

Child Protection Policy

PLL Group is committed to safeguarding and promoting the welfare of every child under 18 across childcare, wraparound provision, holiday camps, sports coaching and other activities. The welfare of the child is paramount. We listen to children, respond promptly to concerns, and make reasonable adjustments so disabled children and children with additional needs can participate safely.

This policy is informed by the Children Acts 1989 and 2004; Childcare Act 2006 and the applicable Early Years Foundation Stage (EYFS) statutory framework for group and school-based providers (September 2026); Working Together to Safeguard Children (2026, updated November 2026); Safeguarding Vulnerable Groups Act 2006; relevant UK GDPR and Data Protection Act 2018 provisions; and Surrey Safeguarding Children Partnership procedures. Keeping Children Safe in Education (2026) applies directly to schools and colleges and informs PLL's work on school premises and partnership arrangements; it is not presented as directly imposing every school duty on independent childcare providers.

Policy aims

Provide a safe, inclusive and supportive environment for children to play, learn and develop.

Prevent and recognise abuse, neglect, exploitation, bullying and online harm.

Ensure staff, volunteers and contractors understand how to record, report and escalate concerns without delay.

Work appropriately with parents, schools, children's social care, police and safeguarding partners.

Safeguarding leads and responsibilities

Designated Safeguarding Lead (DSL): Charlie Adams — 07789 811242. Deputy DSL: Robbie Trimm — 07899 780566. These details are retained from the uploaded policy and must be checked before issue.

DSL: oversee child protection concerns, referrals, secure records, training, liaison with schools and relevant agencies, and review of safeguarding practice.

Deputy DSL: act when the DSL is unavailable and support safeguarding oversight.

Every member of staff: act immediately on concerns; never assume another person has reported; contact children's social care or police directly if necessary.

If a concern involves the DSL, report to the deputy or directly to the relevant local authority designated officer (LADO) or children's social care as appropriate.

Recognising abuse, neglect and exploitation

Abuse may be physical, emotional or sexual; neglect is also a distinct category. Children may additionally experience domestic abuse, coercive control, criminal or sexual exploitation, grooming, online abuse, peer-on-peer harm, discriminatory abuse or other risks. Indicators may include unexplained injuries, changes in behaviour, persistent hunger or poor hygiene, fearfulness, sexualised behaviour, unexplained gifts, or concerning online contact. No single sign proves abuse; staff must record and report concerns, including patterns over time.

Consider the additional barriers some children face in communicating concerns, including disabilities, SEND, language needs and dependence on adults for intimate care. Follow Surrey Safeguarding Children Partnership thresholds and procedures, without allowing threshold uncertainty to delay protective action.

Responding to disclosures and concerns

- Listen calmly, take the child seriously, reassure them that speaking up was right and avoid leading questions or investigating.
- Never promise secrecy. Explain that information will be shared only with those who need it to keep the child safe.
- Record promptly, accurately and in the child's own words, distinguishing fact, observation and opinion; include date, time, people present, actions and any body map used.
- Report immediately to the DSL or deputy. If unavailable, make a direct referral to children's social care or police where necessary.
- If a child is in immediate danger, call 999. Do not wait for internal permission.
- Do not automatically contact parents where doing so could increase risk, compromise an investigation or conflict with advice from statutory agencies.

Surrey Children's Single Point of Access (C-SPA): 0300 470 9100 (office hours); 01483 517898 (out of hours); cspa@surreycc.gov.uk. These contacts are carried forward from the uploaded policy and should be verified before publication. For provision outside Surrey, use the relevant local authority children's services arrangements.

Records and referrals

Record child identity and contact information, the source and nature of concern, exact disclosure, injuries or behavioural changes, witnesses, relevant chronology, discussions with agencies, decisions, rationale, referrals and outcomes. Store safeguarding records securely, separately from general files, with role-based access. Share information lawfully and proportionately where necessary to protect children; data protection law does not prevent appropriate safeguarding sharing. Follow retention and transfer arrangements in PLL's current safeguarding and data protection procedures.

