InceyWinceys Day Nursery

Allegations Against Staff

At Incey Winceys Day Nursery and Preschool, we ensure that all parents and staff know how to complain about the behaviour or actions of staff or volunteers within the setting or of anyone living or working on the premises occupied by the setting, which may include an allegation of abuse. We operate a strict whistleblowing policy whereby staff are obliged to report any concerns that they have about the behaviour of a colleague, volunteer, or agency staff member **WITHIN ONE WORKING DAY**.

If you are concerned or wish to make a complaint about the behaviour of a member of staff, volunteer, or student then please log your concern with the DSL – Designated Safeguarding Lead (Hannah Ince) or DDSL – Deputy Designated Safeguarding Leads (Asha Luckie-Robinson) and (Abbie Mileham). They will then contact the relevant person and refer to the flow chart for referrals about allegations against staff, as outlined in the London Child Protection Procedures.

If your concern is about the DSL, please refer immediately to the LADO (Local Authority Designated Officer) who is:

Helen Curtis

Local Authority Designated Officer (LADO)
Safeguarding and Quality Assurance Team
London Borough of Redbridge
Email: lado@redbridge.gov.uk

Address: Lynton House (2nd floor rear) 255-259 High Road, Ilford, Essex, IG1 1NN
Telephone: **020 8708 5350 / 07903 211521**

We follow the guidance of the LADO when responding to any complaint that a member of staff, volunteer or student within the setting has abused a child.

We respond by way of keeping a written record of any disclosure from children or staff regarding abuse that may have taken place or is taking place by any professional in contact with a child in our care. This includes any allegation, whether it be on the setting premises or not, e.g., babysitting.

Revised on 9TH October 2026

We refer any such complaint immediately (WITHIN ONE WORKING DAY) to the LADO to investigate.

We will follow advice from the LADO as to whether OFSTED needs to be informed and will co-operate fully with providing necessary details to them.

We will cooperate entirely with any investigation carried out by the LADO, which may also be in conjunction with the police.

Where it is agreed with the LADO and relevant authorities that it is appropriate to do so, the Manager will suspend the member of staff on full pay, or the volunteer or student, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as the children and families throughout the process.

Disciplinary Action

If a member of staff or a volunteer is dismissed from the setting because of misconduct relating to a child, we have a statutory duty to notify/make a referral to the Disclosure and BARRING Service (DBS) so that the name of the person dismissed may be included on the Protection of Children and Vulnerable Adults Barred List.

Training

We seek out training opportunities for all adults involved in the setting to ensure that they may recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and ensure that they are aware of the local authority guidelines for making referrals. We also ensure that all staff know the procedures for reporting their concerns in the setting.

Premises

The open layout of the nursery mostly allows for constant supervision, and all staff are aware to be alert if they are suspicious about the actions of another person within the nursery. We have CCTV throughout the play areas in the nursery and where possible we can use this footage to further investigate the allegation and if required, we will provide the footage to the police.

We also ensure the staff are aware of that they have a personal responsibility for safeguarding themselves against allegations by following procedures including the proper recording of existing injuries, accidents, medication

administered, locking away their phone, recording who has carried out nappy changes and reporting concerns about others immediately.

Confidentiality

All suspicions, allegations and investigations are kept confidential and are shared on a strictly need to know basis. Any information is shared under the guidance of MASH and OFSTED, and records of any allegations will be kept on the personal file of the individual, in a secure location.

CCTV in the setting

The use of CCTV within the childcare rooms is to provide staff some protection against false allegations and allow us to gain a clearer understanding of the events that have occurred, primarily to be used as a training and development tool within the setting. We do not have CCTV cameras in the toilets or changing areas for privacy reasons and cameras are not constantly monitored in real time. We are registered with the Independent Commissioners Office (ICO) and are fully compliant with data protection. We will work with the police to provide footage if needed and will co-operate with any ongoing investigations.