



Safeguarding Policy

Last reviewed: August 2026

Our commitment

Connected Babies is committed to safeguarding and promoting the welfare of babies and children who come into contact with our services.

The welfare of the child is paramount.

Our work primarily involves training adults to become infant massage instructors. During some elements of instructor training, parents or caregivers attend with their babies so that students can develop their skills through appropriately supervised practice.

Connected Babies also occasionally provides infant massage sessions directly to parents and caregivers with their babies.

This policy applies to Connected Babies training, parent-and-baby sessions, workshops and other activities where babies or children may be present.

Our approach to babies

Our approach to infant massage is based upon respect for the baby as an individual and on responsive, cue-based interaction.

A baby is never required to participate in massage.

We teach adults to observe and respond to babies' behavioural cues and to respect signs that a baby needs a pause, change or end to an interaction.

Crying, turning away, changes in movement, sleepiness, feeding needs and other behavioural cues are treated as communication rather than something to be overridden in order to complete a massage or teaching activity.

Responsibility for babies during our sessions

Parents and caregivers retain responsibility for their babies throughout Connected Babies training and parent-and-baby sessions.

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During infant massage teaching, the parent massages their own baby. Connected Babies trainers and trainee instructors do not massage participating babies.

Students undertaking instructor training practise teaching and communication skills under the supervision and guidance of the trainer.

Babies will not be left alone in the care of students and will never be used as demonstration subjects.

A parent may stop their baby's participation at any time and does not need to provide a reason.

Consent

We recognise both parental consent and the baby's behavioural communication.

A parent's agreement to participate does not mean that massage should continue regardless of the baby's response.

Students and instructors are taught to seek permission from the parent and to observe the baby's cues throughout the interaction.

Photographs, video or other recordings of babies or families will not be taken or used without appropriate consent.

Recognising safeguarding concerns

Everyone working with babies and families has a responsibility to be alert to circumstances in which a child may be experiencing or at risk of harm.

Safeguarding concerns may include, but are not limited to:

- physical abuse;
- emotional abuse;
- sexual abuse;
- neglect;
- domestic abuse;
- unsafe caregiving circumstances;

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- concerning behaviour towards a baby or child;
- a disclosure or information shared by a parent, caregiver or another person;
- concerning injuries or patterns of injuries; or
- any other circumstance that gives reasonable cause for concern about a child's safety or welfare.

We recognise that safeguarding concerns are not always obvious and may emerge through a combination of observations, conversations or information.

Our role is not to investigate or determine whether abuse has occurred.

Our responsibility is to recognise concerns, record relevant information appropriately and refer concerns to the appropriate safeguarding service where necessary.

If we are concerned about a child

If a safeguarding concern arises, the person receiving or observing the concern should:

1. prioritise the immediate safety and welfare of the child;
2. listen calmly if information is being shared and avoid leading questions;
3. not promise confidentiality;
4. make an accurate factual record as soon as possible, distinguishing observation from opinion;
5. report the concern to the designated safeguarding person for Connected Babies; and
6. seek advice from or make a referral to the appropriate statutory safeguarding service where required.

Where a child appears to be at immediate risk of serious harm, emergency services should be contacted on 999.

Where there is a safeguarding concern that does not require emergency intervention, advice or referral should be sought through the relevant local authority children's social care service in the area where the child lives or is currently located.

The NSPCC Helpline may also provide advice to adults who are concerned about a child's welfare.

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We will not delay appropriate safeguarding action because we do not have complete information. It is the role of statutory safeguarding professionals, rather than Connected Babies, to investigate child protection concerns.

Concerns involving a parent or caregiver

Where a concern relates to the behaviour of a parent or caregiver, the child's welfare remains the priority.

Information will ordinarily be handled openly and respectfully. However, a parent or caregiver will not necessarily be informed before a safeguarding referral is made if doing so could increase risk to the child, place another person at risk or compromise an appropriate safeguarding response.

Concerns about a student, instructor or trainer

Any safeguarding concern or allegation involving a Connected Babies trainer, trainee instructor or another professional participating in our activities will be taken seriously.

The individual concerned will not be asked to investigate the allegation themselves.

