



Policies & Procedures

Policies and Procedures

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IMPLEMENTATION OF POLICIES & PROCEDURES

The following members of staff have the responsibility for implementing the policies and procedures listed below and ensuring protocol is followed;

| | |
|-----------------------------------|--|
| Safeguarding & Welfare | Lyn Lawrence (Designated person) |
| Safer Recruitment - | Jenny Devey & Lyn Lawrence |
| Health and Safety - | Jenny Devey (Designated person) and Lyn Lawrence |
| Equality & Diversity | Lyn Lawrence |
| SEND | Lyn Lawrence SENCO |
| Behaviour Management | Lyn Lawrence & Sarah James |
| GDPR & ICT | Jenny Devey |
| Parents & Partnership | Sarah James |
| EYFS | Lyn Lawrence & Sarah James |

ACCESS AND STORAGE OF POLICIES & PROCEDURES

We believe that an open access policy is the best way of encouraging participation. Parents/Carers are welcome to view the policies and procedures folder, which can be accessed and viewed whenever the nursery is open in the reception, or on the Nursery website.

All the policies and procedures are reviewed annually and amended accordingly to any changes in law/legislation

ADMISSIONS POLICY

In adherence to our Equal Opportunities Policy the Nursery is open to all children aged between 6 months up to compulsory school age.

The number of nursery places available is in accordance with the Ofsted indoor floor space guidelines as follows:

- Children under two **years**: 3.5m² per child.
- Two-**year**-olds: 2.5 m² per child.
- Children aged three to five **years**: 2.3 m² per child.

SETTLING IN AT NURSERY

If your child is starting Nursery for the first time, we realise this can be an anxious time for them and for you. We want to make Nursery a time filled with happy memories for you both, therefore it is important that you know that you are welcome to stay for a short period during the settling in session if you feel it would be beneficial to your child. If however, after a period of time if your child does not appear to settle we would contact you to return.

After a few weeks, if your child does not appear to make progress towards independence, then a discussion will take place between the parent / carer and the Nursery Manager / Deputy as to what action to take.

In order to provide the best care and support for your child, it is most important to inform us if there are any domestic occurrences (moving house, family illness or bereavement, death of a pet etc.) which may affect your child behaviourally or emotionally.

PARTNERSHIP WITH PARENTS

We recognise the parent as their child's first and most enduring educator and it is vital therefore to develop a two way sharing of information in order for positive learning and development to take place in the early years.

On entry parents are given a handbook which contains important information about the nursery and is accompanied by forms to complete e.g. a Child Profile form and an 'All About Me' sheet which provides us with valuable information for starting points for your child.

Parents are invited to attend a Parents evening meeting shortly after your child's start date in order to discuss the ways in which the setting delivers the Early years Foundation Stage (EYFS). Here you are invited to discuss your child's development needs with their key person and to share any significant information of their development outside of the setting. This information sharing is used to plan for their individual needs in a holistic way across all areas of development.

We use a blue diary system for all children over the age of 2 years, this is meant to be a two way correspondence, whereby your child's key worker will make comments, which we hope you, will add to on its return to nursery. Our younger children's daily diary contains an account of all feeds, sleep and nappy changes.

Parents Questionnaires are given out periodically, where we value your contributions. This information is then collated, assessed and acted upon.

In order to build confidence and self-esteem, we ask parents of preschool children to put together with their child a 'Chatterbox' containing favourite toys, books, family photos etc. which is then shared with the whole group at Circle Time. As each child talks to us about people and items of personal significance, they are developing important aspects of individual identity.

If you have any concerns and wish to discuss this with the setting manager this is done by appointment.

Key person comments, observations and other relevant development milestones are recorded in the on line or paper based learning journal. Parents are encouraged to contribute regularly to this.

Parents are invited to 'Stay & Play' on pre-arranged sessions and then asked to provide comments and valuable feedback which enable us to further improve or maintain current practice.

Items of work are sent home regularly, children are invited to bring in any items they have completed at home which can be shown at circle time.

Any unacceptable behavioural incident is recorded by staff and is shared with the parent or carer on the day of occurrence and a signature of acknowledgment is obtained.

SAFEGUARDING & CHILD PROTECTION

In accordance with the EYFS statutory requirements we recognise that "children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them.

In order to take all necessary steps to keep children in our care safe and well the following policy is in place. The fundamental aim is to: safeguard children: ensure the suitability of adults who have contact with children:: promote good health: manage behaviour: maintain records, policies and procedures.

The legal framework for this policy:

- Working Together to Safeguard Children (2018)
- Keeping children safe in education (2019)
- Children Act (2006) Children & Social Work Act (2017)
- Safeguarding Vulnerable Groups Act (2006)

Our prime responsibility is the welfare and well-being of children in our care. As such we have a duty to the children, as parents/carers and staff to act quickly and responsibly in any safeguarding issue/concern that may come to the attention of the setting.

All the staff will contribute to a multi-agency team where requested. Staff will be familiar with their own responsibilities to act swiftly upon any safeguarding issue they may have, concerning any child or member of staff.

The nursery will follow all procedures set out in the Early Years Foundation Statutory framework and Staffordshire Safeguarding Children's Board Guidance.

Staff responsibilities do not include investigating any safeguarding issue. All related information will remain confidential and secure. Parents and families will be treated with respect in a non-judgemental manner whilst investigations are being carried by the appropriate authorities..

What is child Abuse?

Staff in the nursery recognise and understand that child abuse can take many formats, but all instances can be broadly categorised under one of four headings;

- neglect,
- physical abuse,

- sexual abuse
- emotional abuse.

Responding to suspicions of abuse

We work within the guidelines for the Staffordshire Safeguarding Children Board.. Any suspicion of abuse will be responded to in a prompt and appropriate manner. We will contact

Telephone: 0800 1313 126

Emergency out of hours: 0345 604 2886

Fax: (01785) 854223

Email: firststr@staffordshire.gov.uk

First Response Team

Wedgwood Building

Stafford

ST16 2DH

When a staff member witnesses a disclosure or observes a child they follow the recording procedure below:

- Child's name
- Child's address
- Child's age and date of birth
- Date and time of the observation or the disclosure
- EXACT words spoken by the child/injuries or marks seen
- Name of person to whom the concern was reported, with date and time and the names of any other person present at the time.
- Any discussion held with the parent/carer.

All members of staff will follow advice from the First Response team and OFSTED in any way to ensure the safety of the children.

The Role of the Designated Safeguarding Officer

Roles and responsibilities

1. To liaise with safeguarding children agencies in any child protection situation

2. To ensure that all relevant people are kept informed on issues such as case reports, referrals, and where appropriate disciplinary action
3. To provide information, advice and support to nursery practitioners
4. Ensure Safeguarding Children policies and procedures are kept up to date according to LSCB procedures
5. Maintain case records
6. Attend any Safeguarding Children training and feed back to nursery practitioners

Designated person/s for Child Protection/Safeguarding is Lyn Lawrence.

Recording visible marks on arrival

If a child arrives at the Nursery with a visible mark, you will be asked to complete a form on arrival form. If a member of staff observes a visible mark on a child during the session the parent would be contacted and informed of the visible mark and the form will be completed on collection of the child.

Information required on the form

- Full name of the child
- Date of Birth
- Description of visible mark
- Time and date noted
- Parent response
- Signature of parent and staff member

Explanations of the visible mark will be accepted and not questioned in any way. If at any time the visible mark raises concerns of physical abuse then the observer would pass their concerns to the designated lead person. If the concern is not shared by the designated person, a referral can be made directly to First response by the observer.

Parents

Parents/carers will be made aware of the following: If a concern of abuse is recorded, parents are informed when the referral is made, **except where the guidance of First Response (0800 1313 126) does not recommend this.**

Any confidential records kept on a child will be shared with parents or those who hold

parental responsibility for the child but only if appropriate under the guidance of First Response or the Local Safeguarding Team.

Making an allegation against a member of staff

If a member of staff witnesses another staff member breaching the safeguarding procedure or policy then they must follow the whistle blowing policy and procedure. This is to report to LADO (local Authority designated officer)

All investigations/interviews will be documented and kept in a confidential file. LADO will advise on the nature of the investigation to follow, whether suspension is appropriate and any action as a result of the investigation.

During this process all staff will co-operate with investigating authority. If the allegations are unfounded the employee would have all rights re-instated.

