



# Policies & Procedures

June 2018



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## **Safeguarding and Child Protection Policy including British Values and the Prevent Duty**

We aim to create an environment in which children are safe from abuse and in which concerns are dealt with promptly and appropriately. The welfare and safety of the child is always paramount. Any actions taken are in the best interest of the child and confidentiality will be maintained at all times.

We believe that children have the right to be completely secure from both the fear and reality of abuse, and we are committed to protecting all the children in our care from harm.

We will appoint a member of staff as the Safeguarding Officer. This Officer will have suitable experience, training and expertise, and will be responsible for liaising with Social Services (Careline), the Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter.

Our appointed Safeguarding Officer is Claire Gould, General Manager and Deputy Safeguarding Officer is Sarah Duke our Nursery Manager.

If the designated person is unavailable, the Registered Person must be contacted. The Registered Person is Mr Anthony Murphy.

Our procedures also comply with other guidance (for example, 'Working Together to Safeguard Children 2015) or advice from the Local Safeguarding Children Board (LSCB).

We are committed to reviewing our Safeguarding and Child Protection Policy and Procedures at regular intervals. The policy and its procedures will be shared with parents/carers.

We recognise that children learn best when they are healthy, happy, safe and feeling secure. Therefore all children have the right to be treated with respect, develop positive relationships with the adults caring for them and to be safe from abuse in any form.

We will:

- Create a stimulating environment which will encourage all children to develop a positive self-image.
- Encourage children to develop a sense of independence in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.

- Provide opportunities where all children are able to learn through play which will enable them to grow in confidence and fulfil their potential.
- An environment where children's voices can be heard and truly listened to.
- Create a culture of safe recruitment and adopt recruitment procedures that help deter, reject or identify people who might abuse children.

We have a clear commitment to Safeguarding children and promoting their welfare.

Should anyone believe that this policy is not being upheld, it is their duty to report the matter to one of the staff members listed below:

Claire Gould – General Manager or Sarah Duke – Nursery Manager

**The legal framework for this policy is based on:**

- Safeguarding Vulnerable Groups Act (2006)
- The Statutory Framework for the Early Years Foundation Stage (2017)
- Working Together to Safeguard Children (2015)
- Keeping Children Safe in Education (2016)
- Channel Duty Guidance (2015)
- Prevent Duty guidance for England and Wales (2015)
- Counter-Terrorism and Security Act (2015)
- Counter-Extremism Strategy (HM Government) (2015)
- Information Sharing Guidance (2015)

All Practitioners at Sandfield Park Private Day Nursery have a duty to safeguard and promote the welfare of all children in our care.

Due to the many hours of care we are providing, staff will often be the first people to sense that there is a problem. They may well be the first people in whom children confide about abuse.

This statement lays out the procedures that will be followed if we have any reason to believe that a child in our care is subject to welfare issues including physical, sexual, emotional abuse or neglect.

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

We recognise the need to work in partnership with other professionals around the needs of children, young people, their families and carers we are building strong foundations which will bring greater consistency and impact the way early intervention is organised.

**We aim to:**

- Never place a child at risk while in the charge of nursery staff.
- Maintain confidentiality at all times.
- Ensure that all staff are alert to the signs of abuse, understand what is meant by safeguarding and are aware of the different ways in which children can be harmed including by other children i.e. bullying, discriminatory behaviour.

- Provide all staff with regular updates on safeguarding issues and procedures to maintain awareness and develop understanding.
- Inform parents of safeguarding policies and procedures when they register with the nursery and kept informed of all updates when they occur.
- Regularly review and update this policy with staff and parents where appropriate.

#### **Contact numbers:**

- OFSTED - 0300 123 1231
- Local Safeguarding Children's Board: Local Authority Designated Officer: - (LADO) – 0151 225 8117
- Liverpool Safeguarding Children's Board (24 hour Careline) - 0151 233 3700

#### **Safe Caring**

All staff understand the setting's child protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid instances when members of staff, students, volunteers or parents are left alone with a child other than their own, for their own protection and that of children and young people. There will be 2 adults at all times with children with the exception of sleep times when there is the potential of one member of staff staying with the sleeping children, and when lone working in the Sensory Room. This is covered by our Lone Worker Policy.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Safeguarding Concerns Book.
- Staff will never carry out a personal task for children that they can do for themselves.
- Where this is essential, staff will help a child whilst being accompanied by a colleague.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding.
- Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully and accurately recorded, including any actions taken, in the Safeguarding Concerns Book.
- In the event of there being a witness to an incident, they should sign the records to confirm this.

#### **Reporting and Monitoring Children's Absence?**

Staff have recently reviewed our procedure for children for non-attendance in the setting and ensure each child absence is pursued. When a parent / carer has not made contact with the setting to inform us of their child's absence, or a child has missed more than three sessions, and are displaying frequent absences, staff will complete an absentee report form to record all dates, sessions missed and the reason for the absence. Where concerns relate to the safety and welfare of the child

and are clearly identified as a Safeguarding issue or incident, the Safeguarding policy and procedure would be followed.

### **Dealing with Allegations**

We are committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. On discovering an allegation of abuse, the Safeguarding Officer will refer the case to the local statutory child protection agencies using a MARF (multi-agency referral) form and reviewing the Level of need chart on display in the Office as soon as reasonably practical, but at the latest within 14 days.

In addition, the following principles will govern any suspected or reported case of abuse:

- Where actual or suspected abuse comes to the attention of staff, they will immediately report this to the Safeguarding Officer. This includes any allegation about a staff member.
- Staff are encouraged and supported to trust their professional judgment and if they suspect abuse has, or is taking place, to report this to the Safeguarding Officer who may contact the Consultant at the local hub for advice.
- Full written factual records of all reported incidents will be produced and kept confidential, (in a sealed envelope, locked in a filing cabinet) dated and signed. Accurate information recorded will include:
  - Full details of the alleged incident
  - Details of all the parties involved
  - Any evidence or explanations offered by interested parties
  - Relevant dates, times and locations and any supporting information or evidence from members of staff.
- We will demonstrate great care in distinguishing between fact and opinion when recording suspected incidents of child abuse.
- The Manager/Safeguarding Officer will be responsible for ensuring that written records are dated, signed and kept confidential.
- Staff will ensure that all concerns and allegations are treated with sensitivity and confidentiality.
- Any children involved in alleged incidents will be comforted and reassured.
- If an allegation of abuse is made against the Manager or the Safeguarding Officers, the Registered Person will be informed as soon as possible. They will then assume responsibility for the situation or delegate this role to a senior member of staff.

Staff are immediately suspended pending further investigation following statutory procedures and an internal investigation will run parallel with an investigation.

Any member of staff who is dismissed or leaves under investigation for being unsuitable for work with children will be referred to the Disclosure and Barring Service as well as Ofsted as soon as reasonably practical, but at the latest within 14 days.

In circumstances where a child makes an allegation or a disclosure, the member of staff concerned will:

1. Listen fully to all the child has to say.
2. Make no observable judgement.
3. Ask open questions that encourage the child to speak in their own words.
4. Ensure the child is safe, comfortable and not left alone.
5. Make no promises that cannot be kept, such as promising not to tell anybody what they are being told.

Where possible, the setting will always respect the wishes of children and young people who do not consent to share confidential information. However, the lack of consent can be overridden in the child's interests, or if the facts of the case are in the public interest.

The setting will always consider the safety and welfare of a child or young person when making decisions to share information about them. Where there is concern that the child is suffering or at risk of suffering significant harm, the child's safety and welfare must be the overriding factor.

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2015), and 'Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children 2015.

### **Referring Allegations to Child Protection Agencies**

If the Manager or the Safeguarding Officers have reasonable grounds for believing that a child has been – or is in grave danger of being – subject to abuse, the following procedure will be activated:

- Immediate contact will be made with the local children's social care services and, in emergencies, the police and a MARF form will be completed.
- The Safeguarding Officer will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.



- At all times, the safety, protection and interests of children concerned will take precedence. The Safeguarding Officer and staff will work with and support parents/carers as far as they are legally able.
- The setting will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- Ofsted will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

**The role of the Safeguarding Officer is to:-**

- Advise staff members on all matters relating to safeguarding
- Keep up-to-date with Local Safeguarding Children Board procedures
- Ensure that there is no delay in passing on of information
- Co-ordinate the management of any suspected cases of abuse
- Monitor the progress of any child about whom concerns have been expressed
- Ensure that staff members are aware of the possible signs and symptoms of abuse
- Ensure that staff members are aware of the correct procedures to follow in suspected cases of abuse
- Support staff members throughout any suspected cases of abuse
- Liaise with the Social Services department, the Police and Ofsted as appropriate.

**Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB does not allow this.

This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

**Confidentiality**

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the LSCB and following the Information Sharing guidance (2015).

### **Support to families**

- The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery
- The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst investigations are carried out in the best interests of the child
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate under the guidance of the LSCB with the proviso that the care and safety of the child is paramount, we will do all in our power to support and work with the child's family

### **Employees of the nursery**

If an allegation is made against a member of staff, the Local Authority Designated Person (LADO), Ofsted and the LSCB will be informed and this will be investigated.

This may result in the nursery disciplinary procedure being followed.

The incident will be dealt with by the Safeguarding Officer/Manager/registered person, as appropriate, with support from the LADO:

- A full investigation will be carried out to determine how this will be handled
- If the allegation could possibly interfere with the normal working of the nursery, the member of staff will be allocated to another area, after due consultation with all parties including LADO
- The nursery reserves the right to suspend any member of staff on full pay during an investigation
- All investigations/interviews will be documented and kept in a locked filing cabinet.
- Unfounded allegations will result in all rights being re-instated
- Founded allegations will be passed on to the relevant organisation (police) and will result in the termination of employment. OFSTED will be notified immediately/ within 14 days of the allegation being made, of this decision. The nursery will be required to notify the ISA to ensure their records are updated
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents

### **Staff Support and Training**

We are committed to ensuring that it meets its responsibilities in respect of child protection through the provision of support and training to staff. Therefore, the setting will ensure that:

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date Disclosure and Barring Service checks. All staff, students and volunteers MUST register with the DBS update

service either when they first start with the setting or when their current CRB/DBS is updated.

- All staff, students and volunteers are given a copy of the Safeguarding policy during their induction, and have its implications explained to them.
- All staff, students and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff have up to date knowledge of safeguarding issues.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.
- The setting will share information about safeguarding and good practice with children, parents/carers and staff.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect to the disclosure or discovery of child abuse and the procedure for doing so.
- All students and volunteers are instructed to report the disclosure or discovery of abuse to the Safeguarding Officer/Manager immediately. We will share concerns with the relevant agencies and involve parents/carers and children appropriately.
- We will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- All staff have a good understanding of the complaints policy.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

### **Use of Mobile Phones, iPads and Cameras in the setting**

Staff who work with children must not use personal mobile phones, cameras, iPads, camcorders and any other equipment (which includes; technology, computers, e-mail, and the internet) that would enable them to take photographs of children.

All photographic equipment belonging to staff will be kept in an area designated by the Senior Management Team. Ipads that are used for the purposes of taking photographs of the children for display/their learning and development folders or for an observation have relevant restrictions placed on them so no social media or

inappropriate websites can be accessed. All staff sign E-safety user agreements confirming they understand their responsibilities in this regard.

In accordance with our duties under General Data Protection Regulations 2018, we strictly prohibit the use of any photographic equipment (cameras, camcorders, mobile phones or any other medium to take still or moving images) by staff, parents or visitors on its premises without the consent of the Senior Management Team and, as a photo of a child is personal data according to the General Data Protection Regulations 2018, formal written parental consent.

One of the key ways that staff support children's development and engage parents in children's learning is through photographs that record their activities and achievements. Still and moving images (i.e. photographs and video footage) of children will only be taken by staff using only the setting's photographic equipment and only following formal written parental/carers consent. This policy also applies to outings and trips.

If permission is granted for parents/carers to take photographs or record video footage during trips and outings, parents must only take images (still or moving) of their own children and may not take images of other children unless they have permission from those parents.

Staff are strictly prohibited from using personal electronic devices for the purpose of capturing still or moving images, at any time during work hours (both onsite or during trips/outings).

Staff may use work mobile phones at appropriate times and these should be stored securely in the safe in the Office.

## **Procedures**

All personal mobile phones and cameras belonging to staff will be stored securely in staff's personal locked cabinet in the Main Office only.

Mobile phone calls may only be taken from this area or the staff room within staff breaks, with the consent of a member of the Senior Management Team and must be stored in the designated cabinet.

If a personal emergency should occur, staff must only take or make a personal call in an area designated by the Senior Management Team and only with their express permission. The same policy applies to parents/carers and visitors; if calls must be taken, parents/carers and visitors must be away from children.

During outings, staff will only have access to our Nursery mobile phone.

Parents, staff or visitors who suspect anyone of taking images of children without consent must report the incident immediately to either the General Manager or Nursery Manager.

All staff should read this policy in conjunction with the E-Safety Policy. Any breach of this policy will be dealt with following the Disciplinary and Grievance Procedure.

### **Baby Sitting**

At Sandfield Park we do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children.

We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of nursery hours. The member of staff will not be covered by the nursery's insurance whilst babysitting as a private arrangement.

We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. We have no such control over the conduct of staff outside of their position of employment. Parents/carers should make their own checks as to the suitability of a member of staff for babysitting. Please refer to the Baby Sitting Policy for full information.

## **Types of Abuse**

### **Physical Abuse**

Action needs to be taken if staff has reason to believe that there has been a physical injury to a child, including deliberate poisoning; where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented.

These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face. Many children will have cuts and grazes from normal childhood injuries - these should also be logged and discussed with the Safeguarding Officer or room leader.

Children and babies may be abused physically through shaking or throwing.

Other injuries may include burns or scalds. These are not usual childhood injuries and should **always** be logged and discussed with the Safeguarding Officer.

### **Fabricated illness or Induced Illness**

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation.

The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

### **Sexual abuse**

Action needs to be taken under this heading if the staff member has witnessed occasions where a child indicated sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour or language.

This may include acting out sexual activity on dolls / toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words.

The child may become worried when their clothes are removed, e.g. for nappy changes. The symptoms may also include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing.

They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

### **Emotional abuse**

Action should be taken under this heading if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations being placed

upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse also: this may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention.

This type of abuse is harder to identify as the child is not likely to show any physical signs.

### **Neglect**

Action should be taken under this heading if the staff member has reason to believe that there has been persistent or severe neglect of a child (eg by exposure to any kind of danger, including cold and starvation and failure to seek medical treatment when required on behalf of the child) which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent.

A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support.

They may be clingy and emotional. In addition neglect may occur through pregnancy or as a result of maternal substance abuse.

### **Indicators of child abuse**

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Aggressive behaviour
- Unexplained injuries to a child or conflicting reports from parents / carers
- Repeated injuries
- Unaddressed illnesses or injuries

### **Recording suspicions of abuse and disclosures**

Staff should record their observations factually and objectively on a safeguarding concern form. This should be completed in partnership with the Nursery Manager and Designated Safeguarding Coordinator and include:

- child's name
- child's address
- age of the child and date of birth
- date and time of the observation or the disclosure
- **exact** words spoken by the child
- **exact** position and type of injuries or marks seen
- **exact** observation of an incident including any other witnesses

- Name of the 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 parent/carer (where deemed appropriate)

The form should be dated and kept in a separate confidential file in the Nursery Office.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly; you must **not** force the disclosure, question or put words into the child's mouth.

If there are still concerns that a child is being abused or at risk of being abused the Safeguarding Officer will, in consultation with staff members concerned, contact the Safeguarding Consultant at the Hub for advice, or ultimately Careline on **0151 233 3700** and complete a MARF form.

