



POLICIES AND PROCEDURES

Updated for the Early Years Foundation Stage statutory framework for childminders

Setting	Kovan Daycare
Provider	Vanessa Kore
Review completed	25 August 2026
Effective	1 September 2026
Next review	August 2027, or sooner after a legal, safeguarding or operational change

Transition note

The EYFS framework dated 1 September 2025 remains in force until 31 August 2026. This pack is written to the childminder framework effective from 1 September 2026 so that Kovan Daycare is ready for the change.

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1. Policy governance and EYFS commitment

Aim. To provide safe, inclusive and high-quality care that meets the statutory EYFS requirements.

Kovan Daycare follows the EYFS statutory framework for childminders, the Childcare Act 2006, the Equality Act 2010, Working Together to Safeguard Children 2026, the Prevent duty guidance, local Southwark safeguarding procedures and other relevant law and guidance.

- Children's safety, welfare and best interests are paramount.
- Every child is treated as unique, capable and entitled to inclusive learning through positive relationships and enabling environments.
- Policies are explained to parents and carers and are followed by all assistants, students, volunteers and apprentices.
- Policies are reviewed at least annually and immediately following a serious incident, complaint, safeguarding learning, inspection finding or change in law/guidance.
- Rates, booked hours and cancellation terms are kept in each family's separate childcare agreement so they can be updated without weakening this statutory policy pack.

Where this document says must, it describes a legal or statutory requirement. Where it says should, Kovan Daycare will follow the provision unless there is a justified reason not to.

2. Safeguarding and child protection

Aim. To recognise concerns early, respond without delay and work with statutory partners to protect children from harm.

Vanessa Kore is the safeguarding lead and retains lead responsibility even when assistants are working. Everyone working in the setting must remain alert to concerns arising at home, in the setting, online or elsewhere.

Recognising concerns

- Physical, emotional or sexual abuse; neglect; domestic abuse; fabricated or induced illness; harmful practices including FGM and forced marriage; exploitation, trafficking and modern slavery.
- Child-on-child abuse, bullying, discriminatory abuse, online harm, radicalisation or extremist influence.
- Changes in behaviour, appearance, development, wellbeing, attendance or family circumstances; unexplained injuries; concerning comments; or an adult behaving inappropriately.

If a child discloses or a concern arises

- 1 Listen calmly, take the child seriously and reassure them they were right to speak. Do not promise secrecy, investigate, ask leading questions or make the child repeat their account.
- 2 Record promptly: date, time, exact words, factual observations, injuries, witnesses and action taken. Sign and securely store the record.
- 3 Immediately contact Southwark children's social care/MASH in line with local procedures. Call 999 where there is immediate danger or urgent medical need. Parents will normally be informed unless doing so may place a child or another person at risk, prejudice an investigation or conflict with statutory advice.
- 4 Share relevant information lawfully and proportionately with children's social care, police, health professionals, Ofsted and other safeguarding partners. Consent is not required where sharing is necessary to protect a child.
- 5 Follow up referrals and escalate if the response does not adequately protect the child.

Allegations against an adult

Any allegation of harm by anyone living, working or looking after children at the premises will be acted on immediately. The child will be protected, evidence preserved and the LADO/local authority, police where appropriate, and Ofsted or the relevant childminder agency will be notified without delay and within statutory timescales. No internal investigation will take place before seeking advice. Suitable arrangements, including suspension from duties where necessary, will be made while enquiries continue.

Safeguarding training

The childminder and all assistants complete safeguarding training meeting Annex C of the EYFS. Training is renewed at least every two years and is reinforced through induction, supervision, scenarios, policy discussion and updates. The childminder ensures practitioners can identify and respond to abuse and neglect, allegations, online harm, Prevent concerns, local referral pathways and information-sharing duties. Training records and evidence of how learning changes practice are retained.

Safeguarding records transfer securely when a child moves setting, when lawful and appropriate, with a record of what was shared, when, why and with whom.

3. Whistleblowing

Aim. To ensure every assistant, volunteer, student and apprentice can report unsafe or poor practice without fear.

- Concerns should normally be raised immediately with Vanessa Kore, verbally or in writing. They will be recorded, acknowledged, risk assessed and investigated or referred to the appropriate authority.
- No person will suffer retaliation for raising a genuine concern in the public interest. Confidentiality will be respected as far as possible, but anonymity cannot always be guaranteed.