STAFFORDSHIRE LADO (Local Authority Designated Officer)

Telephone: 0800 1313 126

OFSTED 0300 123 1231

FIRST RESPONSE TEAM 0800 131 3126 (Mon-Fri 8am- 6pm)

EMERGENCY FIRST RESPONSE 01785 354 030 (out of hours)

In order to achieve a safe environment the following factors are taken into account:

1. Children are supervised at all times, with the correct ratio of staff to children
2. If any accidents occur they are recorded on an accident form and first aid treatment is administered when needed.
3. First Aid kits are checked regularly and items replaced when required.
4. Injury on arrival forms are recorded if any child arrives at the setting with any visible marks. This is completed by staff and then signed and dated by the parents.

5. All equipment and toys are regularly checked for safety. Any toys or equipment which is broken or damaged will be removed.
6. All toys and equipment are cleaned on a regular basis.
7. Risk Assessments are carried out both on a daily basis and reviewed when necessary.
8. Staff Risk Assessments are carried out and these will cover any health or physical problems which a staff member might have.
9. The Health and Safety at Work Act 1974 (HASWA) and Management of health & Safety at Work regulations 1999 (as amended) are followed at all times within the setting.
10. All dangerous liquids, COSHH materials are kept out of reach of children and stored at height.

HEALTH & HYGIENE POLICY

HEALTH - Outdoor play

The Early Years Foundation Stage (EYFS) suggest that wherever possible that children have plenty of opportunity to play outdoors.

Healthy Eating

We encourage good table manners and social behaviour during snack and meal times. Children are encouraged to try new things and to develop understanding about healthy eating and the effects of food on their bodies.

We encourage all children to drink water throughout the day particularly during warm weather.

Food Hygiene

- All food will be prepared by staff who hold a current Food Hygiene qualification.
- A variety of healthy foods will be on offer at snack and meal times.
- Table surfaces will be cleaned after all meal times.
- Children will be supervised whilst washing hands before eating.
- Adult supervision takes place at each table.
- Dietary requirements and food allergies of all children are on display to staff.

LUNCH BOX POLICY

- Parents are informed that it is their responsibility/preference to include an ice pack in the lunch box if it contains perishable foods.
- Particular attention will be given to the seating of children with food allergies
- Uneaten food will be put back into the lunch box to be sent home.

HYGIENE

Hand hygiene

Regular and effective hand washing amongst both staff and children is one of the most effective ways of controlling the spread of germs and Coronavirus.

- All children are encouraged to wash their hands before and after meals / snacks
- All children must wash their hands before they participate in cooking or preparing food activities.
- All children are encouraged to cover their mouth when sneezing or coughing.
- Hands should always be washed after using the toilet

NAPPY CHANGING & TOILETING PROCEDURE

Children who are not Toilet Trained and wearing pull ups or nappies

We expect your child to arrive in as clean & dry condition as is possible and we will endeavour to return your child to you in the same condition.

- When starting nursery all parents/carers are to inform their child's key worker when a child is in the early stages of toilet training and that it may be necessary for a staff member to help a child to undress and redress and in some cases to provide support to get onto the toilet seat.
- Should the child arrive wearing a soiled pull up/nappy, the Parent / Carer will be asked to change their child.
- The child's key person, where possible will usually change a soiled or overly wet pull up/nappy during the course of a session.
- Whilst changing a child, staff will follow guidelines re the care and dignity of the child and adhere to the required hygiene procedures, using a change of clothes from the child's own pump bag.

Toilet Trained Children

We recognise that all children have occasional toileting accidents and sensitive staff will change a child if this should occur, using a change of clothes from their pump bag.

If it is thought that the child has diarrhoea then you will be asked to collect your child as soon as possible and adhere to our Communicable Illness Policy

Record keeping

All nappy changing and toileting accidents are recorded in the daily log.

Staff Hygiene Procedure for Nappy changing and Toileting Accidents

- Staff wear disposable gloves
- Staff wear a disposable apron
- Soiled clothes will be put into a carrier bag and put into the child's pump bag. The pump bag is given to parent on collection of child.

USING THE TOILET.

- Older children are encouraged to be independent and ask staff to use the toilet when they have the need to
- All children are encouraged to dress and undress independently during the toileting procedure
- Children are encouraged to wipe themselves after using the toilet. Members of staff do not wipe older children's bottoms unless there is a need, or unless the child has asked. Staff member will use protective gloves when this is necessary.
- Staff will encourage the children to wash and dry their own hands after using the toilet.
- The child's key worker is the identified person to change a child where possible when an accident occurs.
- Continued toilet accidents on a normally dry child will be monitored and when necessary be discussed with parent/carer. This will help with the overall patterns of progress a child is making and can act also as a general care record. The accident will be shared with parents/carers daily at the end of each session, to ensure that communication is open and any changes in planning can be made.

Nappy changing – Parental Consent Form

..... (key person) is to be responsible, where possible for
changing whilst at St Joseph's Christian Nursery

This will ensure continuity of care, privacy for and, if the key
person is not available, there is another member of staff who knows
..... needs.

..... (Parent) is to provide nappies, wipes and nappy sacks and
spare clothes, labelled with their child's name.

St Joseph's Christian Nursery is to provide protective gloves, and apron for changing.

..... (staff) and (child) are not known to be
allergic to latex gloves.

The member of Staff who changes will record the date & time
of changing and whether the nappy was wet/soiled in the nappy changing log.

Signed by parent/carer

..... Date

HEALTH & SAFETY POLICY

The Legal Framework for this policy is in accordance with

- The EYFS Statutory Framework
- Health & Safety at Work Act 1974 (HASWA)
- Management of Health & Safety at Work Regulations 1999 (as amended)
- The Workplace (Health, safety & welfare) Regulations 1992
- The Corporate Manslaughter & Corporate Homicide Act 2007

Responsibilities

Responsibility for Health and Safety in the nursery is that of **Jennifer Devey and Lyn Lawrence**. The setting manager has final responsibility for this policy being carried out in the setting, the deputy nursery manager will be responsible in her absence.

All staff have the responsibility to co-operate to achieve a healthy and safe environment and to take reasonable care of themselves and others. Neglect of health and safety regulations will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to put right, they must immediately report to the appropriate person.

Our aims are to provide a healthy, safe and secure environment promoting the wellbeing of staff and children.

PHYSICAL ENVIRONMENT

The premises are safe and secure and organised in a way that meets the needs of children and adults. We recognise the importance of providing adequate indoor and outdoor space as set out in the EYFS.

EQUIPMENT

Furniture, equipment and toys are provided which are appropriate for their purpose and help to create an accessible and stimulating environment. They are of suitable design and condition, well maintained and conform to safety standards.

SAFETY

The Health & Safety coordinator takes positive steps to promote safety within the setting and on outings and ensures risk controls are taken to prevent accidents / safety of children and staff.

The Setting Manager and Health & safety lead person is responsible for:

- Ensuring safe systems of work are in place.
- Ensuring that staff have relevant First Aid Certificates.
- The security of premises and outside area including keeping doors/gates shut, controlling visitor access and ensuring visitors sign in and out and that they are correctly managed.
- Ensuring Risk Assessments are in place and reviewed regularly.
- Fire drills and clearly defined evacuation procedures are displayed and staff are aware of these;
- Premises / equipment are clean, safe and fit for their purpose;
- Clearly defined hygiene procedures and staff awareness including hand washing, food preparation and changing children who have toileting accidents;
- Procedures for medicine administration; (see medicine administration policy)
- Contents of First Aid Box are checked on a regular basis
- Accident Records are kept including examining cause of all accidents.
- Staff / child ratios are correct for adequate supervision
- Keeping hazardous substances (COSHH) out of reach from children and in original containers;
- Ensure staff members are aware and abide by recommended lifting and handling procedures;
- Ensuring correct use of personal protective equipment (PPE) by staff;
- Housekeeping, cleaning and waste disposal procedures are properly carried out;
- Ensuring a smoke free environment at all times;
- Prohibit any contractor working on the premises without prior discussion with the school to negate any risks to the staff or children
- All equipment is cleaned on a regular basis to ensure that the spread of infection is minimised.
- All equipment and materials are risk assessed before first use and regularly after that to ensure the minimisation of any risk to children or staff.
- Ensuring staff & parents are aware & adhere to the camera & mobile phone Policy
- Staff dress code is smart and practical with sensible shoes.

- Ensure that children are supervised and in sight of an adult at all times and not left unattended in any room. No student should be left unsupervised at any time
- Ensure that no inappropriate jewellery is worn.