- If it becomes necessary to refer these concerns to Careline parents will be informed, unless in the opinion of the Safeguarding Officer, it would put the child at further risk.
- Once a referral has been made the Safeguarding Officer will complete a MARF referral form in consultation with the staff members concerned (within 14 working days of the referral).
- The Safeguarding Officer and staff concerned will fully support and co-operate with any investigations undertaken by Careline, OFSTED or the Police.
- Staff members dealing with cases of abuse or suspected abuse will be supported throughout by the Safeguarding Officer
- Staff **must not** make comment either publicly or in private about a parent's supposed or actual behaviour.

The designated Safeguarding Officer and Deputy will attend Designated Safeguarding Officer training. All other staff will receive basic training. This will include the procedures for recording and reporting. It may be thought necessary that through discussion with all concerned the matter needs to be raised with the LSCB and OFSTED.

### **Accidents, Illness, Injury or Death of a child**

If a child has an accident or sustains injury whilst at Nursery, the member of staff who witnesses the accident will attend to and comfort the child providing any first aid treatment as necessary, and thereafter complete an accident form which is then signed by the senior member of staff in the room as well.

The accident form must be completed in full and thereafter a member of the Senior Management Team will also sign the accident form and finally the parent/carer will be asked to sign the form on the same day that the accident took place, or within a reasonable time period thereafter but no later than 24 hours after the accident has occurred.



Should a child have an accident or sustain injury prior to arriving at nursery then the parent/carer will be asked to complete an accident at home form providing as much information as possible as to how the accident/injury occurred and this will then be signed by the parent/carer and the member of staff who receives the child into the room.

Should a child have an accident and sustain injury requiring hospital treatment whilst at nursery one member of staff will stay with the child comforting them and giving first aid treatment as necessary whilst the senior member of staff contacts the parents/carer to advise them of the accident and to arrange to meet them at the local children's hospital, Alder Hey.

An accident form will then be completed and signed by both the practitioner who witnessed the accident, the senior member of staff in the room, the Nursery Manager or member of the management team and finally the parent/carer. In the event of a serious injury witness statements may be requested from all staff involved by the Safeguarding Officer who will carry out a full investigation.

We fully understand that we must also notify local child protection agencies of any serious accident or injury to or the death of any child whilst in our care, and that we must act on any advice from those agencies.

We understand that we **MUST** notify Ofsted as soon as reasonably practical but within 14 days of any serious accident, illness, injury or death of a child whilst in our care and the action we have taken.

The notification must be received as soon as possible but in any event within 14 days of the incident occurring. We understand that if we fail to do so without reasonable excuse that we are committing an offence.

We further understand that we must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

### **Whistle blowing**

If you believe there is wrong doing in your workplace (eg your employer is committing a criminal offence) you can report this by following the correct processes, and your employment rights are protected.

The process is known as whistle blowing but the officially this is 'making a disclosure in the public interest'. If you decide to blow the whistle on an organisation you are protected and your employer cannot victimise you (eg by not offering you a promotion or other opportunities your employer would have otherwise offered).

Whistle-blowers are protected for public interest, to encourage people to speak out if they find malpractice in an organisation or workplace.

Should you want to whistle blow or make a disclosure please refer to the complete Whistle Blowing policy.

**It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will therefore not allow staff to be in unsupervised contact until their enhanced DBS (Disclosure & Barring service) check is complete.**

### **General Safeguarding Information**

We will always provide adequate and appropriate staffing resources to meet the needs, and ensure the safety of children and staff.

In addition, applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.

Candidates are also informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

All enhanced DBS disclosures checks will be updated on a regular basis to ensure the suitability of the adults caring for the children. All staff, students and volunteers are required to sign an annual declaration confirming that neither them nor any person who lives in the same household is disqualified from working with children and have not received any convictions, cautions, court orders, reprimands or warnings that may affect their suitability to work with children, and all staff are required to join the DBS Update Service either upon commencement with the setting or upon renewal of their existing CRB/DBS Certificate.

We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.

We require at least two references and will endeavour to obtain these **before** the new member of staff commences employment with us, as far as possible.

All students will have enhanced DBS disclosures sent off for clearance before their placement starts and **MUST** join the DBS Update Service.

New staff, volunteers, including students, do not work unsupervised or are never left with child/ren alone until checks are complete.

We abide by the Safeguarding Vulnerable Groups Act (2006) requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of safeguarding children concern.

We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children.

All visitors will be accompanied whilst on the premises, especially when in the areas the children use and will never be left alone with any child.

The deployment of staff within the nursery allows for constant supervision. Where children need to spend time away from the rest of the group, they will always be in sight of a practitioner who holds a current, Enhanced DBS check AT ALL TIMES.

### **Staff Disqualification**

If the Nursery Manager/Safeguarding Officer(s) become aware of relevant information which may lead to the disqualification of an employee, the General Manager/Nursery Manager will take appropriate action to ensure the safety of the children.

Should it be confirmed that a member of staff has been disqualified from working with children the General Manager/Nursery Manager will suspend the member of staff immediately whilst carrying out a full investigation and thereafter follow the Disciplinary Policy.

The member of staff in question will not be allowed to continue in employment and the General Manager/Nursery Manager will:-

- Provide Ofsted with the details of any order, determination, conviction, or other ground for disqualification from registration under regulations made under Section 75 of the Childcare Act 2006;
- The date of the order, disqualification, determination or conviction, or the date when the other ground for disqualification arose.
- The body or Court which made the order, determination or conviction, and the sentence (if any) imposed; and
- A certified copy of the relevant order (in relation to an order or conviction).

The information will be provided to Ofsted as soon as is reasonably practical but at least within **14 days** of the date of the General Manager/Nursery Manager becoming aware of the information and made reasonable enquiries.

### **Staff Taking Medication or Other Substances**

Practitioners must not be under the influence of alcohol or any other substances which may affect their ability to care for children. If Practitioners are taking medication which may affect their ability to care for children, those Practitioners should seek medical advice.

The Senior Management Team must ensure that those Practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. Staff medication on the premises must be securely stored, and out of reach of children, at all times.

To this end staff will be given a Health Declaration form which they must complete. Should there be anything noted on that form stating that the employee is taking long term medication prescribed by their GP then consent will be sought to obtain a medical report from their GP confirming the medication does not affect their ability to work with children.

Should a member of staff come into work and show signs that they are impaired through self-medication (ie. sleeping tablets, alcohol, other substances), then that member of staff will be sent home without pay for the day and thereafter have a return to work interview to discuss the situation.

The return to work interview may and could result in an investigation being launched and thereafter disciplinary action being taken against that member of staff. In this event the Disciplinary Policy will be adhered to.

### **Staff**

The General Manager/Nursery Manager will ensure that children are adequately supervised at all times and decide how to deploy staff to ensure the children's needs are met. We will inform parents/carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight **and** hearing of staff and always within sight **or** hearing.

Only those aged 17 or over may be included in ratios (and staff under 17 will be supervised at all times). Students on long term placements and volunteers (aged 17 or over) may be included if the provider is satisfied that they are competent and responsible and has a current Paediatric first aid certificate. Any and all new staff, including Apprentices, will be provided with Paediatric First Aid training within 3 months of their commencement date with the setting, otherwise they will be unable to be counted in the adult:child ratios.

The ratio and qualification requirements apply to the total number of staff available to work directly with children.

For children aged under two:-

- There must be at least one member of staff for every three children;
- At least one member of staff must hold a full and relevant level 3 qualification; and must be suitably experienced in working with children under two;
- At least half of all other staff must hold a full and relevant level 2 qualification.
- At least half of all other staff must have received training that specifically addresses the care of babies.
- Where there is an under two year old rooms, the member of staff in charge of that room must, in the judgement of the provider, have suitable experience of working with under twos.

For children aged two:-

- There must be at least one member of staff for every four children;
- At least one member of staff must hold a full and relevant level 3 qualification; and
- At least half of all other staff must hold a full and relevant level 2 qualification.

For children aged three and over in registered early years provision operating between 8am and 4pm where a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification (which is full and relevant) is working directly with the children:

- There must be at least one member of staff for every 13 children; and
- At least one other member of staff must hold a full and relevant level 3 qualification.
- At least half of all other staff must hold a full and relevant level 2 qualification.

The Statutory Framework for the EYFS 2017 states “staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children’s needs are met. Providers must inform parents and/or carers about staff deployment and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight **and** hearing of staff and **always** within sight **or** hearing.”

We will always maintain a 1:8 ratio in all cases and at least one other member of staff must hold a full and relevant level 3 qualification.

We will inform parents/carers about staff deployment and when relevant and practical, aim to involve them in these decisions.

**The Statutory Framework for the EYFS 2017 also states that “Exceptionally, and where the quality of care and safety and security of children is maintained, changes to the ratios may be made.”**

### **Parental Responsibility**

In childcare setting situations can sometime arise where it is helpful to know about ‘parental responsibility’ – what is it and who usually has it.

#### **What is it?**

Parental responsibility is a term used in the Children Act to define the rights and responsibilities a person has in relation to a child. If a person has ‘Parental Responsibility’ then they have the right to take decisions concerning the care and welfare of a child.

#### **Who usually has it?**

A natural mother has automatic ‘parental responsibility’. Married parents have joint parental responsibility.

If parents are not married, only the mother has parental responsibility.

However, an unmarried father can acquire parental responsibility in any one of six ways:

1. By being registered as the father on the child’s birth certificate with the consent of the mother (this for children born after 1 December 2003);
2. By entering into a ‘parental responsibility agreement’ with the mother. However, this must be in a prescribed form;
3. By applying to the court for a parental responsibility order (if no agreement in place);

4. By being appointed as a guardian either by the mother or by the court, although in these cases he will assume parental responsibility only on the mother's death;
5. By obtaining a residence order from the court (this is an order settling the arrangements to be made as to the person) with whom the child is to live;
6. By marrying the mother.

If any of the above has occurred, the father will have Parental Responsibility

### **How is it used?**

Where both parents have Parental Responsibility they are equally able to make decisions and one parent cannot overrule the other without a court order. There is no limit to the number of people who can have parental responsibility at any one time, and no one will lose parental responsibility just because another person acquires it.

### **Photography and Filming**

Throughout the Nursery, staff members and children are encouraged to take photographs and record videos for a variety of purposes such as:

#### **General Requirements**

- To record events and activities
- To celebrate children's achievements
- To share activities/information with parents
- To record children's development and learning (observations)
- To use for training purposes

In addition photographs and videos may from time to time also be used for:

#### **Specific Requirements**

- Promotional materials (prospectus)
- Nursery website
- Newspaper and media articles
- Students' coursework
- To use for display purposes across the Nursery

We recognise that it is important to have clear policies and procedures in place in order to safeguard children, for confidentiality reasons and to ensure that photographs and videos are used **only** for the purposes intended and with the full and informed consent of parents.

The following policy and procedures will therefore be used for the taking, use and storage of photographs and videos of children:

- Written parental consent will be obtained for the general purposes outlined above. Parents will, of course, have the right to refuse permission for all or some of the purposes outlined above.
- Specific parental consent will be obtained for the purposes outlined in specific requirements. Parents will, of course, have the right to refuse permission
- Staff members, students and visitors are not be permitted to take photographs or video children for their personal use

- Staff members, students and visitors are not permitted cameras or video recorders in the nursery
- Staff members and students personal belongings, will be stored in the lockers provided. Personal mobile telephones MUST be stored in the office.
- Photographs and video recordings will only be taken, processed and printed on equipment supplied by the Nursery
- Photographs and videos of children will not be taken away from the Nursery setting
- Photographs will not be stored on a computer and will be deleted from the camera memory and video memory as soon as is reasonably practicable
- Cameras and memory cards that may contain images of children will be locked away when not in use
- Parents will be informed that photographs and videos may be taken by parents and relatives at nursery events such as plays and performances and have the option of withdrawing their child if they wish.

The General Data Protection Regulations 2018 will be followed at all times in relation to the above.

**Procedure to follow in the event a child discloses information to you regarding their safety and/or welfare.**

When a child is being harmed they may or may not always realise they are being abused and can start to tell you about things that are happening to them at home/school/grandparents/friend's house and so on.

When children start to disclose information it is because they need to tell someone what is happening to them, however they may not always want you to actually do anything about it. Unfortunately this is not possible because if a child is disclosing information to you that leads you to believe they are at risk of significant harm, or are actually being harmed, then it is your responsibility to report the matter to the Safeguarding Officers of the nursery.

Should you find yourself in a position where a child is disclosing information to you here are a list of things you should and should not do:-

**SHOULD DO**

- Listen to what the child is saying without interrupting.
- Make a mental note of what is being said because you will need to record this information once the child has finished.
- Comfort the child if he/she is upset and let them know that it is alright to talk to you and that they are safe.
- Give the child your full attention. If you are interrupted ask that person to come back later.
- Let the child know that you will support them through this and are there to listen to them whenever they need to talk to you.
- Once they have finished talking to you write everything down including the date and sign the paper. This may need to be used as evidence later on.

- Keep all information disclosed confidential between yourself and the Safeguarding Manager at all times. If you tell other people about you, this could put the child in danger and is a breach of confidentiality.

### **SHOULD NOT DO**

- Do not ask the child to stop talking to you or tell them that they shouldn't be telling you these things. They need to talk and feel comfortable talking to you, this is a privilege and a very difficult thing for them to do if they are aware that what is happening to them is wrong.
- Do not promise them at any time that you will keep this between yourselves and not report it. You must tell the child that if they are being harmed then it is your duty to report the matter to someone else that can help to stop it.
- Do not ignore what is being said to you and hope that the child doesn't speak to you again. If they are telling you something is wrong you must believe them, it is not for you to judge but to listen.
- Do not belittle or embarrass the child and tell them they are making things up because they will not trust you again.

It can be a very difficult thing for someone to disclose private information about themselves to you.

It is also very difficult to hear this kind of information about a child that you know and see on a regular basis.

If you find it difficult having a child disclose information please speak to the Safeguarding Officers, Claire Gould and Sarah Duke about this and they may be able to arrange some counselling sessions for you also.

This policy and procedure is in line with:

- Liverpool Safeguarding Children Board procedures;
- Ofsted's "What to do if you suspect a child is being abused" guidance 2015;
- Working Together to Safeguarding Children 2015;
- Safeguarding Vulnerable Groups Act 2006, and;
- The Statutory Framework for the Early Years Foundation Stage 2017.
- Information Sharing guidance 2015.

### **Staff Awareness of FGM**

Female Genital Mutilation (FGM), is a form of physical abuse against children. FGM is also known as female circumcision or female genital cutting. FGM has no health benefits, and it harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue, and interferes with the natural functions of girls' and women's bodies. FGM is defined by the World Health Organisation as "all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons". FGM has no health benefits for girls and women and procedures can cause severe bleeding and problems urinating, and later cysts, infections, infertility as well as complications in childbirth.



The *Female Genital Mutilation Act* was introduced in 2003 and came into effect in March 2004. It was made illegal to: practice FGM in the UK; take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in that country; and aid, abet, counsel or procure the carrying out of FGM abroad.

The age at which girls undergo FGM varies enormously according to the community. The procedure may be carried out when the girl is newborn, during childhood, adolescence, at marriage or during the first pregnancy. However, in the majority of cases FGM takes place between the ages of 5-8 and therefore girls within that age bracket are at a higher risk.

In Liverpool we have a number of affected communities that come from areas where FGM is practiced, these include; Somalia, Sudan, South Sudan, Eritrea and Gambia, this is not an exhaustive list but highlights the affected communities that have been working with professionals in Liverpool to eradicate FGM and raise awareness of the health risk to those who have had FGM or may be considering it.

The sign that children may be at risk of FGM are as follows: Child is female, from a culture where FGM is practised, and parents request an extended summer holiday to the country of origin.

If staff are concerned that a child is at risk of FGM, they must tell the Safeguarding Officer. The Safeguarding Officer must request to meet parents/carers in private, and ask them directly if they are seeking to take their daughter abroad to have FGM carried out on her. If the Safeguarding Officer is dissatisfied with their response and has real concerns that FGM may be imminent, they should refer the matter to Careline Children's Services or to the Police. The parents/carers should be told about the referral only if it is felt that it will not bring further risk to the child.