- If the concern involves the childminder, is not addressed, or the person feels unable to report internally, they should contact Southwark MASH/LADO, Ofsted, the police or the NSPCC Whistleblowing Advice Line: 0800 028 0285 or help@nspcc.org.uk.
- Knowingly malicious allegations may be managed under conduct procedures, but an allegation that is not substantiated is not automatically malicious.

4. Safer recruitment, suitability and induction

Aim. To ensure that only suitable people work with or have regular contact with children.

Before appointment

- Use a clear role description, person specification, application form, safeguarding-focused interview and identity checks.
- Scrutinise employment history and explore gaps, discrepancies, frequent moves, reasons for leaving and any safeguarding concerns.
- Obtain and verify at least two references before employment starts, including the most recent relevant employer where possible. Open references are not accepted without direct verification. Kovan Daycare will also provide accurate references for current or former staff when requested.
- Verify identity, right to work, relevant qualifications, paediatric first aid status and professional registration where applicable.
- Obtain an enhanced DBS check, including barred-list information where eligible. From 1 September 2026, new employees and volunteers, including supervised volunteers, will not begin work before the required enhanced criminal record check is received and suitability confirmed.
- Check disqualification requirements and any other information that may affect suitability. A risk assessment alone will not replace a required check.

Ongoing suitability

The childminder, assistants and relevant household members must disclose without delay any conviction, caution, court order, disqualification, restriction, safeguarding allegation, significant health issue, medication/substance use or other circumstance that may affect suitability. Ofsted or the childminder agency will be notified of relevant changes, including changes to persons aged 16 or over living or working on childminding premises, within required timescales.

Induction and supervision

- Induction covers safeguarding, whistleblowing, emergency evacuation, first aid, health and safety, safer eating/allergies, safer sleep, behaviour, intimate care, confidentiality, screen/device use and this policy pack.
- Assistants receive regular supervision, coaching and opportunities to discuss children's development, wellbeing, safeguarding and professional development confidentially.
- Performance and suitability are reviewed throughout employment; concerns are recorded and acted upon.

5. Attendance and unexplained absence

Aim. To identify welfare concerns that may be hidden by absence and maintain accurate attendance information.

- Parents must notify Kovan Daycare as soon as possible if a child will be absent, giving the reason and expected return.
- Accurate daily arrival and departure times are recorded.
- If an absence is unexpected, unexplained, prolonged or concerning, the parent/carer will be contacted promptly using all available numbers. At least two emergency contacts are held for every child where reasonably possible.

- The urgency of follow-up will reflect the child's age, vulnerability, known risks and family circumstances. If contact cannot be made or concern remains, Kovan Daycare will contact relevant professionals, MASH or police and request a welfare check where appropriate.
- Patterns of absence are discussed sensitively with families, recorded and shared with other agencies where necessary to safeguard the child.

6. Key person, learning, assessment and SEND

Aim. To tailor care and learning to each child and act promptly when additional support may be needed.

The childminder is normally each child's key person; an appropriately skilled assistant may take this role where suitable. Parents are told who the key person is. The key person supports settling, secure attachment, individual care, communication with parents and access to specialist help.

- Learning is planned across the seven EYFS areas through play, conversation, stories, physical activity, exploration, adult modelling and guided experiences.
- Ongoing assessment is proportionate and based mainly on everyday observation and knowledge of the child; it must not create excessive paperwork or reduce meaningful interaction.
- A written progress check is completed between ages two and three, summarising strengths and areas where progress is less than expected. It is shared with parents and, with informed agreement, relevant health professionals.
- Concerns about progress in a prime area are discussed with parents and support is agreed without delay.
- Reasonable adjustments are made for disabled children. The SEND Code of Practice is followed, parents are partners in assess-plan-do-review arrangements and outside support is sought where needed.
- Home languages are valued. Children are given sufficient opportunities to learn English and communication is assessed sensitively in both English and the home language where relevant.

7. Equality, inclusion and partnership with families

Aim. To ensure every child and family is welcomed, respected and able to participate fully.