Allegations and concerns about adults

Concerns about staff, volunteers, contractors or other adults, including low-level concerns, must be reported promptly through the safeguarding and allegations procedure. Where an adult may have harmed a child, may have committed an offence against a child, or may pose a risk to children, seek advice from the LADO without conducting an internal investigation first. Preserve evidence and maintain appropriate confidentiality. Suspension is not automatic; consider proportionate protective arrangements with relevant advice.

Surrey LADO: 0300 123 1650; LADO@surreycc.gov.uk (details retained from uploaded policy; verify). Where the concern involves the DSL, contact the deputy or LADO directly. Follow applicable Ofsted notification requirements for allegations and significant events in registered provision. Consider DBS and other regulatory referrals when statutory criteria are met.

Safer recruitment and suitability

PLL follows its Safer Recruitment Policy, including identity and right-to-work checks, appropriate references, employment-history checks, role-specific qualification checks, safeguarding induction, and DBS checks at the legally appropriate level. Children's barred-list checks must only be requested where the role and activity are eligible. Recruitment decisions must consider relevant information lawfully and individually; a historic conviction does not automatically bar every role unless a legal prohibition applies. Record suitability decisions and maintain ongoing supervision.

Staff code of conduct and professional boundaries

- Maintain appropriate professional relationships; avoid unnecessary one-to-one situations out of sight and use approved arrangements for personal care.
- Never use humiliating, threatening, discriminatory, sexualised or inappropriate language or conduct.
- Do not communicate privately with children through personal social media or messaging.
- Follow approved photography, filming, device, intimate care, medication and physical intervention procedures.
- Record and report accidental injuries, distress, boundary concerns or incidents that could be misunderstood.

Online safety

Children's use of digital devices is supervised according to age and risk. Appropriate filtering, monitoring and safe-use rules are applied to PLL-managed systems where relevant. Staff must report online grooming, harmful content, image-based abuse, cyberbullying and other online concerns using the same safeguarding pathway. Preserve evidence safely; do not copy or circulate indecent images of children.

Bullying and child-on-child harm

Bullying, harassment, discrimination and harmful behaviour between children are taken seriously, including online. Support the affected child, record concerns, assess risks and consider safeguarding referrals where indicated. Respond to children displaying harmful behaviour in an age-appropriate, proportionate manner, with reasonable adjustments for disability or SEND. Do not require apologies or mediation where this could place a child at risk. Inform parents when safe and appropriate, and review interventions.

Concerns outside PLL provision and historic allegations

Concerns about harm in the home, school, community or previous settings must be handled through the same reporting process. Historic allegations must be recorded and referred to where a child may currently be at risk. Staff must not attempt their own investigation or assume a concern is outside PLL's responsibility because the event occurred elsewhere.

Whistleblowing

Staff are encouraged to raise safeguarding concerns without fear of retaliation. Where concerns cannot safely be raised internally, or have not been addressed, staff may contact children's social care, the LADO, Ofsted where relevant, or the NSPCC Whistleblowing Advice Line on 0800 028 0285.

Training, supervision and review

All staff and volunteers receive safeguarding induction and role-appropriate training, including disclosures, referrals, allegations, online safety and local procedures. DSL and deputy training and updates must reflect the applicable EYFS requirements and local safeguarding arrangements. Management reviews incidents, emerging risks and staff understanding. This policy is reviewed at least annually as an internal standard, and sooner following significant incidents or changes to law, guidance or provision.

Related PLL policies and external guidance

Read alongside the current PLL Safeguarding Policy, Safer Recruitment Policy, Intimate Care Policy, Behaviour Policy, Complaints Policy, Health and Safety Policy, Equality

Policy, and GDPR/Privacy Policy. Where a school hosts PLL provision, agree reporting and information-sharing arrangements with the school DSL.

https://www.gov.uk/government/publications/working-together-to-safeguard-children--2

https://www.gov.uk/government/publications/keeping-children-safe-in-education--2

https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2

https://www.surreyscp.org.uk/

This policy was adopted by: Charlie Adams	Date: 16th November 2026
To be reviewed: 15th November 2027	Signed: 