



---

Play, Learn and Grow Together – Our Passion is Their Future

Address: St Helen's Pre-School, Beaumont Road, Costessey, Norwich, NR5 0HG

Email: [preschool.sthelens@gmail.com](mailto:preschool.sthelens@gmail.com)  
Email: [sthelens.manager@gmail.com](mailto:sthelens.manager@gmail.com)

Email: [sthelens.committee@gmail.com](mailto:sthelens.committee@gmail.com)  
Website: [www.sthelenspreschool.org](http://www.sthelenspreschool.org)

Phone No: 01603 749901

Ofsted No: 2548280

Charity No: 1036697

---

## Whistleblowing & Managing Allegations Policy

### Policy Statement

At St Helen's Pre-School, we are committed to maintaining the highest standards of openness, honesty, and accountability. This policy enables employees, committee members, and others to raise concerns about any aspect of the setting's operations in a confidential, safe, and structured way, without fear of repercussion.

We are committed to promoting a culture of transparency where staff, committee members, and volunteers are confident to report any concerns about poor or unsafe practice. Everyone at the preschool has a duty to safeguard and promote the welfare of children, and whistleblowing plays a vital role in ensuring high standards and the safety of all.

### Purpose

This policy outlines how concerns can be raised, how they will be responded to, and what support will be available. We want to reassure individuals that they will be taken seriously and will not face victimisation or disadvantage for raising a genuine concern in good faith.

It also ensures staff and committee members know that concerns can be raised internally or externally – including to the NSPCC Whistleblowing Advice Line or Ofsted – and that support is available throughout the process.

### Scope

This policy applies to:

- All employed staff
- Committee members
- Volunteers
- Agency workers
- Contractors and others involved with St Helen's Pre-School

## What is Whistleblowing?

Whistleblowing is the reporting of concerns about wrongdoing, unlawful practices, risks to health and safety, or the welfare of children – whether the concerns relate to something that has already happened, is happening now, or is likely to happen in the future.

Examples of concerns include:

- Unsafe practices affecting children or staff.
- Breaches of safeguarding protocols.
- Criminal behaviour or illegal acts.
- Misuse of funds.
- Poor conduct, malpractice, or deliberate concealment of information.

Committee members are included in this policy and must also report any concerns promptly and appropriately.

## Confidentiality

All concerns will be treated in confidence. Where possible, the identity of the whistleblower will not be disclosed unless required by law or safeguarding obligations. If disclosure is necessary, this will be explained to the whistleblower in advance, and support will be offered.

## Raising a Concern

Concerns should be raised as soon as possible. You do not need proof or evidence – a genuine concern raised in good faith will always be taken seriously.

### Internal routes:

- In the first instance, speak to your Line Manager, the Pre-School Manager, or the DSL (Designated Safeguarding Lead).
- If the concern relates to any of those individuals, it should be raised with the Committee Chairperson.
- Provide clear written or verbal information about what has happened, when and where, and who is involved (if known).
- The person receiving the concern will record it, decide on next steps, and keep you informed.

### External routes:

If you do not feel able to raise concerns internally or believe your concerns have not been adequately addressed, you can report to:

- Ofsted: 0300 123 4666
- NSPCC Whistleblowing Advice Line: 0800 028 0285
- Norfolk LADO (Local Authority Designated Officer): [insert contact]
- Disclosure and Barring Service (DBS): [insert referral link]
- Norfolk Safeguarding Children Partnership (NSCP): [insert website/contact]

These routes are explained during induction and clearly displayed within the setting.

## Allegations Involving Staff, Committee, or Volunteers

Where an allegation is made that an individual has:

- Harmed or may have harmed a child,
- Committed a criminal offence against or related to a child,
- Behaved in a way that may pose a risk to children,

The DSL or Pre-School Manager must be informed immediately. The LADO will be notified within 24 hours, and actions taken will follow statutory guidance including:

- NSCP Protocol 8.3
- Working Together to Safeguard Children (2023)

If appropriate, the individual may be suspended during the investigation. Where someone is dismissed or removed from regulated activity because of safeguarding concerns, the DBS must be informed.

## Investigation and Response

- Acknowledgement of the concern will be provided within 5 working days.
- The DSL, Manager, or Chairperson (as appropriate) will investigate or refer to external agencies.
- A response will be provided within 10–15 working days, or an update given if more time is needed.
- If the whistleblower is dissatisfied with the outcome, they can escalate to an external body such as Ofsted or the NSPCC.

## Anonymous Concerns

Anonymous concerns are accepted and will be investigated as far as possible. However, it may be more difficult to gather evidence or offer feedback without a named individual.

## Unfounded or Malicious Allegations

No action will be taken against anyone raising a concern in good faith – even if it turns out to be unfounded. However, false, or malicious allegations may lead to disciplinary action under the Staff Capability Policy.

## Induction and Training

All staff, committee members, and volunteers are introduced to the Whistleblowing Policy as part of their induction. This is supported by reminders through meetings, supervision, and communication updates. Everyone is encouraged to raise concerns and will be supported throughout the process.

## Roles and Responsibilities

Pre-School Manager / DSL:

- Handle concerns appropriately and in a timely way.
- Ensure confidentiality, accurate records, and appropriate escalation.
- Refer serious concerns to external agencies, including the LADO or Ofsted.

Committee:

- Oversee implementation of the policy and support a transparent and safe culture.
- Ensure all committee members understand their responsibility to report concerns.

Staff and Volunteers:

- Follow the correct procedures for reporting concerns.
- Cooperate with investigations and avoid taking action independently.
- Remain committed to safeguarding children at all times.

## Key Contacts

- Pre-School Manager: [insert contact]
- DSL (Designated Safeguarding Lead): [insert contact]
- Committee Chairperson: [insert contact]
- Ofsted: 0300 123 4666
- NSPCC Whistleblowing Advice Line: 0800 028 0285
- Norfolk LADO: [insert contact]
- NSCP Protocols: [insert link]

## Review and Adoption

This policy will be reviewed annually or earlier if required due to changes in legislation or safeguarding guidance. It supports and should be read alongside:

- Safeguarding and Child Protection Policy
- Staff Capability Policy
- Staff Development, Supervision and Training Policy

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: September 2025

## Whistleblowing & Managing Allegations Policy

This policy runs in conjunction with the following policies:

- Staff Capability Policy
- Safeguarding and Child Protection Policy
- Staff Development, Supervision, and Training Policy

## Relevant Legislation and Guidance

This policy is informed by and supports compliance with:

- Public Interest Disclosure Act 1998
- Children Act 1989 and 2004
- Education Act 2002
- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (2024) (for committee reference)
- Statutory Framework for the Early Years Foundation Stage (EYFS) 2024
- Ofsted: Whistleblowing to Ofsted about safeguarding in local authority children's services (2023)
- NSPCC Whistleblowing Guidance
- Norfolk Safeguarding Children Partnership (NSCP) Protocol 8.3 – Allegations Against Adults Working with Children

**Appendices** – Please note appendices are held at the Pre-School, please ask to view

**St Helen's Pre-School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, students and volunteers to share this commitment.**