- No child, parent, employee or applicant is treated less favourably because of a protected characteristic, family structure, language, culture, belief, immigration status or socio-economic circumstance.
- Resources, books, displays and experiences positively reflect diverse people, families, abilities and communities and challenge stereotypes.
- Reasonable adjustments, visual supports, sensory adaptations and individual plans are made where appropriate.
- Parents receive regular two-way information and are invited to contribute to learning, routines, dietary plans, risk assessments and transitions.
- Discriminatory language or behaviour is challenged, recorded where significant and addressed developmentally and proportionately.

8. Supervision, ratios and assistants

Aim. To deploy adults so children's needs are met and they remain adequately supervised.

- Kovan Daycare follows the childminder ratio: usually no more than six children under eight per person caring, with no more than three young children and normally only one under one. The childminder's own and other children for whom they are responsible count where required.
- Any permitted exception is based on the needs of all children, continuity of care and a documented assessment demonstrating safety and quality are maintained.

- Children are usually within sight and hearing and always within sight or hearing. Eating and sleeping receive the enhanced supervision stated in those policies.
- Parents are informed how assistants are deployed. The childminder remains accountable for assistants' competence and work.
- At least one person with a current full-course paediatric first aid certificate is present and available whenever children are present and accompanies outings. PFA is renewed every three years.

9. Health, illness and infection control

Aim. To promote good health and reduce the spread of infection while treating children with dignity.

- Children who are acutely unwell, have a high temperature and are unwell, or have an infectious condition requiring exclusion should remain at home. Current UKHSA guidance is used rather than a fixed historic illness table.
- If a child becomes unwell, they are comforted and supervised away from close contact where practical. Parents/emergency contacts are called and asked to collect promptly; emergency medical help is obtained when required.
- Parents must disclose diagnosed infectious illness. Kovan Daycare informs other families when necessary without identifying the child and contacts UKHSA/local health protection services where advised.
- Handwashing, ventilation, cleaning, safe waste disposal, food hygiene and respiratory hygiene are embedded in routines. PPE is used according to risk.
- No smoking or vaping is permitted in or near areas used for childcare. No adult under the influence of alcohol, drugs or impairing medication will care for or collect a child.
- If two or more children are affected by food poisoning, Ofsted or the relevant agency is notified as soon as reasonably practicable and within 14 days, and health protection advice is followed.

10. Medicines

Aim. To administer medication safely, lawfully and only when it supports a child's health needs.

- Medication is administered only with prior written parental permission. Prescription medicines are given only to the child for whom they were prescribed by a doctor, dentist, nurse or pharmacist.
- Non-prescription medicine is given only where there is a health reason and with written permission. Parents are contacted before an unplanned dose wherever possible.
- Medicine must be in its original container, in date, labelled, with clear dosage and storage instructions. It is stored securely and at the required temperature.
- The date, time, medicine, dose, reason and person administering are recorded and shared with the parent on the same day. Missed doses, refusal, errors and adverse reactions are also recorded and acted upon.
- Specific training from a qualified health professional is obtained where administration requires medical or technical knowledge. Individual healthcare plans are used for allergies and long-term conditions.
- Emergency medicine remains quickly accessible to trained adults while inaccessible to children, including on outings.
- Parents should normally give the first dose of a new medicine at home so reactions can be observed, unless urgent medical advice requires otherwise.

11. Nutrition, allergies and safer eating

Aim. To provide healthy, balanced food and prevent choking and allergic reactions.

Kovan Daycare has regard to the Department for Education's EYFS nutrition guidance and follows it unless there is a documented good reason not to.

- Before admission, obtain and regularly update written information about allergies, intolerances, medical diets, cultural/religious requirements, weaning stage and safe textures. Individual allergy/action plans are agreed with parents and shared with every adult preparing or serving food.
- Display or otherwise make allergy information clearly available to relevant staff while protecting confidentiality. Check ingredients and labels every time; prevent cross-contact through storage, preparation, utensils, seating and cleaning controls.

- Meals, snacks and drinks are healthy, balanced, nutritious, age appropriate and offered in suitable portions. Fresh drinking water is always available. Food is not used as a reward or punishment and children are never forced to eat.
- Food is prepared to reduce choking risk: grapes, cherry tomatoes and similar round foods are cut lengthways into quarters; hard foods are grated or softened as appropriate; bones, stones and unsuitable high-risk foods are removed. Children sit safely and are not allowed to eat while walking, running, playing, lying down or travelling in a moving vehicle unless specifically risk assessed.
- Children are always within sight and hearing of an adult while eating. An adult with a current full PFA certificate is present in the room while children eat. Adults focus on supervision, position themselves to respond quickly, know each child's needs and avoid distractions.
- Babies are held or seated upright and never left to feed with a propped bottle. Developmentally appropriate self-feeding is supported with close supervision.
- A choking or allergic emergency is managed immediately using PFA training and the child's plan; 999 is called when required, parents are informed and the incident recorded and notified where applicable.