BODY PIERCINGS

We recognise the dangers associated with the loss of any item of piercing within the setting and also the negative influence that they may present to young children. Therefore no items of piercings (excluding earrings) will be allowed on Nursery premises. This restriction applies equally to staff, students and children attending Nursery.

In the case of a child's ears being newly pierced, the earrings must be covered e.g. with a plaster, for the healing period.

FIRST AID POLICY

Policy statement

All staff are able to take action to apply first aid treatment in the event of an accident involving a child or adult. At least one member of staff with current Paediatric first aid training is on the premises or on an outing at any one time.

All children fall and bump themselves so it is crucial that they receive the right treatment. Emergency medication for serious conditions (i.e. allergies) will be stored accordingly on discussions with parents/staff.

We only allow staff members who have a Paediatric first aid qualification to administer first aid to a child/adult at the setting.

The First Aid box is regularly checked to ensure it has the required basic contents and that they are within date.

On admission to the nursery, a section of the application form contains a 'consent' section for emergency medical advice or treatment which is signed by the parent(s)

ALL accidents will be recorded on an accident form and filed in the appropriate folder.

Parents are asked to sign an accident form when collecting their child to acknowledge that they have been told about the accident. The accident form will record the following information:

- Child's name
- Date of birth
- Date of accident
- Circumstances of accident
- Monitoring record after the accident took place.
- Extent of injuries
- What first aid was given by staff
- Which member(s) of staff dealt with the accident
- Signature of parents acknowledging that they have been told about the accident.
- If the accident is serious enough that the staff feel further medical help is required, parents will be contacted immediately and if deemed necessary an ambulance will be called. In the event of the ambulance arriving before a parent/carer or in the event of being unable to contact parent/carer then a responsible adult will accompany the child to hospital. The accompanying adult

will take with them the child's entry record as it contains their medical information.

Any serious accidents or incidents will be reported to Ofsted and the Local Authority Child protection agencies.

Parents will be contacted immediately with any child head injuries so they can decide on medical attention or collection.

If a child arrives at nursery with an existing injury/visible mark the parents are required to fill in the appropriate form. This will prevent staff mistaking any injuries that happen at nursery with those that have happened previously and already recorded.

The accident book is reviewed regularly to identify risk areas or problems with equipment.

MEDICATION POLICY

Our aims are to promote good health of all the children attending the setting.

In order to do this children who are ill or infectious are asked adhere to the exclusion periods relevant to the illness (see attached form) until they are well enough to attend

We will administer prescribed' and non-prescription medicines where written permission has been obtained from the child's **parent /carer**.

PRESCRIBED/PRESCRIPTION MEDICINE

This medicine has usually been recommended by a doctor, dentist, nurse or pharmacist to alleviate a child's discomfort but does not need the child to be absent from Nursery.

ANTIBIOTIC MEDICINE

The exception to the above point is if the prescription medicine is an antibiotic in which case the child should not attend Nursery for 48 hours after their prescription is issued.

For each of the above situations the parent will complete the Medicinal Request Form and the child's Keyworker where possible will assume responsibility for administering the medicine.

The Keyworker (when possible) will be responsible for completing Part 2 of the form and obtaining parent's signature after each administration.

COMPLEX MEDICAL NEEDS

Prior to a child with complex medical needs starting Nursery, a meeting will be held between parent, staff and any involved medical professional and a care plan will be put in place.

The child's Keyworker will then assume responsibility for the needs of the child.

LONG TERM MEDICATION

After discussion with parent / carer regarding the child's requirements, and completion of the medicine request form, the child's Keyworker where possible will take responsibility for administering medication.

The Keyworker will keep a record/diary of times and dates of administrations but it will not be necessary to obtain a parental signature each time.

MEDICINES THAT REQUIRE TECHNICAL MEDICAL KNOWLEDGE

Should a child need medicine that requires specific training we will request the parent to provide training from a Health Professional involved with their child's situation.

SICK CHILD PROCEDURE

Staff will

- Ensure that they do all they can to support a child who becomes sick whilst attending the setting.
- Ask parents to supply a range of contact numbers so that they can be contacted quickly if their child falls ill whilst at the setting.
- Inform parents whenever an outbreak of infectious disease occurs in the setting. If there is an outbreak of an illness in the nursery then the manager or deputy manager will consult with the local health protection unit for advice.

ILLNESS

Procedure for Dealing with a sick child

Should a child become sick or has diarrhoea during a session the child should be taken home. Staff would use the "Emergency Contact Numbers" and telephone to ask parent / carer to collect child.

If staff are unable to make contact with the parent, she should continue to telephone all the contacts until communication is made.

In the event of being unable to contact anyone, the child should be made comfortable in a quiet area and basic first aid principles adhered to where necessary. Staff will regularly monitor the child to ensure that no deterioration is taking place.

In the event that the child's illness is judged to be of a serious nature i.e. broken limb, meningitis etc., the Manager/Deputy should immediately telephone for an ambulance and inform the parents.

In the event of the ambulance arriving before parent/carer or in the event of being unable to contact parent/carer then a responsible adult will accompany the child to hospital. The accompanying adult will take with them the child's entry record as it contains their medical information.

A list of the incubation periods of recovery from an illness is displayed on the Nursery notice board, and is included in the Parents handbook.

Staff should avoid picking up a child and moving around Nursery with them in their arms, unless this is a necessity for example if a child has a minor accident and is

distressed, staff may pick up the child for a brief period in order to comfort them and then put them down.

If the child's injury takes place outdoors and needs medical attention (bathing etc) staff should accompany the child into the Nursery to attend to the injury.

Following treatment for an accident should the child be inconsolable then a staff member should contact the parent to inform them.

The nursery manager or deputy reserves the right to turn a child away from Nursery if they are deemed unwell or considered a health risk to other children and staff.

Reporting of illness and conditions

If a child has an illness we would request that the parents contact the nursery as soon as possible.

If a case of head-lice is found at the nursery, the child's parents/carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head-lice.

The nursery will ensure that care is taken to make sure a child is not identified when giving information about any illnesses or conditions within the setting.

Below is a chart showing the contagious illnesses, which result in exclusion from nursery. This must be adhered to at all times to prevent further infection within the nursery.

| Disease/Illness | Incubation period | Exclusion period |
|-------------------------------------|---------------------------------|---|
| Chicken pox | 13 - 17 days | 5 days from first appearance of rash or until spots scab over |
| Conjunctivitis | 1 - 3 days | 24 hours or until the discharge from eyes has stopped |
| Diphtheria | | Until certified well by a doctor |
| Diarrhoea and vomiting | | 48 hours after last occurrence and symptoms cleared |
| Gastro-enteritis | 1 - 3 days | Until certified well by a doctor. |
| Hand, foot and mouth disease | | While rash and ulcers are present |
| High temperature | | 24 hours |
| Impetigo | 4 - 10 days | Until the skin has healed |
| Measles | 7 - 15 days | 5 days from onset of rash |
| Meningitis | 2 - 10 days | Until recovered |
| Mumps | 12 - 25 days | 5 days from onset of swollen glands |
| Whooping cough | | 21 days from the onset or 5 days from commencing antibiotic treatment |
| Ringworm | 4 - 8 week antibiotic treatment | Until treatment has been given and medically cleared |
| Rubella | 16 - 18 days | 5 days from onset of rash |
| Scabies | | Until treatment has been given for the whole family |
| Scarlet fever | | 5 days from start of the treatment |
| Slapped cheek | | None |
| Shingles | | Until treated |
| Thread worm | | None |
| Tonsillitis | | None |
| Warts (including verruca) | | None. Verruca sufferers should keep feet covered. |

BROKEN BONES

Regarding attendance of children that may have suffered a fracture or broken bone, our insurers advise that:

"PARENTS MUST PROVIDE A LETTER FROM THE CHILD'S GP/DOCTOR STATING THAT THEY SEE NO REASON WHY THE CHILD SHOULDN'T ATTEND NURSERY."

A risk assessment will be undertaken for which activities the child can carry out at the setting and will consult with the parents at all times.

DOOR SAFETY

7.30 am onwards (Arrivals)

Adults dropping off children should ring the doorbell on arrival. This will notify staff inside that there is someone is at the door. Any person will be visible on the door camera and can be seen on the monitor by staff inside. If it is a recognisable adult the door release will be activated by the member of staff allowing entry. On entry please ensure the door is closed behind you, under no circumstances should any parent/carer allow anyone else to enter at the same time, even if they are known to you.