**Care Line: 0151 233 3700**

**LADO: 0151 225-8117**

**Police Control Room : 0151 709 6010 or 101**

**Emergency calls: 999**

### **Child Sexual Exploitation**

Child sexual exploitation is a form of sexual abuse where children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. In some cases, young people are persuaded or forced into exchanging sexual activity for money, drugs, gifts, affection or status. Consent cannot be given, even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them. Child sexual exploitation doesn't always involve physical contact and can happen online. A significant number of children who are victims of sexual exploitation go missing from home, care and education at some point. Some of the following signs may be indicators of sexual exploitation:

- Children who appear with unexplained gifts or new possessions;
- Children who associate with other young people involved in exploitation;
- Children who have older boyfriends or girlfriends;
- Children who suffer from sexually transmitted infections or become pregnant;
- Children who suffer from changes in emotional well-being;
- Children who misuse drugs and alcohol;
- Children who go missing for periods of time or regularly come home late; and • Children who regularly miss school or education or don't take part in education.

If staff are concerned that a child is at risk of CSE they must tell the Safeguarding Officer. The Safeguarding Officer must request to meet the parents/carers in private and ask them directly if their child is being used for sexual exploitation. If the Safeguarding Officer is dissatisfied with their response and has real concerns that the child is being sexually exploited, they should refer the matter to Careline Childrens Services and/or the Police. The parents/carers should be told about the referral only if it is felt that it will not bring further risk to the child.

**Care Line: 0151 233 3700**

**LADO: 0151 225-8117**

**Police Control Room : 0151 709 6010 or 101**

**Emergency calls: 999**

## **PREVENT DUTY GUIDANCE FOR ENGLAND AND WALES 2015: SAFEGUARDING**

The statutory guidance issued a counter – terrorism and security act 2015.

Our aim at Sandfield Park Private Day Nursery is to keep our children safe and promote their welfare. We regard the need to prevent people from being drawn into terrorism. Being drawn into terrorism includes not just violent extremism but also non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists exploit.

As Early Years providers we focus on children's personal, social and emotional development. The Early Years Foundation Stage framework supports early years providers to do this in an age appropriate way, through ensuring children learn right from wrong, mix and share with other children and value others views, know about similarities and differences between themselves and others, and challenge negative attitudes and stereotypes. At Sandfield Park we accept other religions and beliefs but do not accept those who may encourage and coheres to change beliefs and views of others.

The prevent duty is a multi-agency responsibility and those organisations providing services to children should have **Prevent** arrangements in place and work effectively with the Local Safeguarding Children Board. It is critical that all staff and volunteers have a clear understanding of Prevent Duty and what is expected of them.

The **Prevent** strategy was revised by government office in 2011 as part of the overall counter-terrorism strategy called CONTEST.

CONTEST has 4 key areas of work:

1. **PREVENT** - stopping people becoming terrorists or supporting terrorism;
2. **PURSUE** – stop terrorists attacks and prosecute wherever possible
3. **PROTECT** – strengthen protection against terrorist attack in the UK and overseas interests
4. **PREPARE** – mitigate terrorist attack when it can't be stopped.

The aim of the Prevent strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism.

### **Extremism**

In the counter- extremism strategy (HM Government 2015) government office defines extremism as:

*'Vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs'.*

The Prevent strategy extends this definition further to include:

‘Calls for the death of members of the armed forces’

## **Radicalisation**

Government office defines radicalisation as:-

**‘The support of terrorism and extremist ideologies associated with terrorist groups’**

Radicalisation is a gradual process therefore early intervention offers the possibility to steer someone away from being drawn into terrorist activity.

## **Signs of Vulnerability**

There are a range of factors, combinations of which may contribute to making someone vulnerable to being drawn into terrorism. These are:-

- Peer pressure
- Influence from other people
- The internet
- Bullying
- Crime
- Antisocial behaviour
- Family tension
- Lack of self esteem
- Personalised political grievances

## **Children who may be at risk?**

As an Early years provider we are aware that we serve the most vulnerable and impressionable members of society. As stated in the Early Years Foundation Stage our duty is to keep children safe and promote their welfare. All staff are confident and aware of our safeguarding procedure when identifying any child protection issues or concerns. In May 2015 all our staff attended our in-house updated safeguard training to update their knowledge and gain all relevant updated information. Management attended the NDNA Ofsted training in September 2015 and have completed the channel training on ‘Prevent Duty’ and all staff completed online ‘Prevent Duty’ training in December 2015. Furthermore, we had in-house Prevent Duty training provided by Merseyside Police in March 2016 and a refresher course in June 2017.

## **Reporting and Monitoring Children’s Absence?**

Staff have recently reviewed our procedure for children for non-attendance in the setting and ensure each child absence is pursued. When a parent / carer has not made contact with the setting to inform us of their child’s absence, or a child has missed more than one day, and are displaying frequent absences, staff will complete an absentee report form to record all dates, sessions missed and the reason for the absence. Where concerns relate to the safety and welfare of the child and are clearly identified as a Safeguarding issue or incident, the Safeguarding policy and procedure would be followed.

### **Teaching British Values in our setting?**

Our practitioners provide an exceptional range of resources and activities to our children that reflect and value the diversity of children's experiences. We actively challenge gender, cultural and racial stereotyping and help children gain an understanding of people, families and communities beyond their immediate experience.

#### *Democracy: Making decisions together –*

- We encourage our children to see their role in the larger community
- Value theirs and each other's views
- Talk about their personal feelings
- Understanding their view counts

#### *Rule of law: Understanding that rules matter -*

- Ensure all children understand their own and others behaviour and its consequences
- Support children to distinguish right from wrong
- Collaborate with children to create the rules and codes of behaviour

#### *Individual liberty: Freedom for all –*

- We provide opportunities for children to develop their self-esteem and to increase their confidence in their own abilities
- Encourage a range of activities that allow children to explore language of feelings and responsibility, reflect on their differences and understand they are free to have different opinions from those around them.

#### *Mutual respect and tolerance: treat others as you want and to be treated-*

- We ensure we create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged in the wider community.
- Develop a tolerance and appreciation of and respect for their own and others cultures
- We explain and encourage the importance of tolerant behaviours such as sharing and respecting others opinions
- Promote diverse attitudes and challenge stereotypes

### **Making a referral?**

If a member of staff has identified someone thought to be vulnerable a concern should be raised immediately. It is not the individual or settings responsibility to investigate, however known events must be written into a factual and accurate record. The setting will then follow the Prevent strategy plan and refer to the named single point of contact. This information will then be shared with the Channel Police Practitioner for initial assessment or possible Channel support.

The named single point of contact for Sandfield Park is

**Darren Taylor – Prevent Duty Sergeant**

**0151 777 8311 Or**

**Paul Storey – Designated CHANNEL Officer**

**0151 777 8328. Collar number 1424**

[1424@merseyside.police.uk](mailto:1424@merseyside.police.uk)

Our Safeguarding Officer will make any referrals and communicate with the CHANNEL Police Practitioner. If and when the Channel support is deemed suitable a support package is designed to meet the individual needs and vulnerabilities identified. This may be in the form of one to one mentoring services and/or referral services. When identifying the most appropriate referral we would consider the risk and refer to our safeguarding procedure.

### **Staff Training: Prevent Duty for England and Wales**

At Sandfield Park Private Day Nursery staff are aware of the importance of the prevent awareness training to enable them to extend their knowledge and confidence to identify children who may be at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism and are shared by terrorist groups. The Prevent strategy was explicitly changed in 2011 to deal with all forms of terrorism and with non-violent extremism, which can create an atmosphere conducive to terrorism and can popularise views which terrorists then exploit.

In fulfilling the new duty we are able to demonstrate our knowledge and understanding throughout our practice.

- We have recently introduced a new risk assessment to identify the risks of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology.
- Our Safeguarding and child protection policy and procedure (LSCB) – to identify children at risk and our intervention and referral procedure.
- Staff training
- We have introduced a child absent from nursery policy.

As an Early years provider we aim to promote and comply with the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs.

June 2018

## Staffing Policy

Sandfield Park Private Day Nursery is fully committed to providing good training, skills and knowledge and a range of development opportunities for all of our staff to enable them to perform their role efficiently and effectively, to help them to have a clear understanding of their roles and responsibilities and to ensure that they offer quality learning and development experiences for children that continually improves as outlined in the Statutory Framework for the EYFS 2017.

We are committed to promoting family friendly employment practise to help staff balance work and family commitments. We will make every effort to be flexible to promote a harmonious working environment. We will ensure that all employment legislation and regulations including Statutory Maternity Leave and Pay, Statutory Paternity Leave and Pay, Parental Leave and Statutory Sick Pay are abided by.

### **Staff Qualifications, Experience, and Safety Checks**

We ensure that a minimum of 50% of our staff hold a full and relevant Level 3 childcare qualification. The General Manager has her BA Hons in Early Years Leadership, the Nursery Manager holds a full and relevant level 3 childcare qualification or above and have at least two years' experience working in early years.

We have a Named Deputy who, in our judgement, is capable and qualified to take charge in the Managers absence. The General Manager and Nursery Manager will not be off at the same time. The Nursery Manager and Deputy Manager may be off at the same time providing the General Manager is on site.

Staffs' suitability is assessed in accordance with our Safer Recruitment Policy. Applicants must complete an application form and thereafter, should they be successful in being shortlisted, they will be invited to attend an interview. During the application process they must provide details of their full employment history, list all relevant qualifications and provide details of two people who will act as a referee and can vouch for their suitability to work with children. At least one reference MUST be from the most recent employment. Staff are also required to complete a full health declaration which is updated annually, or sooner if needed, and provide proof of their identity. Candidates MUST also disclose any convictions, Court orders, reprimands or warnings that may affect their suitability to work with children. Any offer of employment is subject to receipt of a clean and clear Enhanced DBS and two satisfactory references and these will be obtained prior to the successful candidate starting employment with us. We will not allow people whose suitability has not been checked to have unsupervised contact with children being cared for at any time.

All staff, students, and volunteers will have;

- A full induction to help them understand their roles and responsibilities from the very beginning;
- Regular appraisal and supervisory meetings;
- Up to date training.

This will help ensure staff development needs are being met as well as the stringent requirements of EYFS and the Childcare Register.

### **Staff Induction**

Staff will undergo a robust Induction process during the first month of their employment with us to help them to fully understand their roles and responsibilities.

Staff will be issued with a Job Description and will be asked to read through our Policies and Procedures.

As part of this Induction every day practises will be discussed and these will include;

- Health & Safety practice and procedures, including being shown around the premises and pointing out our fire exits;
- Discussing the general management and running of the Setting;
- Introduction to colleagues, children and parent/carers and schools where appropriate;
- Information about our Emergency Evacuation procedures;
- Safeguarding policies and procedures including Whistleblowing and Child Protection;
- Equality Opportunities and Anti-Discrimination Policy.

### **Standards of Behaviour**

Under no circumstances should any argument or disagreement between members of staff, student, or volunteers occur in the presence of the children or parent/carers.

All staff, students, and volunteers are expected to treat everyone with respect at all time and follow our in-house Code of Conduct. Any inappropriate behaviour may lead to disciplinary action. This includes smoking, consuming alcohol, illegal drugs or substances, bullying, swearing, harassment or victimisation, offensive behaviour such as sexist or racist language. Any inappropriate behaviour will not be tolerated.

### **Staff Appraisals and Supervision**

We implement an effective and consistent approach to supervision practice. We understand the importance of supervision meetings enabling staff to reflect and contribute to a better working practice.

All staff are obliged to come prepared offering a positive contribution to the supervisory process. All staff irrespective of their role have the right to receive high quality supervision.

The main objectives of Appraisal and Supervisory meetings are to provide support, coaching and training for the practitioner and promote the interests of children.

We fully understand that supervision should foster a culture of mutual support, teamwork, and continuous improvement, which encourages the confidential discussion of sensitive issues.

In addition, supervision should also provide opportunities for staff to:

- Discuss any issues – particularly concerning children's development or well-being;



- Identify solutions to address issues as they arise;
- Review employees performance and potential;
- Receive coaching to improve their personal effectiveness and then identify training and development needs as necessary.

Supervision also allows opportunities for staff to:

- Raise concerns regarding their key child's holistic development;
- Support staff in their professional development, manager will offer training where deemed necessary;
- Discuss working practices, policies and procedures;
- Discussions made at previous supervision meetings are reviewed to ensure actions have been taken;
- Have all identified targets set out been met in a timely manner;
- Discuss any difficulties or challenges that may have arisen;
- Help identify development and support needs;
- Have a reflective discussion on good practice.

Supervisory meetings are in place as a working tool to enable both supervisor and supervisees to support professional development and working practices within the setting.

Both supervisor and supervisee should feel confident in openly discussing the issues set out above and the agenda set at the beginning of the meeting.

Appraisals will be annually between individual Staff and the Nursery Manager.

Supervisory meetings will be every three months (or more frequent if there are any concerns regarding a staff members performance), and will be an opportunity for reflecting on recent professional development as well as targets or issues arising from the appraisal.

### **Staff Meetings**

These will take place every month or as deemed necessary. These will be for information sharing for all staff, planning, acknowledging work related issues and review any difficulties.

### **Training**

We will always support staff to work towards qualifications and improving their knowledge and professional development.

Staff will be expected to attend training requested by the manager and will not suffer financially.

Specific training will include; safeguarding, paediatric first-aid, food hygiene, health and safety and any up to date training for professional development.

The General Manager and Nursery Manager will be responsible for ensuring that staff are kept up to date with legislation changes and enrolled for suitable training

and will record information about staff qualifications, as required in the Statutory Framework for the EYFS 2017.

**Staff taking medication/other substances**

We fully understand that practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If practitioners are taking medication which may affect their ability to care for children, they should seek medical advice.

We will ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. Staff medication on our premises will be securely stored, and out of reach of children, at all times.

## Staff Disciplinary & Grievance Procedures

At Sandfield Park Private Day Nursery, we firmly believe that the fairest way to resolve any problems relating to conduct or performance is to have a well-structured disciplinary procedure.

This procedure is designed to help and encourage all Employees to achieve and maintain the Company's standards of conduct, attendance and performance and should be looked upon as a corrective process.

Please read the following principles and procedures carefully as they form an important part of your Terms and Conditions of Employment:

We will maintain a well-motivated, highly skilled, and professional staff team; however, occasionally action will be taken to encourage improvement in individual behaviour and performance. The setting will provide a fair, transparent, effective, and consistent method of dealing with grievances and disciplinary incidents. Our aim is always to support and encourage staff while promoting good employment relations.

Apart from an informal, verbal warning, staff have the following rights in relation to disciplinary action:

- to be informed of the allegations of misconduct or poor performance to be addressed at any disciplinary hearing;
- to be accompanied by a work colleague or by a trade union official;
- to appeal against any disciplinary action.

### What is the Grievance Procedure?

The grievance procedure is separate from the disciplinary procedure, it is designed to assist in resolving concerns, problems or complaints staff may have relating to their work, working conditions or relationships with colleagues.

We aim to resolve most grievances informally as there is an open policy for communication and discussion. This enables problems and concerns to be raised and settled with either the Assistant General Manager or Nursery Manager during the course of everyday activities.

In some cases, careful and thorough investigation is necessary if concerns are to be satisfactorily resolved. Such investigations may reveal matters requiring action under the disciplinary procedure, or that the grievance is not confined to one individual and it is one which other employees wish to pursue as a collective grievance under this procedure. In such cases, it is still necessary to ensure that grievances are resolved.

For this procedure to operate in practice it is important that all staff read the procedure thoroughly and understand its implications in order to use it effectively and fairly.

### **An outline of the Procedure**

The procedure for dealing with grievances is similar to that of disciplinary matters. Each stage will be dealt with within five working days from receipt of the written grievance and a written reply will be given at each stage.

For stages 2 and 3, staff may be accompanied by a fellow employee or Trade Union Representative. Legal representation or representation by an external body, or person, will not be recognised.

