deputy from the setting can be available to be contacted via phone or online when they are working remotely from home. In some circumstances we might also work with other settings to share trained DSLs or deputies with other settings (who should be available to be contacted via phone or online video).

Where a trained DSL or deputy is not on site, a senior leader will take responsibility for co-ordinating safeguarding arrangements in place on-site. This might include updating and managing access to child protection/safeguarding management information system, liaising with the off-site DSL (and/or deputy) and, as necessary, liaising with children's social workers where they require access to children in need and/or to carry out statutory assessments.

We will ensure that all staff and volunteers know how to contact and have access to advice from a trained DSL (or deputy). Each day, staff will be made aware of who that person is and how to contact them.

We will continue to work in partnership with children, parents and other agencies to safeguard and promote the welfare of children. Our DSLs will keep up to date with the latest [Norfolk Safeguarding Children Partnership advice](#) and guidance from the [LA](#). Our DSLs will continue to engage with social workers, and attend all multi-agency meetings, which can be done remotely in line with the NSCP guidance on attending and contributing to [child protection conferences](#) and [Developing Child Protection Plans](#).

In line with the Department for Education guidance, for the period COVID-19 measures are in place, a DSL (or deputy) who has been trained will continue to be classed as a trained DSL (or deputy) even if they miss their refresher training.

5.6 Procedures for Reporting Concerns

The principles for responding to safeguarding concerns as outlined in the main body of the safeguarding policy still apply. When concerned about the welfare of a child, staff members should always act in the interests of the child and have a responsibility to take action as outline in this policy.

As more children return to setting from 1st June staff are reminded of the need to report any concern immediately and without delay in line with our usual procedures. This will include identifying new safeguarding concerns about individual children as they see them in person following partial school closures. We will also continue to support pupils who are not attending or expected to attend and consider the vulnerability of these children and families.

It is important that all staff who interact with children, including online, continue to look out for signs a child may be at risk including at risk from peer on peer abuse and exploitation. Any such concerns should be dealt with as per the child protection policy and where appropriate referrals should still be made to children's social care and as required the police.

Staff are also reminded of the need to adhere to our Staff Code of Conduct and safer working practice [guidance](#). Staff should continue to report any concerns they have about adults who are working with children in line with the safeguarding policy.

5.7 Staff Training and induction

All existing staff and volunteers have received a safeguarding induction and training. They have read part 1 of Keeping Children Safe in Education (2019/20) and are expected to continue to follow this guidance. The DSL will ensure that all existing staff receive this addendum to the safeguarding policy and will communicate any new local arrangements, so they know what to do if they are worried about a child.

Where new staff are recruited, or new volunteers join our setting, they will continue to be provided with a safeguarding induction as outlined in the main policy. If staff are deployed from another education or children's workforce setting to work in our setting, we will take into account the DfE supplementary guidance on safeguarding children during the COVID-19 pandemic. This means that on arrival to the family centre, we will verify that they have received safeguarding training and they will be given a copy of our safeguarding policy and information about our procedures including information about our DSL arrangements.

5.8 Safer recruitment of staff & volunteers and movement of staff

It remains essential that people who are unsuitable are not allowed to enter the children's workforce or gain access to children. When recruiting new staff, we will continue to follow our safer recruitment and selection policy, the procedures outlined in Section 10 of the safeguarding policy and Part 3 of Keeping Children Safe in Education (2019).

In those circumstances where we continue to use volunteers in our setting, we will continue to follow the checking and risk assessment processes as set out in paragraphs 167 to 172 of KCSIE and our own safer recruitment and selection policy. Under no circumstances will a volunteer who has not been checked be left unsupervised or allowed to work in regulated activity.

If staff are deployed from another education or children's workforce setting to work in our setting, we will take into account the DfE supplementary guidance on safeguarding children during the COVID-19 pandemic. This means that we will risk assess the movement of staff and seek written assurances from the current employer that the individual has undergone all the safer recruitment required checks as set out in Part 3 of KCSIE and there are no concerns about their suitability to work with children.

We will continue to follow the legal duty to refer to the DBS anyone who has harmed or poses a risk of harm to a child or vulnerable adult in accordance with 'Keeping Children Safe in Education' (2019).