Adults should then accompany their child to the appropriate cloak room and once outdoor coats and nursery bags have been hung up they will be welcomed by a member of staff within their room. Lunch boxes or bottle feeds should be taken direct to the room for storage.

Collection up to 6.00 pm

Adults collecting a child should ring the doorbell on arrival. A member of staff will activate the door lock to allow entry only if the person is known to them.

Where the person is not known to the setting, then a designated pre-set safety password would need to be used to allow release of any child.

Any forms that need to be completed will be given to the adult collecting the child and should be completed and returned to the box in the reception.

If any parent/carer wishes to **speak briefly** to staff members at the beginning/end of the day this may be accommodated dependant on the time of day. However, if the matter is something that you would like to discuss in more detail an appointment can be arranged. This procedure is for everyone's safety, ensures confidentiality and allows staff to give you their undivided attention.

We strongly encourage the use of the diary system for 2 way communication.

Sun Safety

As part of our sun safety policy we will:

1. Educate children throughout the curriculum about how to protect them from the sun.
2. Encourage children to wear clothes that provide sun protection such as sunhats etc.
3. We will make fresh water readily available to all children and ensure they are drinking plenty.
4. As we spend as much time as possible outdoors could we ask you to apply sun protection cream to your child before their arrival at nursery. For those children who stay all day, please check how long your sun cream remains effective for.

If necessary we ask parents to provide sun cream for those children that will need a further application during the day. Sun creams can be labelled with the child's name and brought into nursery; written permission will be required in order to allow sun cream to be reapplied by staff member.

5. Outside play times will be observed and restricted in order to avoid the hottest sun times.
6. Children will not be permitted to play outside without wearing hats
7. Shelters are available for the children to play under in the hot weather.
8. Encourage staff and parents to act as good role models by practising sun safety.

FIRE PROCEDURE

EMERGENCY EVACUATION

1. Upon hearing the fire alarm staff will calmly gather all children and assemble by the nearest fire exit. There are 4 exit doors in total.
2. The session supervisor will collect: **registers, prescribed medicines, a charged mobile phone** and make a head count of the children.
3. A member of staff from the baby room will collect the evacuation cot from its designated place which contains emergency foil blankets and any feed packs.
4. As staff are leading the children through the nearest fire exit door, the Session Supervisor will also collect the **travel first aid bag**, and the **bag of ponchos** which contains **emergency contact** details.
5. Staff will lead children to the designated assembly point which is the rear car park. If using the front staff door assembly point it the white wall.
6. At the assembly point the Supervisor will make another head count and then call the register. When each child has responded to their name (or been identified), staff will lead children back into the building only if told that '**It is safe to do so**'.
It is safe to do so'.
7. In the event of a Fire, once everyone has exited the building **you must not return for any reason.**

In the event of an actual emergency evacuation, where the building is no longer safe to re-enter, the children will be escorted to the Chase Terrace Technical College (opposite side of the road).

The supervisor will inform all parents using the emergency contact details given and staff will remain with the children to await their collection.

WHISTLE BLOWING

Employees will be expected, through agreed procedures and without fear of recrimination, to bring to the attention of the setting manager or business partner any breach of procedures.

The whistle blowing procedure is designed to enable employees to notify the management of any reasonable suspicion of illegal or improper conduct. The procedure requires all employees to act responsibly in order to uphold the reputation of the Nursery and to help maintain public confidence.

It is a procedure in which the management will be expected to act swiftly and constructively. Concerns about a colleague's professional capability should be dealt with using this procedure.

Employees must act in good faith and must have reasonable grounds for believing the information to be accurate. No employees who use this procedure in good faith will be penalised for doing so. The Nursery will not tolerate harassment and / or victimisation of any employee raising concerns.

This policy document is intended to encourage and enable staff to raise their concerns and to do so without fear of victimisation or discrimination. It does not replace the Child Protection/Safeguarding Policy or the organisation's standard procedures for reporting allegations or concerns about staff or volunteers.

This policy is designed to cover concerns that staff have about the conduct of individuals in a position of trust within the organisation, which could be detrimental to the safety or wellbeing of children and where staff, for whatever reason, feel unable to raise them under the organisation's standard child protection procedures around dealing with such allegations. It could include issues about:

- Knowledge about an individual's personal circumstances which may indicate they could be a risk to children or unsuitable to work with children
- Personal contact with children and young people which is contrary to the organisations policies and codes of conduct
- Unprofessional behaviour
- Any form of abuse (physical, sexual, emotional or neglect)

Confidentiality

All concerns will be treated in complete confidence, however, there may be a need for the whistle blower to give evidence e.g. if they have witnessed a crime or in regard to disciplinary procedures if this is the outcome

False allegations

If staff raise a concern in good faith which is not confirmed by an investigation, no action will be taken. However, if a concern is raised maliciously, disciplinary action may be taken.

How to raise a concern

If a member of staff, volunteer or student has a concern the procedure below should be followed:

- Raise concern with the setting manager (This is dependant upon the seriousness and sensitivity of the concern and who is suspected of the wrong doing)..
- Concerns can be verbal or written.
- If written, write your concerns down clearly and include the background, history, names, dates and places and reason for the disclosure. When raising a concern the whistle - blower needs to demonstrate that they have an honest and reasonable suspicion that malpractice has occurred, is occurring or is likely to occur.
- The Manager/local authority/ will respond to the concern, by carrying out an initial enquiry.
- If urgent action is required this will be taken before any investigation is carried out.
- If appropriate, the management should explain how the concerns will be dealt with within 10 working days of the concern being raised.

Staff should normally raise their concerns with the management under the organisations standard procedures above for dealing with allegations about a person in a position of trust.

Where the issue concerns the manager/business partner or, having made a report, you believe that they have failed to take appropriate action, then contact can be

made as follows: A dedicated whistleblowing hotline - 0300 123 3155 (Monday to Friday from 8.00am to 6.00pm)

By email to the whistleblowing team - whistleblowing@ofsted.gov.uk.

Who to contact

If it is felt that it would be unsafe for any reason to share concerns with the named person the following are appropriate contacts with whom to discuss your concerns:

Staffordshire County Council:

-First Response - 0800 1313 126

First Response Out of Hours - 0845 6042886

DISCLOSURE AND BARRING SERVICE CHECKS

All staff working with children within the nursery including work placement students and volunteers has had a DBS check carried out.

OFSTED specify that the nursery management are responsible for ensuring that all staff are adequately vetted prior to starting employment at the Nursery. This relates to our Safer recruitment policy.

It is now mandatory that all newly appointed staff join the DBS update service which lets applicants keep their DBS certificates up to date and allows employers to instantly check certificates online.

In the event of any newly recruited staff members awaiting the return of their certificate they will be supervised at all times, they will not be left alone at any one time with the children within the Nursery.

SAFER RECRUITMENT

We are vigilant in our recruitment procedures to ensure all people working with children are qualified and suitable to do so. We follow this procedure each and every time we recruit a new staff member to join our team. We are committed to a policy of Equal Opportunity and treatment of all. We are committed to follow a strict safeguarding procedure to protect all children in our care, and expect all staff, and volunteers, to share this commitment.

To ensure this we operate a safer recruitment process. This will entail the following to enable us to appoint the very best people possible.

- Advertise job description and person specification in appropriate forums and job agencies within our commitment in accordance to the safeguarding procedure. This is to encourage as wide a field of applicants as possible
- To ensure equality of opportunity, no applicant is treated unfairly on any grounds that include Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation
- The application form will include the applicant's declaration regarding convictions and working with children, and will make it clear that the post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.
- With the recommendations of the DfEs in "safeguarding children" safer recruitment and selection process, we will carry out a number of pre-employment checks in respect of all prospective employees.

An invitation for an interview will be sent out within two weeks of the closing date for shortlisted candidates.

Part of the 'experience day' process will include a face to face interview, with at least two members of management present, which follows an observed activity. The candidate will have prior notification of what this consists of in the shortlisting letter. This activity will be observed working with a small group of children.