**Stage 1** If it is not possible to resolve a grievance informally, the member of staff should formally put the complaint in writing to either the Nursery Manager stating the nature of the grievance. Should the grievance be about either of these members of staff then it should be submitted to the Deputy Manager.

**Stage 2** The Nursery Manager will hold a meeting with the staff involved to discuss the matter and a written reply detailing the decision will be given to him/her/them, subject to normal availability, within ten working days of the meeting. The employee will have the right to appeal against the decision.

**Stage 3** If the member of staff feels that the grievance has not been resolved satisfactorily, they may appeal within five working days of receiving their decision in writing. They should inform the General Manager in writing of the reason for appeal.

The appeal will be dealt with impartially and, if possible, by a person who has not previously been involved in the case. Staff will then be invited to a second meeting to discuss the appeal. The final decision will be confirmed in writing to the staff concerned to be despatched within five working days of the appeal meeting. This decision will be final.

### **Disciplinary Rules and Procedures**

This procedure is designed to assist in resolving issues in relation to discipline and to clarify the rights and responsibilities of management, staff and their representatives.

The disciplinary procedure will be used primarily to help and encourage staff to improve rather than imposing punishment and applies to all members of staff irrespective of their length of service or status.

This part of the procedure applies to circumstances where there has been failure to achieve the prescribed standards, such as unsatisfactory job performance, absence from work and behaviour towards other staff which is anti-social and likely to cause offence.

We have a duty to advise, counsel and train all staff and may give informal counselling for the purpose of improving conduct or performance when employees commit minor infringements of the established standards. These will be documented by the Manager as a record of their discussion.

However, if counselling proves unsuccessful, formal warnings will be given.

If it is considered that a member of staff's conduct has fallen below the standards required, the Person in Charge will follow the five step process outlined below.

1. **Establish the facts**

The incident will be fully investigated and the facts established. Investigations will be non-discriminatory and apply equally to all staff irrespective of gender, marital status, sexual preference, race or disability. Investigations will be conducted by the Person in Charge. Dependent upon the allegations raised it may be necessary to suspend the staff member on full pay whilst the investigation is carried out. If this is the case the staff member will be notified of this immediately both verbally and in writing. Suspensions will be as brief as possible and are not considered a disciplinary action.

2. **Put in writing**

If it is decided that there is a disciplinary case, the relevant staff member will be notified in writing inviting them to attend a disciplinary hearing. The letter will include a written explanation of the allegations of misconduct and other circumstances that have led to the decision about taking disciplinary action.

3. **Meet and discuss**

The meeting will be held without delay whilst giving the staff reasonable time to prepare their case. Staff may be accompanied at the disciplinary meeting by a work colleague or trade union representative only. Legal representation or representation by an external body, or person, will not be recognised. The Person in Charge will be accompanied by a work colleague whose main objective is to take the minutes of the meeting.

The Person in Charge of the hearing will explain the complaint against the member of staff and present evidence. The staff will also be allowed to answer all allegations and present evidence.

4. **Management decision**

After hearing all the evidence, the Person in Charge will decide whether disciplinary or other action is required. For misconduct or unsatisfactory performance a first written warning may be given. If the staff member's first misconduct is sufficiently serious, the staff member may be given a final written warning. If the Person in Charge considers that the complaint is of a more serious nature, the meeting will be adjourned and the staff member may be suspended on full pay or reassigned to alternative duties, to enable further investigations. Suspensions will be as brief as possible and are not considered a disciplinary action.

5. **Appeal**

After the meeting the employee will be informed of the decision and if the member of staff feels that the disciplinary action taken against them is wrong, they may appeal in writing within five working days. The appeal will be dealt with impartially and, if possible, by a person who has not previously been involved in the original disciplinary hearing.

The staff member will then be invited to an appeal hearing meeting. The member of staff has the right to be accompanied at appeal hearings by either a work colleague or Trade Union Representative only. Legal representation will not be acknowledged. The final decision will be confirmed in writing to the staff member concerned to be despatched within five working days of the appeal meeting.

### **Disciplinary appeal procedure**

At each stage of the disciplinary procedure, you will be given the right of appeal. If you wish to exercise your right of appeal, you should put your reasons in writing to the General Manager within five working days of receiving written confirmation of the disciplinary decision taken against you. You will need to explain why you feel the decision is unfair, or inappropriate in relation to the matters addressed at the disciplinary hearing.

If you have any new information or evidence to support your appeal, please give details in full and include the names of any witnesses you may wish to call to support you in your appeal. This is in order that there will be sufficient time to investigate any additional information before the appeal hearing. You are entitled to be accompanied at the appeal hearing by a work colleague or by a Trade Union Representative only. Legal representation will not be acknowledged.

Although the purpose of the appeal is to review any disciplinary penalty imposed, it cannot increase the disciplinary penalty.

The decision of the person dealing with your appeal is final.

### **Special cases**

If a member of staff is charged or convicted with a criminal offence, this is not normally a reason for disciplinary action. The offence needs to be considered in terms of whether it affects the staff member's suitability to do the job or their relationship with colleagues and customers.

### **Conduct**

#### **Conduct at work**

Sandfield Park Private Day Nursery expects all employees to behave in a normal and reasonable manner.

The following list provides examples of the type of conduct that the Company would expect, but is not limited to:

- To be punctual for the start of work and to keep within the break times.
- To attend regularly at work and to minimise absenteeism.
- To be courteous, helpful and polite to all those with whom you have contact.
- To devote all your time and attention, whilst at work, to the Company and ensure that all its property including confidential information, records, equipment, information technology, etc., is kept safe and used correctly, as

per our written Policies and Procedures, which you have read and signed that you understand and agree to abide by.

- To comply with all the Company's rules and regulations and to observe and perform all the terms of your employment as set out or referred to in your Contract of Employment and Job Description.
- Not to be involved with any Nursery, School, Children's Centre or Pre-School, Company, Client or Agent who is in direct competition with this Company. Any such activity must be declared and discussed with either the General Manager or the Nursery Manager.

### **Conduct outside working hours**

Normally the Company has no jurisdiction over employee activity outside working hours. Behaviour outside working hours will only become an issue if the activities adversely affect the Company, eg. Social Networking.

Adverse publicity, bringing the Company name into disrepute, or actions that result in loss of faith in the Company, resulting in loss of business, or loss of faith in the integrity of the individual, will result in the disciplinary procedure being instigated.

The detriment suffered by the Company will determine the level of misconduct and it will also determine which disciplinary stage is most appropriate to suit the circumstances.

If the actions cause extreme embarrassment or serious damage to the Company's reputation or image, a decision may be taken to terminate the employment.

The Company's procedures covering disciplinary hearings and appeals still apply.

### **Gross Misconduct**

Gross Misconduct may result in summary dismissal, which is immediate and without notice, this means you lose your right to notice or pay in lieu of notice.

Gross Misconduct is not limited to these examples, nor is this list exhaustive, but it describes the kind of offence that can result in summary dismissal. In the case of gross misconduct the police will be notified. If the police are involved in an investigation, then the suspension deadline will be extended.

While the alleged incident of gross misconduct is being investigated, the individual concerned is likely to be suspended, during which time normal pay levels will prevail. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after a full investigation.

In the case of some acts termed gross misconduct, staff will be dismissed for the first offence. In these cases, immediate suspension with pay followed by dismissal will normally result.

However, a fair disciplinary process will be followed before dismissing for gross misconduct. The following are examples of serious offences, which are considered as gross misconduct:

- Fraud or deliberate falsification of the setting's documents
- Being an unfit person under the terms of the Care Standards Act 2000 or the Childcare Act 2006
- Gross negligence that either causes or might cause injury, loss, or damage to persons or property
- Child abuse (for further details refer to the Safeguarding Children policy)
- Indecent conduct
- Deliberately accessing internet sites containing pornographic, offensive or obscene material
- A criminal offence outside employment which renders the employee unsuitable for work and which is unacceptable to other employees
- Inability to fulfil his/her duties because of intoxication by alcohol or drugs
- Failure to attend an interview arranged under the disciplinary procedure without reasonable explanation
- Physical violence towards a colleague, user of the provision or member of the public
- Deliberate damage or misuse to setting property
- Serious infringement of health and safety rules (for further details refer to the Health and Safety policy)
- Persistent bullying
- Racial or sexual harassment and breaches of the Equality & Diversity, and Race Relations legislation
- Any act of misconduct which is sufficiently serious to destroy the mutual trust and confidence between the setting and the employee concerned.
- If a Safeguarding allegation against you is found to be proven.
- Deliberate failure to comply with the published Policies & Procedures of the Company.
- Deliberate falsification of Documentation, Records, Personal Information, and children's or Parents details or records.
- The committing of offences against current discrimination legislation whilst acting on behalf of the Company.
- Fighting or assaulting another adult or child.
- Using threatening or offensive language or behaviour towards Parents, Children, Visitors, or other employees.
- Making yourself unfit to work by solvent abuse, drinking alcohol, taking of illegal substances or failing to follow medical instructions on prescribed drugs.
- Being in unauthorised possession of the Company's property.
- Being in possession of illegal drugs and substances or alcohol whilst on Company premises.
- Obscene behaviour on or off the Premises.
- Behaviour likely to bring the Company into disrepute.
- Wilful and deliberate damage to or misuse of Company property.
- Refusal to carry out any reasonable duties or instructions.
- Conviction on a criminal charge that is relevant to your employment with the Company.
- Failure to have an Enhanced DBS, or if your Annual Declaration is found to be dishonest.



- The misuse including use for personal gain, of any confidential information in the course of working for the Company.
- Mis-appropriation of company finances or property.
- Undertaking private work on the premises without permission.

### **Allegations Against Staff**

All staff are advised to minimise time spent alone with children and be aware of the potential risks in doing so (for further details refer to the Safeguarding Children policy).

If an allegation of abuse has been made against a member of staff, the General Manager or Nursery Manager will follow the procedures of the Safeguarding Children policy.

If an allegation of abuse is made against the General Manager or Nursery Manager, then the matter should be reported directly to the Responsible Person, and in their absence, the LADO and Ofsted.

Any member of staff who is dismissed on the grounds of safeguarding concerns or leaves under investigation for being unsuitable to work with children will be referred to the Independent Safeguarding Authority (ISA) (DBS - Disclosure and Barring Service from December 2012), the LADO and Ofsted.

### **Timescale for review**

**STAGE 1 – FIRST WRITTEN WARNING to remain on file for 12 months**

**STAGE 2 – FINAL WRITTEN WARNING to remain on file for 12 months**

If a warning is given, it will include:

- The level of improvement required
- The date by which it is to be achieved
- What will happen if the improvement is not achieved
- How to appeal

### **Definitions**

#### **Harassment**

It is a condition of service that employees do not harass colleagues or members of the public. Our setting recognises the problems of sexual and racial harassment and is committed to preventing them.

Harassment is considered to be gross misconduct and will be dealt with under the disciplinary procedure.

Harassment is defined as occasional or systematic expressions of discriminatory or oppressive attitudes which understandably cause offence or discomfort or which a person finds objectionable. This may occur on a person to person basis or as a result of the policies or attitudes of institutions or other bodies.

## **Sexual Harassment**

Examples of sexual harassment may include unnecessary touching or unwanted physical contact, suggestive remarks or other verbal abuse, leering at a person's body, unwanted sexual advances, offering inducements for sexual favours, physical abuse or assault, or pornographic displays.

## **Racial Harassment**

Examples of racial harassment may include offensive or unnecessary comments on colour, race, customs, dress, nationality, ethnic or national origin, religious beliefs, racial abuse or physical attack.

Because of the nature of harassment, the setting recognises that staff may find it easier to talk to a woman rather than a man, or a person of the same cultural background or with the same religious beliefs, about the problems they are experiencing.

Grievances under this clause will be handled with all possible speed, sensitivity and confidentiality. In settling the grievance, every effort will be made to discipline the harasser and any disciplinary proceedings will be dealt with under the procedures of grievance and discipline.

## Students and Volunteers Policy

We believe that a placement for a student or volunteer at our setting is a valuable opportunity to build experience whilst learning about working within a childcare setting. Equally, we appreciate the positive contribution that such committed and enthusiastic people can bring to our setting.

The General Manager/Nursery Manager is responsible for ensuring that all students and volunteers working at the setting are suitable and that they will not detrimentally affect the service provided for children and their parents/carers. We will support 2 students at a time as more than this amount could cause undue stress on our staff. The General Manager/Nursery Manager have overall responsibility for supervising and supporting students and volunteers while they are at the setting.

All students and volunteers must be 17 years old or over, submit two character referees, and have up to date Enhanced DBS checks before they begin their placement at the setting.

The General Manager and Nursery Manager will enter into a formal written agreement with students and volunteers at the start of the placement. The General Manager/Nursery Manager will ensure they understand the term 'confidentiality' and the implications if confidentiality is breached. They will agree hours of work, dress code and expected behaviour within the setting. This agreement will also detail what the student or volunteer can expect from the setting. Students and volunteers must read, understand and sign the conditions of work before accepting or making a commitment to voluntary work.

The General Manager/Nursery Manager will ensure that students and volunteers undertake the full induction process given to permanent staff, as set out in the 'Staffing' policy. This includes a detailed explanation of their role within the setting.

Students will be encouraged to discuss their individual learning needs with the General Manager/Nursery Manager and how they will be met when they start and at regular intervals during their placement.

Students who are required to conduct child studies beyond the setting's normal activities (ie.: conducting a survey or a group-based activity) as part of their course will need to obtain appropriate written consent from the parents/carers of the children concerned.

New students and volunteers will be allocated a member of staff who will have day to day responsibility for them and their needs while at the setting, normally the room senior.

Students and volunteers will be expected to adopt a professional manner at all times, and work within the setting's existing policies and procedures.

While on placement, students and volunteers will be allowed and expected to participate in all aspects of work at the setting, unless otherwise instructed by the manager. Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

Regular supervision and appraisal sessions with the Nursery Manager and the designated member of staff will be established as a means of monitoring progress.

Students and volunteers on placement will not be included in the staff to children ratio. However, students on long term placements and volunteers (aged 17 and over) may be included if the General Manager/Nursery Manager are satisfied that they are competent and responsible.

Volunteers who are 17 and over can only be counted in the staffing ratios if there are at least two full time staff members on duty, one of whom holds an appropriate qualification and have a current paediatric first aid certificate.

Under 17s can also do work experience i.e. Duke of Edinburgh etc. as long as they are supervised at all times and supported as minors.

## Suitable Person Policy

We understand that we must ensure that people looking after children are suitable to fulfil the requirements of their roles. We further understand that we must have effective systems in place to ensure that our staff, and any other person who is likely to have regular contact with children (including those living or working on the Premises) are suitable.

We will obtain an Enhanced Criminal Records Disclosure in respect of every person aged over 16 who works directly with children, lives on the premises on which the childcare is provided, and/or works on the premises on which the childcare is provided (unless they do not work on the part of the premises where the childcare takes place, or do not work there at times when children are present).

Applicants for posts within the Setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed.

Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

All enhanced DBS disclosure checks will be updated every 3 years to ensure the suitability of the adults caring for the children and all staff **MUST** join the Disclosure and Barring Update Service.

We abide by OFSTED requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children. We require at least two references and these will be requested **before** a new member of staff commences employment with us as far as is reasonably practical.

All students will have enhanced DBS disclosures sent off for clearance before their placement starts.

New staff, volunteers, including students, do not work unsupervised or are ever left with child/ren alone until checks are complete.

We understand our responsibilities under the Safeguarding Vulnerable Groups Act (2006) which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed from our employment, (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.

We have procedures for recording the details of visitors to the Setting and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children.

All visitors/contractors will be accompanied whilst on the premises, especially when in the areas the children use and will never be left alone with any child.

The deployment of staff within the Setting allows for constant supervision. Where children need to spend time away from the rest of the group, they will always be in sight of a fully DBS checked member of staff.

### **Staff Taking Medication or Other Substances**

Practitioners must not be under the influence of alcohol or any other substances which may affect their ability to care for children. If Practitioners are taking medication which may affect their ability to care for children, those Practitioners should seek medical advice. The General Manager/Nursery Manager MUST ensure that those Practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly.