Parents must not send food for sharing or celebration without prior agreement and full ingredient/allergen information.

12. Safer sleep

Aim. To meet children's individual sleep needs while reducing the risk of sudden infant death and other sleep-related harm.

- Children under two are placed on their back in their own separate sleep space on a firm, flat surface. Babies aged 12 months and under sleep only in a cot, carrycot, Moses basket or travel cot suitable for sleep.
- The sleep space contains only a firm, flat, waterproof mattress and either lightweight bedding firmly tucked below the shoulders with feet at the foot of the cot, or a correctly fitted sleep bag. No pillows, cot bumpers, toys, loose or weighted bedding, wedges, pods, nests, positioners or straps are used.
- A clear cot is maintained. A child who can roll independently may find their own position after being placed on their back; they are not restrained in position.
- Babies under six months sleep in the same room as an adult. All sleeping children are within sight and hearing, frequently checked and checks are recorded. Monitors do not replace physical supervision.
- The room is kept at a safe temperature, normally 16-20°C for babies; heads remain uncovered and clothing/bedding is adjusted to prevent overheating.
- Children are moved from car seats, pushchairs or other sitting devices to an appropriate flat sleep space as soon as practicable after arrival. Sleeping on sofas or armchairs is prohibited.
- Parents share routines and medical advice, but Kovan Daycare will not follow a request that conflicts with safe-sleep requirements unless supported by a written plan from a relevant health professional.

13. Toileting, nappies and intimate care

Aim. To meet hygiene needs safely while protecting dignity, privacy and children from harm.

- Toilet learning is agreed with parents according to the child's development rather than a fixed age. Children are never shamed or punished for accidents.
- Nappy changing and toileting balance privacy with safeguarding and support. The adult remains appropriately observable/accountable, explains each step, encourages consent and independence and never uses a personal phone or camera.
- Children are changed on a clean, safe surface using suitable PPE and hygienic disposal. Hands and surfaces are cleaned after every change.

- Parents provide sufficient nappies, wipes, barrier cream where agreed and spare clothes. Creams are treated as medication where applicable and require consent.
- Any unusual mark, pain, bleeding, disclosure or pattern is recorded and managed under safeguarding procedures.

14. Supporting behaviour and physical intervention

Aim. To support self-regulation positively and use physical intervention only to prevent immediate harm or serious damage.

- Adults model calm, respectful behaviour, teach clear age-appropriate boundaries, recognise communication and sensory needs, praise specific positive behaviour and co-regulate children.
- Responses consider hunger, tiredness, transitions, trauma, SEND, language and unmet needs. Humiliation, threats, deprivation of food, isolation as punishment, smacking, shaking and all corporal punishment are prohibited.
- Physical intervention is used only when absolutely necessary to avert immediate danger of injury or serious property damage and uses the minimum reasonable force for the shortest time. It is never used to secure compliance.
- The child's breathing, circulation, head, neck and dignity are protected. Prone restraint and any action affecting breathing are not used.
- Every intervention is recorded factually, including trigger, de-escalation attempted, action, duration, witnesses, injury and follow-up. Parents are told on the same day or as soon as reasonably practicable.
- Incidents are reviewed with parents and relevant professionals to reduce recurrence. Repeated or significant behaviour leads to an individual support/risk plan and specialist advice where appropriate.

15. Accidents, incidents and emergencies

Aim. To provide prompt first aid, obtain medical help and learn from every significant event.

- 1 Make the area safe, reassure the child, assess breathing and injury and give first aid within training.
- 2 Call 999 for a serious or life-threatening emergency. Contact parents as soon as possible; treatment is not delayed while waiting for consent where urgent action is required.
- 3 Record all accidents, injuries, first aid and significant incidents on the same day and obtain parental acknowledgement.
- 4 Notify Ofsted or the relevant agency of any serious accident, illness, injury or death and of action taken, as soon as reasonably practicable and within 14 days. Notify local child protection agencies of serious accident or injury and act on advice.
- 5 Make RIDDOR, insurer, environmental health or other notifications where legally required. Preserve evidence and review risk controls.