References for short listed applicants will be sent for immediately after short listing. The only exception is where an applicant has indicated on their application form that they do not wish their current employer to be contacted. In such cases, this reference will be taken up immediately after interview and **prior to any formal offer of employment being made.**

Two professional references must be provided. These will always be sought and obtained directly from the referee given. Direct contact by phone or face-to-face will be undertaken with each referee to verify the reference. We do not accept open references, testimonials or references from relatives

Decisions will then be made, contact will be made with the candidates who are not successful and a phone call made to the successful candidate. The successful candidate will also be sent an offer which will request proof of the documents outlined below for completion

Offer of Appointment to Successful Candidate

Any offer of appointment should be conditional upon the pre-employment checks being satisfactorily completed, including:

- Disclosure and Barring Service (DBS) check
- Two satisfactory references obtained
- Verification of the candidate's medical fitness.
- Verification of any relevant professional qualifications
- Full employment history
- Identification checks
- Completion of a Disqualification by Association form

The management will then contact the successful candidate with details of the appointment which will include their start date.

Students/Volunteers

Students and volunteers will be invited to attend an informal meeting prior to being offered a placement.

Enhanced Disclosure and Barring Service checks will have been obtained through the students training provider/organisation.

Volunteers will be asked to complete a DBS check (or provide one) which will be copied and kept on their file. Students and volunteers are never left unsupervised.

CONFIDENTIALITY

The legal framework for this policy is:

- Data Protection Act 2018 GDPR
- Human Rights Act 1998
- Freedom of information Act 2000

In accordance of the EYFS statutory framework confidential information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them.

All staff are made aware of the need to protect the privacy of the children in their care, as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

We will respect confidentiality in the following ways:-

- Developmental records are open to their parents/ carers to see at any time.
- Staff inductions including students and volunteers where they are made aware of the importance of confidentiality in their role and are given a copy of this policy to adhere to.
- Concerns about a child with regards to safeguarding or welfare issues should be recorded, signed and dated and added to their personal file which is kept securely. Staff are made aware that information of this nature should only be shared with relevant professionals on a need to know basis.
- Any staff, student or volunteer that has a child relative within the Nursery will not discuss the child's welfare to any of their immediate family. If they have concerns, they must report this to the key worker or the Nursery Manager.
- GDPR regulations should always be followed and parental consent must be given before any information is shared with any other professionals, unless there is a serious safeguarding issue. See Safeguarding policy
- Under no circumstances will any personal information be discussed outside the nursery. The only exception to this rule is where there is evidence or suspicion of abuse or harm to a child. See Safeguarding policy.

- Some parents sometimes share information about themselves with other parents as well as staff; the setting cannot be held responsible if information is shared beyond those parents whom the person has 'confided' in.
- The policy states that no person working in the nursery environment may be 'friends' or have contact on Facebook or any media site with any family member/ carer of a child who is currently attending Nursery therefore such action by a member of staff would be a breach of this policy.

STAFF WORKING WITH OWN CHILD OR CLOSE RELATION

We believe our staff should remain neutral and treat all children with the same concern. This is why we feel it is inappropriate for staff to care for their own children whilst working in the nursery.

Staff will not be positioned with their child, or close relation. This will enable the child to develop independence and form positive relationships with other children in the group.

If a nursery outing occurs, the staff member will be assigned to a group that does not contain their own child or close relation.

Staff caring for another staff member's child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery.

No discussion should take place during the session regarding the child welfare until the staff member has finished work (unless in the case of an emergency).

Staff will be able to attend parents evening to discuss their child's development.

If a staff member's child becomes unwell at nursery, the staff member must be conscious of the staffing ratios and wait until appropriate cover can be found.

The Staff must at all-time fulfil the needs of their own key group children and adhere to their job description at all times.

Staff must not make comments about the quality of care their child is receiving in the room, if they have any concerns the appropriate policy should be followed

BEHAVIOUR MANAGEMENT POLICY

Behaviour management involves reducing difficult behaviour and teaching children new and appropriate ways to behave. We consider appropriate behaviour to include: sharing, turn-taking, respect for each other and our environment.

It is crucial that all staff consistently uphold the Nursery guidelines.

- 1 To ensure a happy, caring and secure environment for everyone who attends, works at or visits our setting.
- 2 To develop and encourage appropriate behaviour through positive strategies, gentle encouragement and explanation according to the child's age and level of understanding.
- 3 To ensure children are clearly informed of the expected behaviour and boundaries that are in place within the setting.
- 4 Adults will promote self-esteem and respect for other people by being positive role models.
- 5 To help children to become socially aware of the needs of others and understand what is acceptable behaviour.
- 6 To provide a stimulating, well organised environment which engages all children and meets their developmental needs.
- 7 To draw attention and publicly praise and reward positive behaviour.
- 8 Where necessary, adapt and provide for differentiation within our curriculum, activities and resources to ensure inclusion of all children including those with behaviour difficulties depending on their individual needs.

MANAGING UNACCEPTABLE BEHAVIOUR

When an incident of unacceptable behaviour occurs, **the member of staff who witnesses it will complete an Incident Record form.** The incident form will be completed and shared with the child's parent at the end of the child's session. The child's Keyworker should be informed if she was not present, and should then monitor the frequency of forms. At the same time the keyworker should closely observe the child, trying to establish any triggers that may pre-empt the behaviour.

Staff will work together with parents discussing incidents and resolving to act collectively. If unacceptable behaviour continues without any improvement when all strategies, and behaviour plans have been applied, and the children in the setting are still at risk, the parent will be asked to collect the child from the setting following an incident.

Staff will explain to the child why they are going home, as part of the behavioural policy. The parent will be told that the child may return to Nursery the next day.

A child may be sent home three times, after which a decision will be made whether to terminate the child's place at our setting.

Unacceptable behaviour will be challenged in a calm but assertive manner. Staff will clearly explain non-negotiable issues in line with child's age and level of understanding.

A child will be asked to sit on a thinking chair in order to consider their behaviour and what they need to do next, for example say 'sorry' or give a hug, or pick something up.

Staff have a right to physical safety and may use adult strength to protect themselves; this is an acceptable tactic. However it will be recorded and shared with the parent/carer of the child.

INCIDENTS

Behaviour which requires an Incident Form to be completed :

- Biting -
- Physical harm to another child
- Repeatedly teasing or causing distress to another child
- Bullying / domineering behaviour
- Repeated aggressive actions i.e. snatching, negatively interfering with another child's work/play
- Repeated refusal to join in Nursery routines
- Striking or kicking another child or member of staff
- Repeated overly rough behaviour likely to cause harm
- Spitting and releasing saliva directly at another child / adult.

Child's Name: _____

| <u>Date & Time of Behaviour</u> | <u>Where the behaviour took place?</u> | <u>What were they doing when the behaviour happened?</u> | <u>Type of behaviour</u> | <u>Action Taken</u> |
|-------------------------------------|--|--|--------------------------|---------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Behaviour incident form

| | |
|---|--------------|
| Child's name: | Date: |
| Type of behaviour: | |
| Where the incident took place: | |
| Situation surrounding the behaviour: | |
| Behaviour management method used: | |
| Staff Signature: | |
| Parent Signature: | |

RESTRAINT & PHYSICAL CONTROL OF CHILDREN POLICY

CHILD HANDLING PROCEDURE

If a child's behaviour reaches an unacceptable level and the child is in danger of hurting them self, others or causing serious damage to property and needs to be removed from the room; the following procedure will be adhered to.

Procedure:

The child will be verbally encouraged to stop unacceptable behaviour and walk away from situation accompanied by an adult.

If this fails and behaviour continues then the child will be held firmly but kindly whilst being talked to continually and reassuringly.

Any situation when a child is restrained will be recorded, taking into account what may have triggered incident, witnesses and what form of restraint was used.

Information will be shared with parent/s

In accordance with EYFS where physical intervention was necessary for the purpose of averting immediate danger, of personal injury to any person (including the child) or to manage a child's behaviour and therefore is not deemed as an offence.

BITING POLICY

Biting is a stage of behaviour that some young children go through and can be triggered when they do not yet have the vocabulary to communicate their anger, frustration or needs.

In the event of a child being bitten the following procedure will be adhered to:

The child who has been bitten will be comforted and checked for any visual injury. First aid will be administered. An accident form will be completed and the parents may be informed via telephone if deemed necessary.. The parent will be asked to sign the accident form to confirm they are aware of the incident on collection.

For confidentiality purposes and possible conflict the name of the child who has done the biting will not be disclosed to the parents.

The child who has caused the bite will be told in terms that they can understand that biting (the behaviour and not the child) is unkind, and be shown that it makes staff and the child who has been bitten extremely sad. The child will be asked to say sorry if developmentally appropriate or to show they are sorry, e.g through hugging.