Whilst acknowledging the challenge of the current environment, we understand that it is essential from a safeguarding perspective that, on any given day, we are aware of which staff/volunteers will be in the setting, and that appropriate checks have been carried out. We will continue to keep the single central record (SCR) up to date and use this as a means to log everyone that will be working or volunteering in our setting on any given day, including any staff who may be on loan from other institutions. The SCR will also be used to log details of any risk assessments carried out on volunteers and staff on loan from elsewhere.

5.9 Children moving settings

In some circumstances our children may need to attend another setting. In order to support children attending another setting during this time, the DSL will endeavour to contact the DSL at the receiving school to provide any relevant welfare and child protection information including any arrangements in place to support them. We will continue to pay regard to data protection and GDPR but these do not prevent the sharing of information for the purposes of keeping children safe.

As a minimum, we will ensure that the receiving setting has access to a vulnerable child's EHC plan, child in need plan, child protection plan or, for looked-after children, their personal education plan and know who the child's social worker (and, for looked-after children, who the responsible VSH is). This will ideally happen before a child arrives and, where that is not possible as soon as reasonably practicable. Where it is not possible for this exchange of information to occur between DSLs the identified senior leaders will take responsibility for this.

5.10 Online Safety

At St Michael's Family Centre we recognise that it is more important than ever that we provide a safe environment for children including online. We will continue to ensure that appropriate filters and monitoring systems are in place to protect children when they are online via our IT systems and/or recommended resources.

The safety of children when they are asked to work online is of paramount importance. The same principles as set out our staff code of conduct must be applied to all online teaching. All staff should ensure that they have read the staff code of conduct, associated [safer working practice guidance](#) and DfE guidance '[Safeguarding and remote education during coronavirus \(COVID-19\)](#)' and are clear about the acceptable use of technologies, staff pupil/student relationships and communication including the use of social media.

We will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements. Our main online method of communication and learning platform will be Tapestry.

For our older children we will ensure that these children if they are asked to work online they have very clear reporting routes in place so they can raise any concerns whilst online. As well as reporting routes to staff, we will also signpost children to age appropriate practical support from external organisations such as:

- [Childline](#) - for support
- [UK Safer Internet Centre](#) - to report and remove harmful online content
- [CEOP](#) - for advice on making a report about online abuse

We will also communicate with parents to reinforce the importance of children being safe online.

We will ensure that parents and carers are aware of what their children are being offered to do online, including the sites they will be asked to access as well as who from the setting (if anyone) their child is going to be interacting with online.

Where parents and carers choose to supplement the settings online offer with support from online companies we will emphasise the importance of securing online support from a reputable organisation/individual who can provide evidence that they are safe and can be trusted to have access to children.

We will signpost parents and carers to advice what will help them keep their children safe online including:

- [Thinkuknow](#) provides advice from the National Crime Agency (NCA) on staying safe online.
- [Parent info](#) is a collaboration between Parentzone and the NCA providing support and guidance for parents from leading experts and organisations.
- [Childnet](#) offers a toolkit to support parents and carers of children of any age to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support.
- [Internet Matters](#) provides age-specific online safety checklists, guides on how to set parental controls on a range of devices, and a host of practical tips to help children get the most out of their digital world.
- [London Grid for Learning](#) has support for parents and carers to keep their children safe online, including tips to keep primary aged children safe online.
- [Net-aware](#) has support for parents and carers from the NSPCC and O2, including a guide to social networks, apps and games.
- [Let's Talk About It](#) has advice for parents and carers to keep children safe from online radicalisation.
- [UK Safer Internet Centre](#) has tips, advice, guides and other resources to help keep children safe online, including parental controls offered by home internet providers and safety tools on social networks and other online services.

5.11 Mental Health

We recognise that negative experiences and distressing life events, such as the current circumstances, can affect the mental health of children and their parents. As more children return to the setting, we will ensure appropriate support is in place for them.

We will ensure that staff understand that mental health issues can bring about changes in a child's behaviour or emotional state which can be displayed in a range of different ways, all of which could be an indication of an underlying problem. DSLs will make reference to the DfE guidance [Mental health and behaviour in schools](#) to help identify children who might need additional support, and to put this support in place.