A stocked first aid kit and charged phone accompany outings. Emergency details and medication are accessible securely.

16. Missing child, collection and non-collection

Aim. To respond immediately if a child is missing and release children only to authorised, suitable adults.

Missing child

- 1 Raise the alarm, secure the other children and search the immediate area without placing others at risk.
- 2 Alert venue security/management and provide a description, last known location and recent photograph where available.
- 3 Call police promptly - immediately where risk is high, and not later than 10 minutes if the child is not found - then contact parents and follow police advice.

- 4 Notify Ofsted/agency and safeguarding authorities where required, record the event, preserve evidence and complete a full review before resuming normal arrangements.

Collection and non-collection

- Children are released only to a person explicitly authorised by the parent. Password/identity checks are used for unfamiliar collectors.
- If the collector appears impaired or unsafe, the child will not be released; another authorised adult is contacted and social care/police advice is sought if needed.
- If no one collects, all contacts are tried and the child remains safely supervised. The child is never taken elsewhere without agreement. If contact cannot be made within a reasonable period, MASH/out-of-hours social care is contacted and advice followed.
- Late collection may be charged only under the separate childcare agreement; safeguarding decisions are never influenced by fees.

17. Outings, transport and risk assessment

Aim. To enable rich community experiences while identifying and managing foreseeable risk.

- General parental permission is obtained and families are informed about the nature of regular outings. Specific consent is obtained for unusual or higher-risk trips.
- Risk assessment considers route, venue, water, roads, crowds, toilets, transport, weather, individual medical/SEND needs, lost-child risk, ratios, emergency contacts and evacuation. Dynamic checks continue throughout.
- Children use age-appropriate walking controls, pushchairs, reins or other supports based on individual risk. Headcounts and name-to-face checks occur at transitions.
- A current PFA holder accompanies every outing. First aid, medication, emergency details, water and a charged phone are carried.
- Vehicles, drivers, car seats and insurance meet legal requirements. Children are never left unattended in a vehicle.
- Written risk assessments are used where helpful to practice or to demonstrate controls and are reviewed after change or incident.

18. Premises, fire safety, visitors and animals

Aim. To maintain secure, hygienic and suitable premises and equipment.

- Daily checks cover access, doors/gates, choking hazards, equipment, temperature, cleanliness, outdoor areas and emergency routes. Defects are removed or controlled promptly.
- Fire risk assessment, alarms, extinguishing equipment where appropriate, evacuation plans and regular drills are maintained and recorded. Attendance information is taken during evacuation.
- Visitors sign in, verify identity and are supervised unless their suitability and role permit otherwise. Reasonable steps prevent unauthorised entry.
- Children have daily outdoor access or planned outdoor activity unless conditions make this inappropriate.
- Registered childcare is not provided from any premises where a banned dog breed is kept or present, even if the dog has an exemption certificate. Reasonable steps are taken to avoid such dogs on outings or temporary premises.
- Other pets are suitable, healthy and safely managed. Children wash hands after contact; food preparation and sleep areas remain animal-free.
- Adequate toilets, hand basins, clean bedding, towels and spare clothing are available. Public liability and any required vehicle/business insurance are maintained.

19. Screen use, mobile phones, cameras and online safety

Aim. To use technology purposefully while protecting development, privacy and safeguarding.

Kovan Daycare has regard to the DfE screen-use guidance for early years settings.

- Screens are used sparingly, intentionally and with adult interaction - for example to support communication, creativity or a specific learning purpose - and never as a default babysitting activity or to replace sleep, movement, outdoor play, conversation and relationships.
- Content is age appropriate, inclusive, advertising-aware and checked in advance. Autoplay, notifications and inappropriate access are disabled where possible.
- Children do not use personal social media. Online activity is supervised and devices have passwords, updates, filtering and privacy settings.
- Only setting-authorized devices/accounts are used to photograph or record children. Images are taken only with consent, are appropriate in dress/context, shared securely and deleted when no longer required.
- No device is used in toileting or nappy-changing situations. Personal phones belonging to staff/visitors are stored or used only for essential/emergency purposes away from children, subject to safeguarding needs.
- Parents and visitors may not photograph other children. Marketing images require separate written consent that can be withdrawn.
- Loss, theft, misdirection or unauthorised access is reported immediately and managed as a data and safeguarding incident.