An incident form will be completed and shared with the child's parent at the end of the child's session.

If a child continues to bite, observations will be carried out to try to establish a trigger, e.g tiredness or frustration. The situation will be discussed with the child's parents to develop joint strategies to prevent the biting behaviour. Parents will be reassured that it can be part of a child's development and not made to feel that is it their fault.

In the event of a bite breaking the skin, which presents a risk of infection from bacteria, prompt treatment may be needed for both the 'biter' and the 'bitten'.

Where a child continues to bite and shows no sign of changing their behavior pattern, the parent will be contacted and asked to remove the child from that session. This is in accordance with the behavior policy of our setting.

.Where a child has a particular special educational need or disability that lends itself to biting, e.g. in some cases of autism where a child doesn't have the appropriate communication skills, the setting will seek professional advice. Permission will be gained from the parent prior to this taking place.

SMOKING, ALCOHOL AND DRUGS

SMOKING

No one is permitted to smoke, including e cigarettes, in the building or around the perimeters of the building or neighbouring buildings. All staff are reminded of the smoking policy and that they are not permitted to smoke on their breaks or allowed additional breaks to smoke

Alcohol

Alcohol is forbidden on the premises without prior permission of the setting manager.

Prescribed Drugs

Providing that medication is prescribed, or it has been obtained over the counter, staff may have it on the premises. Should staff be taking any medication that may have an adverse effect, they would inform the setting manager

If a parent / carer arrives at the Nursery to collect a child and appears to be under the influence of alcohol or drugs, the nursery has every right to refuse the child being taken out of our care until an appropriate adult can collect them. **First Response (0800 1313 126)** will be contacted if no other adult was contactable.

Any staff, volunteer or student who appears to be under the influence of any of the above will be subject to the nursery discipline procedure, and will be asked to leave.

GDPR / Data Protection/ ICT policy

Data Protection - GDPR (May 2018 General Statement)

The nursery is committed to maintaining GDPR principles at all times. Therefore we will:

- Inform individuals why the information is being collected when it is collected
- Inform individuals when their information is shared, and why and with whom it was shared
- Check the quality and the accuracy of the information it holds
- Ensure that information is not retained for longer than is necessary
- Ensure that when obsolete information is destroyed, that it is done so appropriately and securely
- Ensure that clear and robust safeguards are in place to protect personal information from loss, theft and unauthorised disclosure, irrespective of the format in which it is recorded. **This includes Learning Journals that are taken off the premises by staff**
- Share information with others only when it is legally appropriate to do so
- Set out procedures to ensure compliance with the duty to respond to requests for access to personal information,
- Ensure staff are aware of, trained, and understand our policies and procedures

ICT

Confidentiality and use of computers and tablets by staff

No data regarding staff or children is stored electronically on the premises.

Images of children taken within the nursery via digital cameras or the tablet/ipad will only be used for educational purposes. These include assessment evidence, planning, wall displays etc.

The images will be downloaded directly onto a device where the pictures can be printed, and are then used as part of observations in the child's learning journey.

Once the pictures of the children have been printed they are then deleted responsibly.

Tapestry

The Tapestry system is hosted on a **secure**, dedicated server based in the **U.K.** Information and images of a child will not be shared with outside agencies or other parents. The only people able to access their online Learning Journal are members of the Nursery staff and parents.

Parents and staff will have password protected access to a child's online Learning Journey.

If are happy to take part in the scheme, you will need to sign the consent slip and provide your email address to enable us to register your account. Once your email address has been registered to your child's account you will receive an email and will be asked to access the Tapestry website to gain entry to your child's Learning Journey. For those parents who do not want a Tapestry online account, a paper based Learning journal will be made available in its current form.

Your registered email address you give to us on the permissions slip - will receive password in an email to this address. We strongly recommend that you change your password on your first visit to something memorable.

We do not take responsibility for recording, or have knowledge of your password so please make a note of it. If you would like to add additional email addresses for both parents, please provide an additional email address.

MOBILE PHONE POLICY

Mobile Phone

We operate a **no mobile phone use policy** within the setting.

Staff and visitors mobile phones should be left in the designated area in the Nursery. Any member of staff that is found using their phone, other than on breaks and within the designated area will be subject to disciplinary action.

There are no circumstances under which any member of staff may use their mobile phones to take photographs within the setting and any such event will result in disciplinary action which could lead to dismissal.

The nursery displays 'no mobile phone' signs within the nursery. If a parent or any other adult uses their phone whilst in the setting, the staff within the nursery will ask the parents to leave and to take the call outside.

SOCIAL NETWORKING POLICY

It is important that staff are aware of nursery policies & procedures when using the internet including social networking sites. This is to protect the children, parents and other staff in the nursery. It is also to guard the nursery and staff's personal reputation.

Staff members are allowed to use any social networking site as long as they follow these guidelines regarding the impact social networking has on the nursery. Failure to comply with the above is an invasion of privacy and may breach the Confidentiality Policy. The guidelines include but are not limited to:

- Staff must not publicly mention any of the children from the nursery on their online profiles;
- Staff must avoid writing indirect suggestive comments about the nursery on their social networking sites e.g. "I've had a bad day at work";
- Staff must not publish photos of other staff on nursery premises on their online profiles;
- Staff must not publicly write anything about other staff members on their social networking sites;
- Staff must not mention any of the companies that Oakbridge little learners works with on their social networking site;
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents or carers that use the nursery unless they know them in a personal capacity.

Staff members are advised to set their online profiles as private so that only friends are able to see their information. This can help to prevent any accidental breaches of this policy.

CAMERA /PHOTOGRAPHY POLICY

From time to time we like to take photographs of our nursery in action and make displays inside the nursery building. Under no circumstances will these photographs be circulated outside the nursery, used for promotional purposes or posted on the website **unless permission is received in writing from parents/carers beforehand.**

Permission for this will be obtained on our application, registration form. The photographs are used for evidence and put into the child's learning journeys.

No photograph's will be taken of a child if consent has not been gained from the parents first.

- Photograph's of children will only be taken on the setting camera/ipad
- No photograph will be taken of a child that objects to having their photograph taken
- The camera is only used to support the key workers observations and child's learning
- We are sensitive to any cultural issues of which we need to be aware of when taking photographs from different ethnic groups
- Photographs of children will only be taken in open plan areas of the setting and in full view of other members of staff
- We will responsibly delete all images after use
- We will not share any photographic files with anyone outside the setting

Please note parents are not allowed to make any video recordings of events that take place during nursery hours, eg Christmas plays, sports day etc that includes other children.

INCLUSION & DIVERSITY POLICY

In accordance with UNCRC and The Children Act 2004 we are committed to providing a setting of equality of opportunities, where each unique child is valued and helped to reach their full potential.

It is the aim of the setting to promote a positive approach to diversity and difference, by providing experiences which support children and help them to develop respect for others and themselves. In doing so it is hoped that from an early age children will learn to value each other and therefore grow up fostering a positive attitude to each other's similarities and differences. Practitioners focus on each child's individual learning, development and care needs, ensuring that every child is included and no individual is disadvantaged because of ethnicity, culture, religion, home language, family background, learning difficulties, disabilities, sexuality, gender, age or ability.

Cultural, medical and dietary needs will be respected and met at all times.

All activities offer and promote positive images of people, avoiding racial or sexist stereotyping i.e. No toys or activities are specifically for boys or girls.

Any discriminatory remark or behaviour, made by anyone on the premises will be sensitively addressed.

Any member of staff found to be acting, or have been acting, in a discriminatory way, will be dealt with in compliance with the Staff Disciplinary Procedure.

Opportunities are provided for children to explore and become aware of other cultures and abilities in an age appropriate way: using stories, pictures, cooking and tasting food from around the world, dolls with different skin colours etc. Language from around the world is displayed around the room. Pictures on display boards, toys and books challenge stereotypical ideas of careers open to men and women. The children bring in family photos which are displayed on the family board in order to celebrate and embrace the many diverse groups in our setting.

The setting recognises the importance of developing the child's first/home language in order to build confidence and important grammatical skills which will be necessary in order for them to transfer later into English. Where English is not the child's first language, activities will be provided for them to engage in speaking and listening in English with adults and peers, ensuring all children have opportunities to hear and gain respect for each other's home language

This policy can be made available in different formats, on request i.e. large print, audio file

The setting manager will discuss and endeavour to meet any other specific needs that are not mentioned in this policy upon request.