Appropriate safeguarding advice will be sought and, where necessary, concerns will be referred to the relevant statutory authority or professional body.

Where an allegation concerns someone who works with children, advice may be sought from the relevant Local Authority Designated Officer (LADO), or the equivalent safeguarding arrangements in Scotland, Wales or Northern Ireland.

Any immediate steps taken in relation to an individual's participation in training or activities will prioritise children's safety while recognising the need for concerns to be handled fairly and appropriately.

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Designated safeguarding responsibility

The designated safeguarding person for Connected Babies is:

Crystal Miles – Connected Babies

The designated safeguarding person is responsible for:

- receiving safeguarding concerns;
- maintaining appropriate safeguarding knowledge and training;
- seeking advice from relevant safeguarding agencies;
- making or supporting referrals where appropriate;
- maintaining confidential safeguarding records; and
- reviewing safeguarding procedures and this policy.

Where a safeguarding concern relates directly to the designated safeguarding person, advice should be sought directly from the relevant local authority safeguarding service, police, NSPCC or other appropriate statutory body.

Confidentiality and information sharing

Safeguarding information will be handled sensitively and shared only where there is a legitimate safeguarding reason to do so.

Safeguarding concerns cannot always remain confidential.

Where sharing information is necessary to protect a child, the child's welfare takes priority over a request for confidentiality.

Records will be factual, proportionate, securely stored and accessible only to those who legitimately require access.

Safer professional practice

Connected Babies seeks to maintain clear professional boundaries when working with babies and families.

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Trainers and students should:

- treat babies, parents and caregivers with dignity and respect;
- work within the boundaries of their training and competence;
- avoid unnecessary physical contact with babies;
- never force or encourage a parent to continue massage when their baby is communicating a need to stop;
- avoid being alone with a baby wherever reasonably possible;
- not undertake personal care of a baby unless an exceptional situation makes this necessary for the child's immediate safety;
- maintain appropriate boundaries in face-to-face and online communication;
- not photograph or record babies without appropriate consent; and
- raise concerns about unsafe or inappropriate practice rather than ignoring them.

Students and qualified instructors

Safeguarding forms part of responsible professional practice.

During Connected Babies training, students are introduced to their safeguarding responsibilities and are encouraged to undertake appropriate safeguarding training relevant to the population and setting in which they intend to work.

Once qualified, instructors are responsible for ensuring that their own safeguarding arrangements, training, insurance, policies and any required criminal-record checks are appropriate for their role, setting and location.

DBS, Disclosure Scotland and AccessNI eligibility depends upon the nature and frequency of an individual's work. Connected Babies does not advise instructors to obtain a particular level of criminal-record check unless that level is legally appropriate for their specific role.

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Working throughout the UK

Connected Babies trains instructors throughout the United Kingdom.

Safeguarding systems, terminology and referral arrangements differ between England, Scotland, Wales and Northern Ireland.

Where a safeguarding concern arises, we will follow the procedures applicable to the nation and local area in which the child is located and seek advice from the relevant statutory safeguarding service where necessary.

Students and instructors are responsible for familiarising themselves with the safeguarding arrangements applicable to the area in which they practise.

Equality and safeguarding

Every baby and child has an equal right to protection from harm.

Safeguarding decisions will not be influenced by assumptions or stereotypes relating to race, ethnicity, nationality, religion, disability, sex, family structure, socioeconomic circumstances or any other aspect of a child's or family's identity.

We recognise that bias and discrimination can themselves affect whether concerns are recognised, how families experience services and how professionals respond.

Safeguarding practice should therefore be culturally respectful, anti-discriminatory and centred on the individual child's welfare.

Training and review

Connected Babies is committed to maintaining appropriate safeguarding knowledge and to reviewing its practice as guidance develops.

This policy will be reviewed at least annually and sooner following:

- significant changes in legislation or safeguarding guidance;
- a safeguarding incident or concern that identifies learning;
- significant changes to the way Connected Babies provides its services; or

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- changes to relevant professional requirements.

Safeguarding is everyone's responsibility. If something does not feel right, it should not simply be ignored.

Last reviewed: August 2026

Next review: August 2027

Crystal Miles

Founder – Connected Babies

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