Staff medication on the premises must be securely stored, and out of reach of children, at all times. To this end staff will be given a Health Declaration form which they must complete and update annually, or sooner if either their physical or mental health changes.

Should there be anything noted on that form stating that the employee is taking long term medication prescribed by their GP then consent will be sought to obtain a medical report from their GP confirming the medication does not affect their ability to work with children.

Should a member of staff come into work and show signs that they are impaired through self-medication (ie. sleeping tablets, alcohol, other substances), then that member of staff will be sent home without pay for the day and thereafter have a return to work interview to discuss the situation.

The return to work interview may and could result in an investigation being launched and thereafter disciplinary action being taken against that member of staff. In this event the Disciplinary Policy will be adhered to.

### **Disqualification**

A registered provider or childcare worker may be disqualified from Registration. In the event of disqualification of a registered provider, the provider must not continue as an early years provider – nor be directly concerned with the management of such provision.

Where a person is disqualified, the provider must not employ that person in connection with the early years provision.

Where an employer becomes aware of relevant information that may lead to the disqualification of an employee, the provider must take appropriate action to ensure the safety of children.

A registered provider or a childcare worker may also be disqualified because they live in the same household as another person who is disqualified, or because they live in the same household where a displayed person is employed.

We will notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises.

The disqualification of an employee could be a significant event.

If a registered person is disqualified they may, in some circumstances be able to obtain a “waiver” from Ofsted.

If requested to do so, we understand that we must give Ofsted the following information about ourselves or about any person who lives in the same household as the registered provider:

- Details of any order, determination, conviction, or other ground for disqualification from registration under regulations made under section 75 of the Childcare Act 2006;
- The date of the order, determination or conviction, or the date when the other ground for disqualification arose;
- The body of the court which made the order, determination or conviction, and the sentence (if any) imposed; and
- A certified copy of the relevant order (in relation to an order or conviction).

We will provide this information to Ofsted as soon as possible, but at the latest within 14 days of the date that we become aware of the information or to have reasonably become aware of it upon making reasonable enquiries.

Our staff fully understand that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (they understand that they must disclose this information whether they were received before or during their employment with us).

We do not allow people whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for.

We will always accurately record information about staff qualifications and the identity checks and vetting processes that have been completed (including the criminal records disclosure reference number, the date the disclosure was obtained and the details of who obtained it).

## Key Person Policy

We are committed to ensuring that the care and learning of every child is tailored to meet their individual needs.

As a safeguarding and welfare requirement, the key person is required for every child in the Early Years Foundation Stage (EYFS).

The key person will be the main point of contact with the child and parents/carers, help to ensure that every child's care is tailored to meet their individual needs (in accordance with paragraph 1.0 of the Statutory Framework for the EYFS 2014), to help the child become familiar with the setting, offer a settled relationship for the child, record their key children's progress and build a good relationship with their parents/carers.

### **In addition, they key person should:**

- Enable the parent/carer to feel confident that they have made the right decision in placing their child in the setting
- Enable the parent/carer to know who to ask about their child, and enable them to receive regular and detailed information about their child's progress – reducing, to some extent, their feelings of having 'lost' and 'missed out' on being with their child
- Offer the child a consistent and settled relationship with the key person so that s/he can sense (at the moment of 'handing over') it is approved of by the parent/carer – aiming to reduce any inexplicable (to the child) feelings of abandonment, in being left in the hands of others
- In receiving care by their key person whenever possible, the child is assured of regular contact with her/him on an intimate basis just as s/he is from parent/carer at home. The aim is to reduce the number of different handlings (touch, smell, voice) by different people, and so limit the number of people a child has to get used to during the day

### **Aims for the key person**

- To create meaningful relationships with a consistent group of children
- To reduce stress levels caused by relating equally to large numbers of children at once
- To enable sensitive observation and developmental record keeping of a small number of children over a period of time



- To encourage good relationships with parents/carers of key children

The key person will be assigned before a parent's initial visit, and spend time with a new child and their parent/carer during introductory visits, so that they will get to know each other in a relaxed, friendly atmosphere.

The key person will find out children's routines, feeding, sleeping patterns, likes and dislikes etc., and explain setting policies and procedures (eg. medicine forms etc.).

They will 'settle in' their new child, in partnership with their parents/carers, and review their progress with parents/carers at regular intervals.

Staff are encouraged to 'pair' as key person with another member of staff in their room, so that each half of the pair can act as back-up at the beginning or end of the day when the key person is not in, to cover key staff sickness and holidays with each other's key children, and to act as mutual support.

Every effort is made in a consistent way by senior staff to:

- Support the key person through regular supervision as part of the personal/professional development of each worker
- Ensure that 'cover' and support staff, students and others, are fully aware of the role and responsibilities of the key person toward her/his 'key' children
- Ease the transfer of child (and parent) from one group to another, when necessary, with mutual understanding and preparation

The Statutory Framework for the Early Years Foundation Stage items 3.26 states that:

*'Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs (in accordance with paragraph 1.10), to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents'.*

## Settling In Policy

Children are unique and the amount of time a child takes to settle in can vary. Therefore, children will be given time to settle at their own pace to feel happy and supported.

Parent/carers also need to feel reassured and we will work in partnership with parents/carers to settle their child, by undertaking to do the following:

- Ensuring that all relevant forms and documents are completed;
- By offering three free settling in sessions lasting for one hour at a time. If it is felt that more settling in sessions are required this MUST be agreed by a member of the Senior Management Team;
- Encourage parent/carers to separate themselves where appropriate for short period of time and gradually build this up over the week or two;
- Reassure parent/carer of children taking longer to settle;
- Allocate a key person and review over the week to find if they have bonded;
- Children will not be taken on any trips until they are settled.

During the first settling in session the Key Person will sit with the parent/carer and complete a form called an 'on entry baseline assessment' providing us with all relevant information regarding their child to enable us to help them to settle into nursery as quickly as possible. Parents/carers are encouraged to stay for the first settling in session, however they are encouraged to leave their child for the second and third settling in sessions.

Parents/carers are encouraged to telephone the setting as frequently as they wish to enquire about the wellbeing of their child. Should staff be unable to settle a child and they are becoming increasingly distressed during their settling in session then the parent/carer will be contacted to come and collect them.

## Staff: Child Ratio Policy

We fully understand that staffing arrangements must meet the needs of all children and ensure their safety and that we must also ensure that children are adequately supervised and decide ourselves how to deploy staff to ensure children's needs are met.

Ratios will be maintained at all times.

We understand that children must usually be in sight **and** hearing of staff and always within sight **or** hearing.

Only those aged over 17 years will be included in ratios. Students on long term placements and volunteers and staff working as apprentices may be included in ratios if the provider is satisfied that they are competent and responsible and have an up to date paediatric first aid certificate.

As per the Statutory Framework for the EYFS 2017, the ratio and qualification requirements below apply to the total number of staff available to work directly with children and that exceptionally, and where the quality of care and safety and security of children is maintained, changes to the ratios may be made.

### **For our children under the age of 2:**

There will be at least one member of staff for every 3 children.

At least one member of staff must hold a full and relevant level 3 qualification and be suitably experienced in working with children under 2.

At least half of our other staff must hold a full and relevant level 2 qualification.

At least half of all staff must have received training that specifically addresses the care of babies.

Where there is an under two year olds room, the member of staff in charge of that room must, in the judgement of the provider, have suitable experience of working with under twos.

### **For our children aged 2:**

There will be at least one member of staff for every 4 children.

At least one member of staff must hold a full and relevant level 3 qualification

At least half of our other staff must hold a full and relevant level 2 qualification.

### **For children aged 3 and over:**

For children aged three and over in registered early years provision where a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another suitable level 6 qualification in working directly with the children.

There must be at least one member of staff for every 13 children.

At least one other member of staff must hold a full and relevant level 3 qualification.

We endeavour to maintain a 1:8 ratio in all cases.

We will inform parents/carers about staff deployment and when relevant and practical, aim to involve them in these decisions.

## E-Safety Policy

The aim of our Policy is to ensure that staff and children benefit from the range of technology we offer in a safe and effective manner.

### **Children's use of digital equipment and ICT resources**

- Children will be supported in using our computer independently, and where appropriate will be allowed to independently access learning resources that are age appropriate.
- The use of the Internet and mobile technology is for educational purposes only.
- Firewall and Filtering software is in place in order to minimise the risk of exposure to inappropriate material.
- Virus protection software is used and updated on a regular basis.
- Children will only search the Internet with an adult sitting by them, supervising their actions, and responding to any inappropriate material.
- In the case of accidental accessing of inappropriate materials adults will pull out the power cable from the back of the computer and will report the inappropriate accessing of material immediately to a member of the Senior Management Team and ensure that this is also shared with the child parent/carer when they collect their child.
- Children's use of the computer will be limited to an appropriate length of time in order to minimize any health and safety risks.
- Children will be encouraged and supported to participate and share in the taking of any digital images. Any images taken by children will be stored in line with procedures.

### **Staff use**

- All staff will read, understand, agree to, and sign this agreement and the related agreements contained in this Policy.
- Staff will not use any ICT system or digital device for private purposes without permission of a member of the Senior Management Team. Any use of the computer network or other technologies must be compatible with staff professional roles.
- Staff will not disclose any password or login name to anyone, other than where appropriate and where instructed to by a member of the Senior Management Team.
- Staff will only use my approved email accounts and websites.
- Uploading and downloading of non-approved software will not be permitted.
- Staff will not send or receive any material that is illegal, obscene, and defamatory or that is intended to annoy or intimidate another person.
- Accessing chat rooms, discussion forums, messaging or other electronic communications will only be used for educational purposes and need the permission of a member of the Senior Management Team.

- Staff will be aware that any usage, including distributing or receiving information, work - related or personal, may be monitored for unusual activity, security, and/or network management reasons.
- Staff will share details of this policy with parents when their child is admitted to the Childcare setting and obtain permission for photographs to be taken of their child and ascertain the range of uses and areas in which photographs may be displayed.
- Staff will respect confidentiality and never disclose or publicise a child's personal information, (eg. Addresses, telephone numbers or pictures).
- Staff will not take any equipment or resources off the premises.
- Staff will report any incidents of concern to the Safeguarding Officer.
- Staff will ensure that any electronic communication with parents and carers is compatible with their professional role and will not be misinterpreted.
- Staff will respect copyright and intellectual property rights.

***Action is being taken to reduce the risk of exposure to radicalisation/extremism.***

#### **Security and CCTV Equipment**

- We use CCTV cameras for security purposes and to ensure the safety and welfare of all staff, visitors, children and their families when visiting the setting.
- All images taken on the CCTV cameras comply with the Data Protection Act and guidance issued by Merseyside Police Authority. Images are stored on hard drive for a maximum of 31 days and then are automatically recorded over. Access to the hard drive is restricted and images are only transferred to CD if needed as evidence.
- Staff will ensure that security systems are maintained and in operation at all times.
- Where passwords are given to staff, staff will ensure that they are not shared with any other person.

#### **Sanctions**

Misuse of the Internet or failure to follow the policy and procedures may result in disciplinary action at the discretion of the Senior Management Team. We reserve the right to report any illegal activities to the appropriate authorities.

#### **Mobile Phone Policy**

This Policy includes all Personal Digital Assistants (PDA's) eg. Blackberry and any other mobile device.

#### **Staff**

To ensure the safety and welfare of our staff and the children in our care we operate a personal mobile phone use policy which stipulates that personal mobile phones cannot be used when in the presence of children, on the premises or on outings. If staff need to receive a call in an Emergency, they must always leave the premises.

This policy applies to all staff including those who are not employed to work directly with the children.

To ensure this we request that:

- All mobile phones will be kept in the office throughout all contact time with children.
- Calls may be taken only within specific designated areas ie. In the staff room, office or staff toilet area.
- Staff who have a personal emergency will be able to use the phone in an environment that supports their privacy and is away from the children.
- It is the responsibility of all staff to ensure that the Setting has up to date contact information and that their own families are aware of emergency work telephone numbers.
- All staff should agree to and sign the mobile phone policy. If this policy is not adhered to, disciplinary procedures will be followed and could result in immediate dismissal.
- Staff who have concerns about inappropriate use of a mobile phone or other handheld mobile communication device should raise their concerns with a member of the Senior Management Team or Liverpool LSCB.

### **Outings**

- Where children are taken on outings, trips and excursions and staff require the use of a mobile phone in case of an emergency, the setting should provide a telephone or mobile communication device to ensure that staff are not required to use their own personal device.

### **Visitors**

To ensure the safety and welfare of the children in our care we operate a personal mobile phone use policy which stipulates that personal or work mobile phones cannot be used when in the presence of children or on our premises with the exception of designated areas.

To ensure this we request that all visitors ensure that:

- All mobile phones remain switched off and stored away whilst visiting our setting. This includes throughout all contact time with children.
- Visitors unable to store their mobile phone safely upon their person may request that phones are stored in a safe location as determined by the General Manager/Nursery Manager and returned at the end of the visit.
- Visitors who are required to make a call in relation to their work or who have a personal emergency are free to use our phone in the office.

- All visitors should ensure that their workplace has up to date contact information and that their own families are aware of emergency work telephone numbers. This is the responsibility of all individual visitors.
- Visitors who do not adhere to this policy will be asked to leave the premises.

### **Parents**

To ensure the safety and welfare of the children in our care we operate a no personal mobile phone use policy which states that personal mobile phones cannot be used in the presence of children, on the premises or on outings.

To ensure this we politely request that:

- All mobile phones are switched off when dropping off/collecting your child.
- Mobile phones are switched off and stored securely out of sight when attending activities, events etc involving the children.
- Visitors who do not adhere to this policy or who refuse to switch off their mobile phone when in the proximity of children will be asked to leave the premises and make an appointment to meet with the General Manager to discuss the reasons that the policy is in place.
- Signs to support this have been displayed in the reception area.

### **Social Media**

Code of Conduct for all staff (including those not employed to work directly with the children, students on placement and volunteers).

### **What is Social Networking?**

'Social media' is the latest generation of interactive online services such as blogs, discussion forums, podcasts, and messaging. Social media includes:

- social networking sites e.g. Bebo, Facebook, Piczo, Hi5 and Myspace
- micro-blogging services e.g. Twitter
- video-sharing services e.g. YouTube
- photo-sharing services e.g. Flickr
- Online games and virtual reality e.g. Second Life.

### **Guidelines for Staff**

- Staff should be aware that comments and photographs placed on social networking sites are in the public domain and may affect the reputation both of the individual and their employer.
- Staff should not engage in any postings which may be viewed as offensive, racist, of a sexual nature or involve any illegal activity. Any such behaviour will be subject to investigation and may be viewed as misconduct and result in disciplinary action being taken.
- Staff choosing to engage in social networking communication with colleagues from the workplace should not discuss workplace related issues or engage in



postings which could be viewed as bullying, persuasive, or construed as harassment.

- Staff are not permitted to become 'friends' with, or to add, accept or encourage or engage comments from parents.
- Staff engaging in social networking should ensure that they understand privacy settings and ensure that settings designed to maintain and protect confidentiality are set as appropriate in order to ensure information on personal accounts is not viewed without consent.
- Any electronic communication between employees at the Childcare setting and parents using the Childcare setting must be compatible with professional roles and not be open to misinterpretation.
- Staff who have close friendships or relationships with families using the Childcare setting must be absolutely clear of their professional duties and responsibilities and ensure that boundaries between professional and personal practice are not compromised in any way.
- Staff must maintain confidentiality at all times and must not disclose any personal information or engage in any external communication about families, children and other services users.
- Staff using social networking sites for the purpose of professional development or in relation to their professional role should be clear about professional responsibility and must not engage in any communication which may be construed as unprofessional, or which is likely to cause offence or embarrassment.
- Staff must not under any circumstances post or download any materials, images or information in relation to children and families using the Childcare setting.