Preventing Racial Harassment and Discrimination

The Nursery will endeavour to:

- Ensure that all children are valued and treated with respect irrespective of their culture, background, colour, nationality or ethnicity;
- Encourage individuals to treat each other with the same respect.
- Acknowledge the existence of racism in society and take steps to promote harmonious race relations in our Nursery;
- Promote good relations between different ethnic groups and cultures within Nursery and the wider community;
- Ensure that different cultural and religious needs are met, understood and communicated to all staff.
- Encourage all staff to take responsibility for promoting racial tolerance and for protecting each other from racial harassment or discrimination by reporting any incidents to the setting manager or the deputy.

The setting manager is responsible for ensuring that all incidents of racial harassment are handled professionally and sensitively. All such incidents will be kept confidential. In all cases, continued racial harassments or discrimination from any individual will result in exclusion from the setting, where all other efforts have failed to provide a satisfactory resolution.

SPECIAL EDUCATIONAL NEEDS

The Setting SENCO is Mrs. Lyn Lawrence.

The initial responsibility for recognising any special/additional needs a child may have lies with the child's Key worker.

All Staff have regard to the Special Educational Needs and Disability (SEND) code of practice (2014). The code (5.7) states that "early years providers should regularly review and evaluate the quality and breadth of the support they offer or can access for children with SEN or disabilities"

We welcome children who may have a specific medical condition, developmental delay or special educational needs. On a day to day basis **key workers** monitor and assess the needs and progress of all children in our care. We aim to adapt activities and equipment to suit the requirements of any children that have specific learning difficulties or disabilities wherever possible.

The SEND code of practice is incorporated into all aspects of the provision, which include:

- Ensuring all employees and volunteers are familiar with the SEND framework and subsequent responsibility and how to access it.
- Ensuring parents of children with SEN and disabilities are aware of the support available to them.
- Involving parents and, where possible children in decision making process.
- Ensure new graduated approach is in place
- Allocating time for SENCO and manager to plan and investigate changes including working with the local authority and other services in the creation of the local offer.
- bringing children identified with SEND to the attention of the local authority
- regularly reviewing and evaluating the quality and breadth of provision that children with SEN and disabilities can access.

Defining and identifying SEN and disabilities

As defined in the Education Act (GB 1996) the child with special educational needs " ... **has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her**".

Special educational provision should be matched to the child's identified SEN. These needs generally fall into one or more of the following four broad areas of SEN and disabilities:

- communication and interaction
- cognition and learning
- social, emotional; and
- mental health; and sensory and/or physical needs.

All children are assessed and monitored against their relevant starting points or their two year progress check where appropriate. Where our observations and assessments indicate that a child may have a learning difficulty and despite a differentiated approach being implemented then a suitable special educational provision should be made through a graduated approach (this replaces early years action and early years action plus). The new graduated approach becomes a continuous cycle of assess, plan, do and review. This is applied in increasing detail and frequency to ensure the child progresses.

The setting SENCO together with the child's key person will take the lead in co-ordinating further actions where necessary, including finalisation of the action plan and short term targets tailored to meet the individual child's needs.

The plan must describe the activities and strategies the provision intends to adopt to address any issues or concerns.

Planned interventions should be factored into daily routines as much as possible

The key person will keep the parents informed of individual target plans and draw upon them for additional information of their progress, or not, at home.

Action plans are kept in the child's learning journey in order to show how the child is progressing and what interventions have been or are being applied.

All staff are informed of the action plan in order to help implement interventions.

Following regular observations to help monitor progress, if the SENCO, Key person and parents feel that the child would benefit from further support, the SENCO will then take the lead in obtaining support from other professionals such as: speech and language therapists (SALT) health visitors, educational psychologists or specialist teachers.

Where possible the local Area SENCO will liaise regularly with the setting SENCO to help address the child's needs and determine if the child requires longer-term support, including an Educational Health Care Assessment and Plan.

Risk Assessment Policy & Procedure

We fully understand the importance of ensuring that safe systems of work are in place and how important it is to work in a particular way. This can effectively minimise risks.

Safe systems of work include safe working procedures and safety rules. Managing risks and carrying out risk assessments are part of a continuous process we carry out which aims to prevent any dangerous incidents taking place and helps to ensure the safety and wellbeing of everyone that accesses the setting. Adherence to policy and procedures is the responsibility of all staff as part of their daily duties.

In order to create a safe working environment, the named health & safety co-ordinator (Jenny Devey- business partner) works to understand/identify the risk, how to estimate and evaluate it and take any necessary action if needed.

Therefore, risk assessments are carried out to meet our legal requirements, they examine anything in the nursery that could cause staff or children harm and tell us if we are doing enough to protect staff and children from harm. Risk assessments cover existing or any new equipment, trips and outings, changes in procedures or any potential risks that members of staff discover.

During the session, staff will be vigilant and continuously aware of any potential risks to health and safety arising from:

- The environment, both indoors and outdoors;
- All surfaces, both indoors and outdoors;
- All equipment used by children or staff;

Recording Accidents, incidents and dangerous occurrences

All of the above will be recorded on either an Accident or Incident form on the same day as the event took place.

Records contain:

- Time, date and nature of the incident, accident or dangerous occurrence;
- Details of the person(s) involved;
- Type, nature and location of any injury sustained;

- Action taken and by whom;
- Signature of the member of staff who dealt with the accident/incident, witnesses and a countersignature and date by parent/carer of the child or children involved.

UNCOLLECTED CHILD PROCEDURE

If at the end of a session a child is not collected, after allowing 5 minutes to elapse a phone call would then be made to whoever is known to us to be collecting the child that day, using the emergency contact numbers list, located in the children's record folder.

If we are unable to contact main carer, we would then phone the alternative emergency numbers provided for the child.

If by 6.00 pm (Nursery Closing Time) no contact has been made with any of the Emergency Contacts then First Response would be contacted for advice.

FIRST RESPONSE - 0800 131 3126
(Mon -Thurs 8.30am - 5.00pm, Fri 8.30am - 4.30pm)

In an emergency outside of Office hours 0845 6042 886

The setting will follow the advice of First Response until the child is collected by a parent, carer or designated adult.

The Nursery takes very seriously persistent lateness in collecting a child. In extreme cases it can be considered by the authorities as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

MISSING CHILD

In the unlikely event of a missing child:

ON THE PREMISES :

- The Manager will be informed and a thorough search carried out
- If child is not found, Police will be contacted and Parents informed.
- Searches for the child will be continued during this time.

OUT OF SCHOOL PREMISES :

- The proprietor will be informed and. an extensive search of premises will take place.
- If child is not found, Police should be contacted and Parents informed.
- Searches for the child will be continued during this time.

Every effort should be made to remain calm and not cause distress to remainder of group.

Where the police have been contacted, Ofsted will also be informed as soon as it is practicable.

The incident will be recorded and an investigation will take place to collect together the information of the incident to pass onto the enforcing authority.

The Nursery does not allow any unauthorised person to take a child from our care without prior notice from the main carer.

In emergencies we follow the uncollected child policy

OFFSITE VISITS

Safety of the children in our care is our highest priority therefore we always ensure a high staff / child ratio and every precaution is taken when children are offsite.

A full risk assessment is carried out before any offsite visit takes place. Permission would always be obtained from parents beforehand. This risk assessment is undertaken to identify the steps to be taken to remove, minimise and manage those risks and hazards.

Procedure:

A first aid kit is always carried and a list of emergency contact numbers.

Each member of staff will be responsible for a specified group of children whilst walking offsite and will continually be aware of their whereabouts during any activity.

Regular head counts will continue throughout the offsite visit.

VISITOR PROCEDURE

- Before allowing a visitor to enter Nursery, staff should ascertain their name and reason for visit.
- Should the visitor be from an outside agency, or any other professional body then staff would check their I.D.
- Staff should then ask them to complete a visitor's form, and be given a nursery visitors badge to wear unless they are visiting in a professional capacity and wearing their own identification badge, example OFSTED inspector, health visitor etc
- On entry into nursery staff should establish if visitor is carrying any essential personal medication for an ongoing condition. This should be left in their handbag, brief case etc which would be locked in the office.
- Staff should ensure visitor's mobile phone be placed in their bag, briefcase or any container they are carrying and the bag to be locked in the nursery office.
- The visitor would be accompanied at all times unless they were a visiting professional person on a pre-arranged visit
- At the end of the visit, the visitor should sign out at the reception.

ABSENCE REPORTING POLICY

We record the booked sessions and daily attendance records for each child.