20. Information sharing, data protection and records

Aim. To keep accurate records, protect confidentiality and share information when it supports children's welfare.

- Records include full child and parent details; at least two emergency contacts where reasonably possible; attendance; permissions; health, allergy and dietary information; key person; accidents; medicines; safeguarding; complaints; staff checks/training; and required operational records.
- Information is accurate, dated, factual, securely stored and accessible only to those with a legitimate need. Electronic devices and accounts use strong authentication and secure backup.
- Parents may access their child's records subject to legal limits and the privacy rights/safety of others. Requests are managed under UK GDPR and the Data Protection Act 2018.
- Information is shared with parents, other providers and professionals to support continuity and welfare. Safeguarding information is shared without consent when necessary and proportionate to protect a child.
- Records are retained for statutory, insurance and safeguarding periods, then securely destroyed. A retention schedule and privacy notice are maintained.
- Kovan Daycare is registered with the Information Commissioner's Office where required and reports qualifying data breaches within statutory timescales.

21. Complaints

Aim. To resolve concerns fairly, use learning to improve and meet EYFS record-keeping requirements.

- 1 Raise the concern with Vanessa Kore in person, by phone, email or writing. Safeguarding concerns may be reported directly to MASH, police, LADO or Ofsted.
- 2 The complaint will be acknowledged promptly, normally within two working days, and recorded confidentially.
- 3 It will be investigated objectively. Relevant evidence and views will be considered, and immediate protective action taken where necessary.

- 4 A written outcome, findings and any action will be provided within 28 days of receipt.
- 5 A written record of complaints about EYFS requirements and their outcome is kept for at least three years and made available to Ofsted or the relevant agency on request.

Parents may contact Ofsted about a childcare provider on 0300 123 4666 or enquiries@ofsted.gov.uk. If Kovan Daycare is registered with a childminder agency, parents should complain to that agency first; Ofsted can consider concerns about the agency.

Complaints about contractual fees are addressed under the childcare agreement and are outside Ofsted's role unless they reveal a registration or welfare issue.

22. Settling in and transitions

Aim. To help children and families develop secure, trusting relationships and experience continuity.

- Before admission, parents share routines, communication, comfort, medical, dietary, cultural, SEND and safeguarding information.
- Visits and shorter sessions are agreed around the child's individual needs. A familiar object and consistent goodbye routine are welcomed where safe.
- The key person responds warmly, communicates honestly about how the child settles and adapts the plan with parents.
- Transitions to another setting or school are prepared through visits, stories, photographs, discussion and proportionate sharing of learning and care information.
- Safeguarding and SEND records are transferred securely and promptly to the appropriate professional, with parental involvement unless safeguarding reasons require otherwise.

23. Policy acknowledgement and key contacts

Aim. To keep emergency and regulatory routes clear and evidence that policies are understood.

Key contacts

Emergency	999 (immediate danger, serious injury or crime in progress)
Police non-emergency	101
Southwark MASH	020 7525 1921 (weekdays 9am-5pm) MASH@southwark.gov.uk
Southwark out of hours	020 7525 5000
Southwark LADO/QAU	QAU.Safeguarding@southwark.gov.uk use MASH consultation line if urgent
Ofsted concerns/complaints	0300 123 4666 enquiries@ofsted.gov.uk
NSPCC Helpline	0808 800 5000 help@nspcc.org.uk
NSPCC whistleblowing	0800 028 0285 help@nspcc.org.uk

Policy sign-off

I confirm that this policy pack has been reviewed, is implemented in practice and will be shared with assistants and families as appropriate.

Provider signature	
Name	Vanessa Kore
Date	25 August 2026
Next review due	August 2027 or earlier if required

Sources reviewed

- Department for Education, Early Years Foundation Stage statutory framework for childminders, dated 13 July 2026, effective 1 September 2026.
- Department for Education, Early Years Foundation Stage nutrition guidance (2025).
- Department for Education, Working Together to Safeguard Children 2026.
- Department for Education, Prevent duty guidance; EYFS screen-use guidance; NHS and Lullaby Trust safer-sleep advice; current UKHSA infection guidance.
- Southwark local safeguarding contacts and procedures; Ofsted childcare complaints and notification guidance.