### **Data Protection**

"It is clear that the role of information in our society makes it increasingly important to develop respect... for the private lives of individuals and to ensure good information handling practice"

*The Information Commissioner; Data Protection Act 1998 Legal Guidance*

### **What do you need to know about Data Protection?**

Childcare settings may collect and use information about employees and/or children and need to take action to ensure compliance with the Act.

### **Personal data**

The Act covers any data which can be used to identify a living person. This includes names, birthday and anniversary dates, addresses, telephone numbers, email addresses, bank details, opinions expressed about an individual etc. It only applies

to that data which is held, or intended to be held, on a computer or in a manual (paper) filing system.

Individual consent to the collection of information is one of several conditions which must be met by a setting. The Act also classifies some personal information as sensitive, such as information relating to racial or ethnic origin, religious or other beliefs, trade union membership, health, and criminal activity.

Stricter rules apply in these instances and where such information is being collected and processed, the individual has to give explicit consent.

### **Data protection principles**

The Act requires that any setting which processes people's personal information must comply with eight principles (or rules) of good information handling. Settings must make sure that personal information is:

- 1 collected and used fairly and within the law
- 2 held and used for the reasons originally identified
- 3 adequate (enough), relevant and not excessive
- 4 accurate and up to date
- 5 kept for no longer than necessary for the purpose for which it is being used
- 6 processed in line with people's rights
- 7 kept safe and secure
- 8 not transferred to other countries without adequate protection

### **Individual rights**

The Act gives rights to those who have their data stored, and responsibilities for settings. The person who has their data processed has the right to:

- view the data held about them (sometimes for a small fee)
- request that incorrect information is corrected. If the setting ignores the request, a court can order the data to be corrected or destroyed, and in some cases compensation can be awarded
- require that data is not used in a way which causes damage or distress
- require that their data is not used for direct marketing

If an individual (or organisation) feels they are being denied access to personal information they are entitled to, or thinks their information has not been handled according to the eight principles, they can contact the Information Commissioner's Office (ICO) for help.

### **Notification**

The Act applies to most businesses, organisations and public bodies and requires them to tell the ICO what they use personal information for. They must register with (the official word is 'notify') the ICO, if they:

- hold information about living individuals on computer
- hold information about living individuals in a structured manual (paper) filing system (with files ordered in such a way that it is possible to retrieve specific records easily)

There are exemptions from notification, which apply to organisations which only process personal information, subject to certain conditions, for the following purposes:

- staff administration (including payroll)
- advertising, marketing and public relations for their own business / organisation
- accounts and records

Even if an organisation is exempt from notification, it must still comply with other provisions in the Data Protection Act, including the eight principles.

### **What do you need to do about data protection?**

There are practical steps which can be taken to ensure your setting complies with the Data Protection Act:

- Make sure one person is identified to have responsibility for all aspects of information (usually called a 'data controller')
- Audit all information systems to find out who holds what data, in what format (computer or paper), and why
- Consider why information is collected, how it is used and check the security of information stored
- Decide whether the setting needs to notify the ICO or is exempt. Details of the notification criteria and process are available to download from the ICO website
- Use your Data Protection/Confidentiality policy to set out what we do to comply with the Act.

We:

- Make sure people we keep records about (staff and parents / carers of children) are aware of this, and that they know why the information is being kept. If information about a person needs to be passed on to a third party, (such as when a child transfers to school), the person (parent / carer) should be made aware of this. We only collect and hold personal information when there is a legitimate reason for doing so.
- Are honest and open about why personal information is needed
- Make sure that appropriate information is collected only, to ensure that records/files are fit for purpose
- make sure that personal information is accurate; ensure that errors are corrected promptly
- hold personal information for only as long as is necessary to serve the purpose for which it is being held. Ensure systems are in place for the timely removal of personal information when appropriate, such as when an employee leaves or when a child moves to another setting or school
- make sure that information about people is stored securely. Only authorised personnel should have access to personal information; ensure systems for access are in place

Further information

- The Information Commissioner's Office is responsible for raising awareness, promoting compliance and enforcing the 1998 Data Protection Act. Their website is [www.ico.gov.uk](http://www.ico.gov.uk) Tel: Information Line 01625 545745.

### **Commitment to the Protection of Personal Information**

This Childcare setting needs to collect and use certain types of information about people with whom it deals in order to operate effectively. These include pupils, parents, guardians, staff, governors, suppliers and others with whom it communicates. It is required by law to collect and use certain types of information to comply with the requirements of government departments.

This personal information must be dealt with properly and securely regardless of what method is used for its collection, recording or use – whether this is paper, a computer system or any other material. There are safeguards to ensure that the processing of such information is carried out in a proper fashion and these are contained in the Data Protection Act.

Further detailed information relating to data protection legislation can be obtained from Information Commissioner's Office.

We regard the lawful and correct treatment of personal information as very important to the successful and efficient performance of its functions and to maintaining confidence between those with whom we deal and ourselves.

A new campaign has been launched by the Government and the UK Council for Child Internet Safety (UKCCIS) called "Click Clever, Click Safe" which is aimed at helping young people and their families to enjoy the internet safely and to act as an everyday reminder of simple good behaviours, to help both adults including parents and carers and their children avoid common risks online.

### **Staff Acceptable Use Agreement**

To ensure that all staff are fully aware of their responsibilities with respect to the use of digital images, they are asked to read and sign this acceptable use agreement.

### **Digital images refer to both still and moving digital photographs**

- I understand that all photographs taken of children and their families associated with our setting, both in the building and outside are the property of the Childcare setting.
- All digital images will be taken with our cameras. I understand I may not use my personal equipment including mobile phones and other hand held devices to take digital images without specific permission from a member of the Senior Management and/or the parent/carer if appropriate/applicable.
- Photographs will be stored for one academic year. After this time they will be copied on to CD/DVD and stored safely for a period of up to 5 years whilst being deleted from the computers.
- I understand digital images used by individuals for professional development may be used and stored on laptops, computers and pen drives on and off the premises for a period of 1 year. After this time I agree to be responsible for deleting them. The photographs need to be free of any information that would enable identification or tracking of children and may only be taken off premises if express permission has been gained from parents.

- I understand and agree that the centre may monitor my technology use to ensure the safe use of digital images of children and their families associated with our setting.
- I agree to abide to the permissions parents give in the use of photographs and video of their individual children and families
- I understand and agree that any photographs of children used in the Childcare setting training and promotional materials and displayed on websites or in public areas will not include the names of the children. Any images used will only be published with parental permission.
- I agree to only take responsible digital images of children e.g. children will be dressed appropriately
- Public display areas will endeavour to use digital photographs or video clips focusing on group activities. Staff will not publish the first name and last name of individuals in a photograph that is displayed either within the setting or in a public area.

I have read and understood the attached Policies regarding E-Safety and by signing below I agree that they are fair and reasonable and I will abide by, and work within them.

Name of staff member:.....

Date.....Date of review.....

## Whistle Blowing Policy

Employees are often the first to realise that there may be something seriously wrong within the Setting. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the Setting. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be suspicion of malpractice.

We are fully committed to the highest possible standards of openness, probity, and accountability. In line with that commitment we encourage employees and others with serious concerns about any aspect of our work to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy makes it clear that employees can do something without fear of reprisals.

This Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns within the Setting rather than overlooking a problem or blowing the whistle outside.

This Policy aims to:

- Provide avenues for you to raise concerns and receive feedback on any action taken;
- Allow you to take the matter further if you are dissatisfied with our response;
- Reassure you that you will be protected from reprisals or victimisation for Whistle blowing in good faith.

There are existing procedures in place to enable you to lodge a grievance relating to your own employment. This whistle blowing policy is intended to cover concerns that fall outside the scope of other procedures.

That concern may be about something that:

- Is unlawful
- Is against Financial Regulations or policies
- Falls below Ofsted standards or practice
- Amounts to improper conduct.

### **Harassment or Victimisation**

We recognise that the decision to report a concern can be a difficult one to make. We will not tolerate harassment or victimisation and will take action to protect you when you raise a concern in good faith.

This does not mean that if you are already the subject of disciplinary or redundancy procedures, that those procedures will be halted as a result of your whistle blowing.

## **Confidentiality**

We will do our best to protect your identity when you raise a concern and do not want your name to be disclosed. It must be appreciated that the investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

## **Anonymous Allegations**

This policy encourages you to put your name to your allegation. Concerns expressed anonymously are much less powerful, but they will be considered at the discretion of the Manager.

In exercising the discretion, the factors to be taken into account would include:

- The seriousness of the issues raised;
- The credibility of the concern; and
- The likelihood of confirming the allegation from the attributable sources

## **Untrue Allegations**

If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make allegations that are malicious to simply cause anger, irritation or distress, disciplinary action may be taken against you.

## **How to raise a concern**

As a first step, you should raise the concerns with the General Manager. This depends on the seriousness and sensitivity of the issues involved and who is thought to be involved in the malpractice. For example, if you believe the General Manager is involved, you should approach the Nursery Manager or alternatively:

Ofsted's Confidential Whistle Blower Helpline on: 0300 123 3155  
(They are open Monday to Friday from 8.00 am – 6.00 pm).

E-mail them on: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)

Write:       WBHL  
              Ofsted  
              Piccadilly Gate  
              Store Street  
              Manchester  
              M1 2WD

Concerns are better raised in writing.

You should state background and history of the concern, giving names, dates and places, and the reason why you are particularly concerned about the situation. If you do not feel able to put your concern in writing, you can telephone or ask for a meeting.

The earlier you express the concern, the easier it is to take action.

Although you are not expected to prove the truth of an allegation, you will need to demonstrate that there are sufficient grounds for your concern.

You may invite your Trade Union Representative or work colleague to raise a matter on your behalf.

### **How we will respond:**

The action we take will depend on the nature of the concern and may:

- Be investigated internally
- Be referred to the Police
- Be referred to Ofsted
- Be the subject of an independent inquiry

In order to protect individuals, initial enquires will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of specific procedures will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for investigation.

Within 10 working days of a concern being received, the General Manager will write to you:

- Acknowledging that the concern has been received;
- Indicating how it proposes to deal with the matter;
- Giving an estimate of how long it will take to provide a final response;
- Telling you whether any initial enquiries have been made;
- And telling you whether further investigations will take place, and if not, why not.

The amount of contact between the General Manager and you will depend on the nature of the matters raised potential difficulties involved and the clarity of the information provided. If necessary, further information will be sought from you.

When any meeting is arranged, you have the right, if you so wish, to be accompanied by a Trade Union Representative or work colleague who is not involved in the area of work to which the concern relates.

We will take steps to minimise any difficulties which you may experience as a result of raising a concern. For instance if you are required to give evidence in criminal or disciplinary proceedings, we will advise you about the procedure.

We accept that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, you will receive information about the outcomes of any investigations.



### **How the matter can be taken further**

We hope you will be satisfied. If you are not, you are always entitled to take the matter up with Ofsted. In addition, if you feel it is right to take the matter outside the Setting, the following are possible contact points

- Ofsted
- Your solicitor
- The police

If you do take the matter out of the Setting, please ensure that you do not disclose confidential information or that disclosure would be privileged.

### **The responsible person**

The General Manager has overall responsibility for the maintenance and operation of this policy. The General Manager maintains a record of concerns raised and the outcomes (but in a form which does not endanger your confidentiality) and will report as necessary to Ofsted.

## Medication Policy

We will work hard to promote the good health of all of our children. Please find below our policy and procedures for administering medicines. It includes a system for obtaining information about a child's needs for medicines, and for keeping this information up to date.

Both prescription and non-prescription medicines can only be administered where written permission has been obtained from the child's parent / carer.

Wherever possible, children who are prescribed medication should receive their doses at home. All prescribed medication must not be administered unless it has been prescribed for a child by a doctor, nurse, dentist and pharmacist.

For all non-prescribed medicines we as the provider would not expect parents / carers to make unnecessary appointments with their child's doctors to obtain prescriptions for medicines (other than for medicines containing aspirin) that can normally be obtained directly from a chemist.

The request to give a child medicine must be from the child's parent/ carer and given in writing at the start of session, stating dosage and frequency.

Parent/ Carers can make such request by completing and signing the administration of medicines form that same day.

Staff have the right to decline such request for a parent/carer if they are in any way uncomfortable with this. We may have to decline a request from parent/carer to administer medication where this involves technical knowledge or training that has not been acquired.

Should children be prescribed antibiotics for a bacterial infection they are required to stay away from nursery for a period of at least 48 hours from the first dose to allow the antibiotic time to get into their system, and in case of any allergic reaction.

We will keep a bottle of Calpol / Paracetamol in the setting to cover the event that a child develops a temperature during the day. The bottle will be kept on the medicine shelves in each of the rooms labelled as the emergency medicine for that room and dated when the bottle is opened. A bottle will be kept no longer than 6 months before it is replaced. In this instance the parent/carer will be contacted to advise that their child has a temperature and to ask what course of action the parent/carer would like the Nursery to take for example ring a relative or friend who can come and collect their child, send a relative or friend to the setting with medicine and administer it to the child themselves, or alternatively give permission for Nursery Calpol to be administered to their child. In this event permission needs to be in writing (via email). Once written permission has been sent staff will administer the medication and the child will be closely monitored. Should we be unable to reduce the temperature after a 30 minute period the parent/carer will be contacted again and the child will be sent home.

## **The procedure for administering medication**

Medication will never be given without both verbal and written consent from a child's parent / carer, a medication form would be signed by parent/ carer, along with frequency, dosage, any potential side effects, and any other information.

Prescribed medication will **only** be given to the named child on the bottle and the required dosage. Prescription medicines MUST NOT be administered unless they have been prescribed for a child by a Doctor, Dentist, Nurse or Pharmacist. (Medicines containing aspirin should only be given if prescribed by a Doctor)

When the administration of prescribed medication requires technical/ medical knowledge, individual training will be provided for the staff from qualified health professionals.

The training will be specific to the individual child. Staff will also be responsible for ensuring that:

- All necessary details are provided.
- That the medication is properly labelled and safely stored during the session
- Another member of staff acts as a witness to ensure that the correct dosage is given
- Parents/ carers sign the medication record sheet to acknowledge that the medication has been given.

If for any reason a child refuses to take their medication, staff will not attempt to force the child to do so against their wishes. If and when such a situation occurs, staff will notify the child's parent/carer and the incident recorded on the medical sheet.

We will keep a written record each time a medicine is administered to a child, and inform the child's parents/carers on the same day, or as soon as reasonably practical.

Staff will only administer medication for the time noted on the medication label e.g. Paracetamol can only be administered for up to 72 hours, thereafter to consult a GP.

Where the child carries their own medication (asthma pumps or insulin for example), we recommend that our staff hold on to the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of the other children. Inhalers should always be labelled with the child's name.

For long term medication, if there are any changes in the child's medication or type regarding dosage or any other change to the information given on the administration of medicines form, a new one must be completed. Long term medicine forms will be reviewed every three months regardless of any changes to the medication.

Full details of all medication administered along with all medical forms will be recorded on the medication sheet and stored safely and securely on site and a copy of all completed forms will be sent home with parents / carers at the end of each day.

## Food and Healthy Eating Policy

We fully recognise the importance of a healthy lifestyle and diet and understand that establishing a healthy, balanced, and nutritious diet in childhood helps establish healthy eating habits for life.

In order for us all to meet our full potential we need to be healthy and fit-physically, mentally and socially. This policy states the ways in which our nursery supports pupils to develop the skills and attitudes that will help them make informed healthy choices both in and out of nursery.

Before a child starts with us, we must obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements.

We will record and act upon information from parents and carers about their child's dietary needs.

We have a fully fitted kitchen on site which is adequately equipped to provide healthy snacks and drinks for the children, as necessary and suitable facilities for the hygienic preparation of food for children.

This policy recognises that children under the age of 5 have different nutritional needs to those of older children and adults. They have a high energy and nutrient requirement in relation to their size. Healthy eating messages aimed at adults are not wholly appropriate for children in early years.