We ask parents / carers to inform us if their child is unable to attend for any reason.

When a parent / carer informs us that a child will not be attending Nursery for whatever reason, they will enter information on an 'absent from nursery sheet' which is located in the child's personal file.

If a child is absent from Nursery for 3 or more of their booked sessions and there has been no notification from parent, the Keyworker will contact the parent / carer and their explanation will be recorded

If a regular pattern of absence emerges, the Keyworker would politely ask if there is any reason for this.

If a child is absent for 4 weeks, consecutive or sporadic in any half term the local authority funding team will be informed.

ABUSE, THREATS & VIOLENCE TOWARDS STAFF

All nursery staff (paid, voluntary and students) have the right to expect that the nursery is a safe place in which to work. Prompt and appropriate action will be taken on their behalf if they are subjected to verbal abuse, threats or violence by parents or other adults within the nursery environment.

We expect mutual respect between staff and parents / other adults visiting the setting and aim to create an environment where conflicts can be resolved sensitively and maturely.

Any incident will be recorded, (including details of any persons) who witnessed the incident. These records will be securely held by the Nursery.

Should the abuse still be evident, or the risk of acceleration possible, then the Nursery Manager would have to consider withdrawing permission for this adult to be allowed on the premises. This information will be put in writing to the adult. (In the most severe cases, police involvement would be the ultimate threat and action).

Anyone who is dissatisfied with the way an incident is dealt with can make a formal complaint against the nursery through our Complaints Procedure.

You are at all times entitled to telephone or write to the Ofsted Directorate:

Ofsted Early Years Directorate,

Tel: 0300 123 1231

Picadilly Gate,

Store Street,

Manchester, M1 2WD

COMPLAINTS POLICY

Policy statement

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We always welcome suggestions from parents to share their views on how to improve our setting. We have a suggestions/compliments box in the entrance of the cloakroom and will give prompt and serious attention to any concerns about the running of the setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a 'summary log' of all complaints against our setting, or the children, or the adults working in our setting. These summary logs are all kept on record for 3 years. The record is intended for complaints relating to the requirements of the EYFS.

The summary complaints log are available for parents and Ofsted inspectors on request. The setting will handle all personal information responsibly and in line with good practice of the 'Data Protection Act' 2018 which protects, how personal information is stored and not disclosed. These logs will not name the person making the complaint, or any persons (adults and children) that relate to the complaint

Complaint

If a written/emailed/verbal complaint is received from a Parent or Carer the Setting Manager will investigate the complaint to their fulfilment of the EYFS. The setting will investigate the complaint within a timescale of up to 28 days. We want to ensure parents that their views are welcomed and valued and that we will not treat them or their child differently because they have expressed a concern or made a complaint

Making a complaint

Any parent who has a concern about an aspect of the setting's provision should first of all, talk over his/her concerns with the Setting Manager.

Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to the next stage of the procedure by putting the concerns or complaint in writing to the Setting Manager who will investigate further into the nature of the complaint.

Parents will be informed of the outcome of the investigation within 28 days of making the complaint. The summative points of the complaint are then logged by the Setting Manager on the complaints record form. When the investigation into the complaint is completed, the setting manager will arrange a meeting with the parent/carer to discuss the actions and outcomes. A copy of the record will be shared with the parent at this meeting and signed by the Setting manager.

If the parent is not satisfied with the outcome of the investigation, he or she can request a further meeting with the Setting Manager. The parent can have a friend or partner present if required and the Setting Manager should have the support of the joint business Partner

During this 2nd meeting an agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

When the complaint is resolved at this stage, the summative points are then logged in the Complaints Record.

If at the 2nd meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint and a 3rd meeting will be arranged. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting personnel (Setting Manager and Business Partner) and the parents, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

When the mediator has concluded her/his investigations, a final meeting between the parent/s, the Setting Manager and the Business partner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly **at any stage of this complaints procedure**. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

Ofsted's details are displayed on our setting's notice board.

Parents / Carers can at all times telephone : Ofsted Directorate
on : 0300 123 1231 Monday to Friday, 8 am to 6 pm

or e mail enquiries@ofsted.gov.uk

or write to
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Food Safety

Oakbridge Little Learners is committed to ensuring that safe and healthy practices around the storage, preparation and serving of food are maintained within the nursery. When preparing food, staff will observe current legislation regarding food hygiene and training.

We have set high standards of personal hygiene for all members of staff involved in the handling and preparation of food. Any person showing signs of ill health will not be permitted to handle food.

We make use of the "Safer Foods, Better Business" pack and guidance published by the Food Standards Agency (FSA). By

- Always washing hands with anti-bacterial soap and hot water before and after handling food, using the toilet or changing nappies.
- Use disposable paper towels to dry hands.
- Wearing correct sterile clothing- disposable aprons and gloves if necessary
- Staff handling food hold a current Food Hygiene certificate.
- Making sure all fruit and vegetables are washed and cut up before being served.
- Avoid wearing jewellery, especially rings, watches and bracelets.
- Any cuts, spots or sores on the hands and arms must be covered completely with a waterproof dressing
- Fingernails should be kept short and clean, food handlers, including children should not wear nail varnish as this may contaminate food.

Temperature control

It is our policy to ensure that all foods are stored according to safe food handling practises and at the correct temperature in order to prevent the growth of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained.

Fridge temperatures are set at 5 and are checked on a daily basis to ensure the correct temperature is being upheld. Milk is kept in a separate fridge

Cooking and reheating food safely.

All precooked food is thoroughly defrosted before cooking, we defrost individual portions of the food we need in the fridge overnight.

Checks are made to ensure that food is very hot (steaming) all the way through. We use a disinfected temperature probe to prove the thickest part or the centre of the food is cooked to a safe temperature.

We are aware that reheating means cooking again to a temperature of 70C, not just warming up. We make sure that cooked or reheated food is safe to eat, always checking it is very hot (steaming) all the way through and then, let it cool a little before serving it to a child. When we reheat food in the microwave, standing and stirring are part of the process of cooking to make sure that food is the same temperature all the way through.

Cleaning of Food Preparation Areas

Every week the fridge is thoroughly cleaned and all items in the fridge are checked for freshness, and all food past their use by or best before date are correctly disposed of.

- Shelves and drawers are removed and cleaned with warm soapy water
- The inside walls are cleaned from top to bottom with anti-bacterial cleaner
- The seals around the fridge are cleaned to ensure no spillages or stains
- Freezers are defrosted (on non-frost-free) and cleaned once a month following the same procedure.

All food preparation surfaces are wiped clean after use with anti-bacterial cleaner, cloths used to wipe down surfaces are disposable or any dish cloths used for the tables are washed each day and dried overnight, these are taken away for washing at 90C in a washing machine twice a week. The tables used for meals are cleaned using antibacterial disposable wipes. All cutlery, plates and cups etc are washed in the dishwasher.

Food waste bin is kept away from food preparation areas. This area is cleaned and disinfected regularly.

Meals and snack time

During meal and snack times, we always encourage children to gain an understanding of how food and water is an essential part of growing big and strong. Our aim is to meet the dietary and cultural requirements to promote children's healthy growth and development as outlined in the EYFS.

We will ensure that all meals and snacks are nutritious, healthy and balanced. Menu's are available which includes the details of all of the ingredients the meal contains.

Children's medical and personal dietary requirements are always known and respected (Parents/carers are required to provide details when their child is enrolled into the nursery).

Multicultural diet is always offered, to make sure those children from all backgrounds encounter familiar tastes and that all children have the opportunity to try new food. Dietary rules of religious groups, vegetarians/vegans are known and met in an appropriate way, making sure that they are always respected and valued within the setting.

Allergies

The nursery caters for children's specific dietary needs that may include allergies or food intolerances, or because of religious, cultural or ethical reasons. Staff are made aware of children's specialist requirements through information provided by parents. These are displayed on the board.

All babies have an up to date meal plan in place, checks are made in regards to

- Are their meals blended?
- When should lumps be introduced? (How big are the lumps?)
- Has the parent introduced significant changes such as lumps at home first and how did the child respond to the change?

Routine we follow - babies are *supervised at all meal times, we*

- Never hurry them when eating and allow plenty of time for meals.
- Only put a small amount of food on the tray at a time.
- Food pieces no larger than one-half inch in any direction.

ALL CHILDREN HAVE FRESH WATER AVAILABLE TO THEM DURING MEALTIMES!