Early years is an important time to shape food preferences and habits, by allowing children to make their own selections through guided choice, this can have a positive impact on health in later life.

This policy covers general nutrition guidance; children have individual needs which should be acknowledged. If parents/carers have any concerns they should discuss these with their Health Visitor, GP or a dietician.

### **General**

We will ensure that all Staff who are involved in preparing and handling food are competent to do so and have received appropriate food hygiene training.

Information is made available to parents/carers regarding food and drinks provided for the children (EYFS) e.g. Menus are displayed for parents/carers to see along with allergen information.

Staff will be good role models for healthy eating and are encouraged to sit and eat with the children at meal times.

Fresh drinking water will be available and accessible to all children, at all times.

### **Allergies/Food Preferences/Special Diets**

- The nursery will obtain and record necessary information from parents/carers regarding any ethnic/cultural or special dietary requirements, preferences or food allergies and/or any special health requirements in advance of the child being admitted to the nursery. This will be reviewed during attendance at the nursery (EYFS)

**Unfortunately, due to our commitment to healthy eating and safe hygiene practices, we are not able to accept food that has been purchased or prepared elsewhere (including at home) and brought into Nursery unless it is for a very specific need such as a child who has been either diagnosed with a Special Education disability such as ASD (or has been referred to the ASD Pathway), and to not have a packed lunch would cause them unnecessary distress and upset.**

### **Nutrition**

- The nursery will provide healthy, balanced and nutritious meals, snacks and drinks at all times.
- Foods from the four main food groups will be offered every day (starchy carbohydrates, fruit and vegetables, milk and dairy goods and proteins\*)
- Main meals will include foods from the following food groups: starchy carbohydrates, protein, dairy and fruit and vegetables\*
- No salt will be added to foods. Foods high in salt (eg. gravy granules, stock cubes, ready-made sauces etc) will be used as little as possible. If these are used they will be the lowest salt variety available
- Foods containing added sugar will be confined to meal times to reduce the risk of dental decay.
- We will try to minimise the use of processed food as much as possible.

### **Food Groups**

**Starchy Carbohydrates include:** Breads, cereals, pasta, rice, potatoes – these provide a good source of energy

**Fruit and Vegetables include:** fresh, frozen, tinned (fruit in juice, vegetables in water with no added salt or sugar), dried, and juiced fruit and vegetables (dried and juiced fruit should only be consumed as part of a meal) – these provide a good source of vitamins and minerals

**Dairy foods include:** milk, cheese, and yoghurts – these provide a good source of calcium for healthy teeth and bones

**Foods containing protein include:** meat, fish, eggs, pulses and nuts (whole nuts will not be served due to risk of choking) – these are required for growth and repair

### **Meal times**

- Wipe clean table cloths or place mats will be used to create a 'dining room' effect at meal times
- Child sized cutlery and crockery will be used
- Children will be involved in table setting and clearing away after meals

- Nursery staff will proactively involve children at meal times to create a social occasion which provides opportunities to promote children's social and educational development as well as encourage good eating habits and table manners
- Children will be encouraged, but not forced, to eat. Praise will be given when the child eats, food will be removed without judgement if the child refuses food
- If a child refuses the main course a portion of dessert will still be offered
- Children will be given as much time as they need to finish meals.
- Children will be encouraged to self serve their food as much as possible taking into account their level of capability, the temperature and type of food being provided. Support will always be given by staff.

### **Snacks**

- Snacks will be offered between meals to ensure children receive appropriate levels of energy and nutrition, for example at mid-morning and mid afternoon
- Snacks will be low in sugar – no dried fruit, biscuits, cakes or confectionary will be offered at snack time to reduce the risk of dental decay

Suitable snacks include fresh fruit, natural yoghurt, vegetable sticks with dips, sandwiches, homemade pizzas, homemade potato wedges, savoury pancakes, couscous or rice salad.

### **Drinks**

- Children will have access to drinking water at all times (EYFS)
- Children under the age of 12 months will be given breast or formula milk and water
- Children aged 1-2 years of age will be given whole cow's milk, those over the age of 2 years may be offered semi-skimmed milk
- The only drinks provided throughout the day at any time other than with meals will be milk and water

### **Celebrations and Rewards**

- Children will be rewarded without the use of confectionary or other foods e.g. praising children, stickers, reward charts, certifications etc
- Where birthday cakes are brought into the setting, we will take into account possible allergies/special diets of other children and will be eaten at meal times e.g. as a desert or sent home with the child at the end of the day with parents/carers
- Parents/carers will be discouraged from bringing 'party bags' of confectionary into the nursery
- Parents/carers will be consulted over appropriate ways to celebrate ethnic/cultural and religious occasions.

We will notify Ofsted of any food poisoning affecting two or more children care for on the premises within 14 days of the incident. Notification must be made as soon as reasonably practical, but in any event within 14 days of the incident.

We understand that if we fail to comply with this requirement we are committing an offence.

## Health, Illness and Emergency Policy

We are committed to encouraging and promoting good health and to deal with efficiently and effectively with illness and emergencies that may arise while children are in our care.

This is our policy and procedure, which will be discussed with and given to, parent/carers, for responding to children who are ill or infectious, and will take necessary steps to prevent the spread of infection.

We will always take appropriate action if children are ill.

### First Aid

Under duties set out in the Health and Safety (First Aid) Regulations 1981, we recognise our responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable suitable first aid to be given.

All members of staff are responsible for First Aid on the premises and available at all times when children are present, and must accompany children on outings and have received paediatric first aid training that is relevant for workers caring for young children and where relevant, babies.

We will always take into account the number of children, staff, and layout of premises to ensure that a Paediatric first aider is able to respond to emergencies quickly. All of our first-aiders will have an up to date First Aid certificate.

We have two Health and Safety Co-ordinators who are responsible for maintaining the correct content of the First Aid boxes, reviewing risk assessments and giving advice and guidance to staff. They are **Hannah Foo and Lindsey Parry**.

The General Manager and the designated member of staff will ensure that there will always be at least one member of staff who has a current up to date paediatric first aid certificate available at all times during all sessions.

The Nursery Manager will be responsible for enabling members of staff concerned to receive adequate first aid training. First Aid training will have met the criteria set out by the DfH.

The first aid box is accessible at all times with appropriate content for use with children.

It will be regularly checked to ensure its content are up to date, in good condition and fulfil the criteria set out in the Health and Safety (first aid) Regulations 1981.

The box should contain:

- A card/ Leaflet giving general information
- Sterile triangular bandages
- Adhesive plasters
- Two Sterile eye pads with attachments
- Cotton wool
- Crepe bandages
- A sterile gauze
- Micro pore tape
- Sterile cornering for serious wounds
- Individually wrapped assorted dressings
- Waterproof disposable gloves
- A disposable bag for soiled material

Each room has their own first aid box, there is also one in the office and the names of any of the qualified first aiders are clearly displayed around the premises.

A First aid box will be taken on all off site visits/ outings. This is the responsibility of the Room Senior.

**In the event of an Accident, Incident or Injury the following procedure must be followed:**

We must request that parents/ carers complete and sign the Emergency Medical Treatment Form, enabling any member of staff to give or action for emergency medical treatment or First Aid Treatment to their child in the event of an accident, incident, or illness occurring whilst in our care.

In the event of such an event occurring, the following procedures will apply:

- In the first instance the First Aider will be notified and take responsibility for deciding upon the appropriate action.
- They will assess the situation and decide whether the child needs to go straight to hospital, whether they can safely wait for their parents/ carer to arrive or if First Aid treatment alone is required.
- If the child needs to go to hospital straight away and ambulance will be called.
- The parent/ carer will be contacted. A member of staff will accompany the child to the hospital and consent to emergency medical treatment being given, so long as the Emergency Medical Treatment form has been completed and signed by the parent/.carer.
- Children's records will be taken to the hospital with the child.
- If the child does not need to go to hospital but their condition means they should go home, parent/ carer will be contacted and asked to collect their child. In the meantime, the child will be made as comfortable as possible and be kept under close supervision.
- Parents/carers will be made fully aware of the details of the incident involving their child's and any action taken.
- All accidents, incidents, or First Aid treatments given will be recorded in detail and logged in the incident book or the accident record book.



- Parents/ carers will be asked to sign in the relevant section of the book to acknowledge the accident, incident or First Aid treatment given, and any action that was taken on the same day, or as soon as reasonably practical.
- Staff will consider whether the accident/ incident/first aid treatment highlight any actual or potential weakness in our policies and procedures, and act accordingly, making suitable adjustments where necessary.

Ofsted will be informed of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

Notification must be made as soon as possible, but in any event, within 14 days of the incident occurring. We understand that a registered provider, who, without reasonable excuse, fails to comply with this requirements, commits an offence.

We further understand that we must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

### **Dealing with blood**

Always take precautions when dealing with open wounds as some conditions such as Hepatitis and HIV virus can be transmitted via blood. Wear disposable gloves and apron; wipe up any blood with disposable cloths with neat sterilising fluid. All waste must be disposed of immediately.

### **Needle punctures and sharps injury**

For the safety and well-being of staff and children, all needles and broken glass should be treated as contaminated waste. If a discarded needles is found the local authority must be contacted for the removal.

### **Sun Protection**

We understand the dangers posed to the children and staff by over exposure to the sun. In hot weather, parent/ carers are encouraged to provide sunscreen for their children. A store of sun protection will also be kept on the premises. Children will also be encouraged to wear a hat when playing outside in the sun.

When necessary, staff may frequently apply sunscreen to children who cannot do it themselves. Staff will also ensure that there are shaded areas out of the sun available to children when playing outside.

### **Closing in an emergency**

In very exceptional circumstances, we may need to close at very short notice due to an unexpected emergency, such incidents could include:

- Serious weather conditions (combined with heating system failure)
- Burst water pipes
- Discovery of dangerous structural damage
- Fire or bomb scare/ explosion
- Death of member of staff
- Serious assault on a member of staff by the public
- Serious accident or illness.

In such circumstances, we will ensure that all steps are taken to keep both the children and themselves safe.

All staff and children will assemble at a re-arranged venue, where a register will be taken.

Steps will then be taken to inform parents/ carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

## Promoting Positive Behaviour Policy

At Sandfield Park Private Day Nursery Ltd we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. The nursery encourages and praises positive, caring and polite behaviour at all times in and provides an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and that of others around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- Recognise the individuality of all our children and that some behaviours are normal in young children e.g. biting
- Encourage self-discipline, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents and other visitors to be positive role models and challenge any poor behaviour shown
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key person system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate
- Have a named person who has overall responsibility for behaviour management.

**The named persons(Michelle Middleton and Alisha Roberts)** for managing behaviour will:

- Advise other staff on behaviour issues
- Along with each room leader will keep up to date with legislation and research
- Support changes to policies and procedures in the nursery
- Access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. Keep a record of staff attendance at this training.

Our nursery rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who behave inappropriately, for example by physically abusing another child or adult e.g. biting, or through verbal bullying, are helped to talk through their actions and apologise where appropriate. We make sure that the child who has been upset is comforted and the adult will confirm that the other child's behaviour is not acceptable. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child.

#### **When children behave in unacceptable ways:**

- We never use or threaten to use physical punishment/corporal punishment such as smacking or shaking
- We only use physical intervention for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be times where children may have regular occasions where they lose control and may need individual techniques to restrain them. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents
- We do not single out children or humiliate them in any way. Where children use unacceptable behaviour they will, wherever possible, be re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff will not raise their voices (other than to keep children safe)
- In any case of misbehaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome

- We decide how to handle a particular type of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards challenging behaviours to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with inappropriate behaviour in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings
- We keep confidential records on any inappropriate behaviour that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions we will implement an individual behaviour modification plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The Nursery Manager will complete risk assessments identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances we may remove a child from an area until they have calmed down.

### **Anti-bullying**

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years.

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

At our nursery, staff follow the procedure below to enable them to deal with challenging behaviour:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children are helped to understand that using aggression, to get things, is inappropriate and they will be encouraged to resolve problems in other ways
- Our staff will intervene when they think a child is being bullied, however mild or harmless it may seem
- Staff will initiate games and activities with children when they feel play has become aggressive, both indoors or out
- Staff will sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour
- We will ensure that this policy is available for staff and parents and it will be actively publicised at least once a year to parents and staff.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only through co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

By positively promoting good behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop as responsible members of society.

## Bullying Policy

We are committed to providing an environment for children that is safe, welcoming, and free from bullying. Bullying of any form is unacceptable whether the offender is a child or adult. The victim is never responsible for being a target of bullying.

Everyone involved in our Nursery will be made aware of the stance towards bullying. Such behaviour will not be tolerated or excused under any circumstances.

The definition of bullying is the repeated harassment of others through emotional, physical, verbal, or psychological abuse.

**Emotional:** being deliberately unkind, shunning or excluding another person from a group or tormenting them, forcing another person to be 'left out' of a game or activity, passing notes about other or making fun of another person.

**Physical:** pushing, scratching, spitting, kicking, hitting, biting, taking, or damaging belongings, tripping up, punching, or using any other sort of violence against another person.

**Verbal:** name calling, put downs, ridiculing or using word to attack, threaten or insult.

**Psychological:** behaviour likely to instil a sense of fear or anxiety in another person.

### Preventing Bulling Behaviour

Children need their own space and time, it not always appropriate to expect a child to share but it is important to acknowledge other children's feelings. Staff will make every effort to create a tolerant and caring environment, where bullying behaviour is not acceptable.

### Dealing with Bullying Behaviour

Despite all efforts to prevent it, bullying behaviour is likely to occur on occasions and we recognise this fact. In the event of such incidents, the following principles will follow:

- All incidents will be addressed thoroughly and sensitivity
- Children will be encouraged to immediately report any incident of bullying that they witness. They will be reassured that what they say will be taken seriously and handled carefully
- Staff have a duty to inform the manager if they witness an incident of bullying involving children or adults.
- If a child or member of staff tells someone that they are being bullied, they will be given the time to explain what has happened and reassured that they were right to tell
- The individual who has been victim of bullying will be helped and supported by the staff team. They will be kept under close supervision and staff will check on their welfare regularly
- In most cases, bullying behaviour can be addressed according to the strategies set out in the Promoting Positive Behaviour policy.

- The bully will be encouraged to discuss their behaviour and think through the consequences of their actions. Where appropriate, they will be encouraged to talk through the incident with the other person concerned
- Where bullying behaviour persists, more serious actions may have to be taken, as laid out in the Suspensions and Exclusion policy (age appropriate)
- All incident of bullying will be recorded.
- Children need help to understand that using aggressive behaviour is inappropriate and are encouraged to resolve problems in other ways
- All concerns will be treated in the strictest confidence.

By promoting good positive behaviour, valuing co-operation and caring attitude we hope to ensure that children will develop as responsible members of our setting and society.



## Suspensions and Exclusions Policy

We are committed to dealing with negative behaviour in a non-confrontational and constructive manner. Wherever possible, disruptive or challenging behaviour will be tackled collectively between staff and children. Such procedures are outlined in the Promoting Positive Behaviour policy.

However, there are occasions when such strategies alone will not alter or prevent negative behaviour. In such cases, further action will be necessary, including reviewing a child's place at the setting, on either a temporary or permanent basis.

Persistent unacceptable behaviour from a child will result in them receiving a formal warning from staff about their actions. Staff will explain to the child why their behaviour is unacceptable and the consequences of any further such incidents.

Children will be encouraged to discuss their behaviour, to explain their actions, and help to develop strategies to avoid repeated incidents.

Details of all warnings, suspensions, and exclusions will be recorded and kept on record. Each warning should be discussed with the child concerned and their parent/carer. As a last resort we have the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour (age appropriate).

Only in the event of an extremely serious or dangerous incident will a child be suspended from the setting with immediate effect. On such circumstances, the child's parent/carer will be contacted immediately and asked to collect their child.

The General Manager will arrange a meeting with the child and their parent/carer to discuss the incident and decide if it will be possible for them to return. Suspensions and exclusions should be seen as consistent, fair, and proportionate to the behaviour concerned. Consideration should be given to the child's age and maturity. Any other relevant information about the child and their situation should also be considered.

Children will only be suspended or excluded as a last resort, when there is no alternative action that could be taken, or when it is felt that other children and/or staff are potentially at risk. Whenever possible we will give parent/carers time to make alternative arrangements for childcare during a period of suspension.

Staff should always keep parent/carers informed about behaviour management issues relating to their child and attempt to work with them to tackle the cause of disruptive or unacceptable behaviour.

No member of staff may impose a suspension from Sandfield Park Private Day Nursery without prior discussions with the Nursery Manager.

## Physical Environment Policy

We are committed to providing children with a stimulating and safe, secure environment that is adequately spacious and fit for purpose.

We will do all we can to make our premises welcoming and friendly to children, their families and any other visitors.

The environment and atmosphere of our setting is very welcoming to all children and offers access to all of the necessary facilities for a varied programme of activities.

We fully understand that we must comply with the requirements of Health & Safety legislation, including Fire Safety and Hygiene Requirements. We will take every reasonable step to ensure the safety of all children, staff, and others who may be on the premises, in case of a Fire or any other Emergency, as outlined in our Emergency Evaluation procedure.

We are committed to taking every possible step to ensure that all children have equal access to facilities, activities and play opportunities: including children with special educational needs and/or disabilities. (For further information see the Special Needs policy).

We will also ensure that there is an adequate supply of spare clothes and any other necessary items for the children.

We also have a space for staff to talk to parents/carers confidentially and a space for staff to take a break away from areas being used by children.

Our premises comply with the requirements of the Disability Discrimination act 2005 and 1995 and all other relevant regulations and guidance.

Staff are responsible for ensuring that the premises are clean, well lit with daylight as the main source of light. Adequately ventilated and maintained at an appropriate temperature.

We have an adequate number of Toilets and hand basins available for the children and separate toilet facilities for adults.

Daily risk assessments are carried out, in accordance with the Risk Assessment policy, to ensure that the facilities are maintained in a suitable state of repair and decoration.

We will do all we can to maintain an open room layout, allowing children to choose from a variety of play opportunities.

All children will have adequate space to play and interact freely and for storing all equipment safely and securely.

We understand that we must provide the following Indoor Space Requirements:

- For children aged 2 years – 3.5 m<sup>2</sup> per child
- For 2 year olds – 2.5 m<sup>2</sup> per child
- For children aged 3-5 years – 2.3 m<sup>2</sup> per child

No child will ever be left unsupervised in the Nursery.

Members of staff will have access to a telephone on the premises at all times.

### **Outdoor Play**

We have a vast, stimulating, exciting Outdoor Area for our children to play, grow, and learn in.

Outdoor Play is planned for and takes place every day at our settings, except in unsafe weather conditions.

Any outdoor play will take place in safe, secure, and well supervised spaces. A thorough safety check and risk assessment will take place before any outdoor activity commences am and pm.

Outdoor play areas will be well maintained and free from holes, bumps, or uneven surface areas. Ponds, pools, or any unnatural water will be made safe or inaccessible to children.

In the event of snow or ice on external walkways, staff will ensure that this is regularly checked, cleared, and kept safe.

Staff will make sure there is a regular supply of water available to children at all times, especially in hot weather conditions.

# Smoking, Alcohol and Drugs Policy

## Smoking

Children's health and well-being is an important aspect in the setting, therefore we operate a strict No Smoking policy in accordance with the Health & Safety at Work Act (1974), the Smoke-Free (Premises and Enforcement) Regulations 2006 and the Statutory Welfare Requirements 2017.

Smoking is prohibited in the building or anywhere on the Premises.

All Staff and Parent/carers will be made fully aware of this policy.

Staff must not smoke in their uniform. Staff who do smoke will not be permitted to do so unless it is their designated break and they must be as far away from the nursery as possible and cannot wear their uniform. They must make every effort to reduce the effect of odour and of lingering effects of passive smoking for children and colleagues before entering the rooms again where the children are.

Staff and parent/carers accompanying children outside the setting are not permitted to smoke.

If a child is found with cigarettes they will be confiscated and their parent/carer informed at the end of the session.

All children and staff have the right to work and learn in a smoke free environment. Exposure to second hand smoke (passive smoking) increases the risk of lung cancer, heart disease and other illnesses. Exposure to role models who smoke also normalises smoking behaviour, which can have a significant negative impact on the delivery of the smoke free message.

Smoke free nursery sites and non-smoking staff provide positive role models for children and young people and contribute to the development of a health-promoting setting.

This includes the use of e-cigarettes (electronic cigarettes) due to the following reasons:

- As well as nicotine, e-cigarette liquid and vapour can contain potentially harmful chemicals, although these are either at much lower levels than seen in cigarette smoke or at levels not associated with health risk.
- E-cigarettes are still fairly new and we won't have a full picture on their safety until they have been in use for many years. Public Health England will continue to monitor the evidence as it develops.

## **Alcohol and Drugs**

If any staff arrive at the setting under the influence of alcohol or drugs, they will be asked to leave the premises immediately and disciplinary action will follow.

If a child is found to have alcohol or drugs in their possession they will be confiscated and their parent/carers will be informed.

If a member of staff has good reason to suspect a parent/carer is under the influence of alcohol or drugs when collecting a child they must inform the Safeguarding officer.

The Safeguarding officer will be responsible for deciding what course of action is appropriate.

The safety of the child will remain paramount.

## Equipment Policy

We are committed to providing children with access to a wide range of equipment that stimulate enjoyment, learning, and development, both indoors and outdoors.

All furniture, toys and equipment are kept clean, well maintained and in good repair and in accordance with BS EN safety standards or the Toys (Safety) Regulations 1995 here applicable.

Equipment will be properly maintained and inspected in accordance with the manufacturer's instructions. All electrical toys and equipment are subject to PAT (Portable Appliance Testing), and that relevant staff are trained on the correct use of computers and other IT equipment.

Levels of staff supervision will be sufficient to ensure that the safety of children is assured and set according to the type of equipment being used, along with the ages and number of children involved in a given activity.

All equipment and resources will be selected with care, and risk assessments carried out before new toys and equipment are purchased.

We have equipment and resources suitable for all children currently in attendance, including those with special educational needs, physical disabilities and those for who English is not their first language.

Equipment and resources reflects positive images with regard to culture, ethnicity, gender, and disability.

Resources will, whenever possible, show men and women in a variety of roles and jobs, and people with different abilities being both active and creative. Examples of everyday life will portray people from a variety of family groupings and cultural backgrounds in a range of non-stereotypical roles.

We provide a wide selection of books that are regularly updated, as financial resources allow. The selection will always include reference books, dual language (from library if necessary) books and a range of age appropriate formats. Staff are encouraged to select books that reflect a multicultural society, challenge stereotypes and which meets the educational needs of the children.

Outside of our opening hours, all equipment will be kept in a suitable and secure location safe from unauthorised access or use. When discovered, defective or broken equipment will be taken out of use and stored in a safe place before being disposed of. Flammable equipment will be stored in a safe location away from naked flames and/or any source of heat.

# Hygiene Policy

We recognise the importance of maintaining the highest possible standards of hygiene in and around the premises so as to minimise the risk posed to children, staff, and other visitors.

We are committed to taking all practical steps to prevent and control the spread of infectious germs, and to uphold high standards of personal hygiene in order to minimise the risk of catching or minimising infections.

## Personal Hygiene

In all circumstances, Staff will adhere to the following examples of good personal hygiene:

- Washing hands before and after handling food or drink
- Washing hands after using the toilet
- Encourage children to adopt these same routines
- Covering all cuts and abrasions while on the premises
- Keeping long hair tied back
- Taking any other steps that are likely to minimise the spread of infections.

## Hygiene

All the staff will be vigilant to any potential threats to good hygiene. To this end, a generally clean and tidy environment will be maintained at all times. More specifically, staff will ensure that the toilets are cleaned daily and that there is always an adequate supply of soap and hand drying facilities for both staff and children. Staff will also be vigilant to any sharp objects, such as glass, which may be on the premises.

## Dealing with spillages

Spillages of substances likely to result in the spread of infection will be dealt with rapidly and carefully.

Blood, vomit, urine, and faeces will be cleaned up immediately and disposed of safely and hygienically using gloves and aprons.

Staff will wear disposable plastic gloves and an apron whilst changing children or for certain cleaning, ie. using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

## First Aid and Hygiene

Further to the Health, Illness, and Emergency policy, the designated all staff will be mindful of the need to observe the highest standards of personal hygiene when administering any treatment to children. As such they will wash their hands thoroughly both before and after giving first aid and ensure that any cuts, wounds or skin damage are covered by plasters or disposable gloves.

### **Kitchen Hygiene**

All areas where food and drink is stored, prepared, and eaten are prone to the spread of infection therefore, staff must be particularly careful to observe high standards of hygiene in such instances. To this end and the following steps to be taken:

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned
- Kitchen equipment will be thoroughly cleaned after every use.
- Staff and children will clean their hands before coming into contact with food.

Additionally, staff will be aware of the provisions set out in the Food and Hygiene Policy when handling, preparing, cooking and serving food or drink in the setting.

### **Animals**

No animals will be allowed on the premises without prior knowledge and permission from the General Manager or Nursery Manager with the exception of the Pre-School Nursery pet. Parent/ carers are aware that if they should bring their family pet when collecting their child they are to remain outside and never to encourage any child to touch the animal.



## **Infectious and Communicable Diseases Policy**

We are committed to the Health and Safety of all children and staff. In accordance with the Health, Illness and Emergency policy, parent/ carers will be notified immediately if their child has become ill and needs to go home.

Poorly children will be comforted and kept safe under close supervision until they are collected.

If a child has gone home prematurely due to illness, they should remain at home until they are better for at least 24 hours, or according to the times set out in the table below. If a member of staff becomes ill at work, similar restrictions on their return apply.

If a child or member of staff becomes ill outside of working hours, they should notify the setting as soon as possible. The minimum exclusion periods restrictions on their return apply.

If any infectious or communicable disease is detected on our premises, parents/ carers will be informed. We are committed to sharing as much information as possible about the source of the disease taking confidentiality into account and the steps being taken to remove it. OFSTED will be informed of any infectious or communicable disease discovered on the premises.

### **Head Lice**

When a case of head lice is discovered at the setting, the situation will be handled sensitively and safely. When the child concerned is collected, their parents/carer will be informed in a sensitive manner. Other parent/ carers will be informed as quickly as possible in writing, including advice and guidance on treating head lice. Staff will check themselves regularly for lice and treat whenever necessary.

## Minimum Exclusion Periods for Illness and Disease

<b>Disease Exclusion</b>	<b>Period Off</b>
Chicken Pox	Until all vesicles have crusted over
Conjunctivitis	No exclusion necessary providing treatment has been provided
Diarrhoea	48 hours
Diphtheria	Until cleared to return by your local PHE centre or GP.
Gastro enteritis, food poisoning, salmonella and Dysentery	48 hours or until advised by a doctor.
Glandular fever	Until certified well
Hand, foot and mouth disease	None. However, if a large number of children are affected then the Senior Management Team reserve the right to request children stay away from Nursery until your child has fully recovered.
Hepatitis A	7 days from onset of jaundice and when recovered
Hepatitis B	None
High temperature	24 hours
Impetigo	Until lesions are crusted and healed or 48 hours after starting antibiotics.
Infectious Hepatitis	7 days from onset
Measles	4 days from when the rash first appears.
Meningitis	Until certified well
Mumps	5 days minimum or until the swelling has subsided
Epiclesis (lice)	Until treatment has been given
Pertussis (whooping cough)	5 days from starting antibiotic treatment, or 21 days from onset if no antibiotic treatment given.
Plantar warts	None
Ringworm of the scalp	Until cured
Ringworm of the body	Until treatment has been given
Scabies	Until treatment has been given
Scarlet fever and streptococcal	24 hours after starting antibiotic treatment
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Warts (Including verrucae)	Exclusion is not necessary. Sufferer should keep feet covered.

This list is not exhaustive and staff are encouraged to contact local Environmental Health Services if they are in any doubt – Please contact them on: 0151 233 3000.

## Risk Assessment Policy

We understand the importance of risk assessments and have robust procedures in place.

The aim of our procedures is to make our Nursery safe and secure environment for children and adults. These are part of a continuous process to prevent accidents or incidents, and to remove or minimise risks and are the responsibility of all staff.

In accordance to the management of Health and Safety at Work Regulations Act 1999 we undertake the risk assessment yearly or immediately when required.

The Health and Safety Co-ordinators, **Hannah Foo and Lindsey Parry**, are responsible for reviewing Risk Assessment and updating our equipment, environment, or resources as necessary. Any changes to our policy or procedures will be discussed between the Nursery Manager and Staff, and parents/carers informed accordingly.

Staff are responsible for carrying out written, robust daily risk assessments to ensure that all reasonable steps to ensure staff and children are not exposed to risks and that we must be able to demonstrate how we are managing risks.

This work also helps to inform our practice and make necessary improvements and amendments to our service record in writing all potential and actual risks on a Risk Assessment Sheet before each session both indoors and outdoors displayed on the wall.

Any potential hazard or risk will be removed where possible or staff made aware of the risk. A record will be noted on the monitoring sheet.

### **Recording Accidents, Incidents, and Dangerous Occurrences**

- Accidents will be recorded on an accident form for children or the staff accident book
- Incidents are recorded on an incident sheet
- Dangerous occurrence is recorded on a report of dangerous occurrence sheet.

All occurrences should be recorded containing;

- Time, date and nature of accident, incident or dangerous occurrence
- Details of person /persons involved
- Action taken and by whom
- Signature of staff and parent/carer. Any eye witness where necessary.

## Site Security Policy

We are fully committed to providing care and learning for children in a safe and secure environment. All staff have individual and collective responsibility to ensure that they have continuous regard for the safety and security of all children in the setting.

Parent/carers are encouraged to talk to their children about the importance of remaining safe by not trying to leave the premises unsupervised. This message will be reinforced by staff.

Children will be adequately supervised at all times during sessions in accordance to ratio.

Responsibility of staff:

- No child or parent/carer will be allowed to open the main door
- All doors and gates are kept closed
- Vigilance with regards to strangers
- The main front gate and front door are magnetically controlled. Any faults need reporting to the General Manager immediately.

### Visitors

We have a visitors log which is kept in the main hallway.

Visitors must sign in and out and give the following information;

- Name
- Date and time of arrival and departure
- Reason for visitor who they have come to see

Visitors are to be given a visitors pass that they must clearly have on display at all times whilst on the premises.

No visitor will be left unsupervised with children at any time.

## Fire Safety Policy

We fully understand the importance of being aware of fire hazards. Notices will be displayed of the fire procedure by all exits. All staff, student, volunteers, and children will be made aware of the fire procedure.

The registered person will ensure a clearly defined procedure for an emergency evacuation of the premises.

All staff understand the roles and responsibilities in the event of an emergency and are aware of the fire exits, fire equipment and the assembly point. On induction staff, students and volunteers will be made aware of the fire procedure and exits.

Children are made aware of the fire safety procedure, fire exits and assembly point during the settling in period and a fire drill will be implemented.

Fire Exits will be;

- Clearly identifiable;
- Never locked
- Easily opened from inside
- Unobstructed

Unannounced Fire Drills will take place at different times and on different days every three months. The fire bells and emergency lighting will be tested weekly on different days and at different times. Our fire alarm and emergency lighting is maintained and serviced every 6 months.

The Fire Marshalls will be responsible for monitoring and recording any fire tests. Our Fire Marshalls are **Claire Gould and Sarah Duke**.

All records are kept in the fire safety file.

All Fire Alarms, Smoke Detectors, Fire Blankets and Fire Extinguishers will be maintained according to manufactures guidance and we will ensure that they are all in good working order.

### **Fire Prevention**

The setting will take all steps possible to prevent fires occurring.

Staff are responsible for;

- Ensuring power points are not overloaded
- Ensure the No Smoking policy is adhered to at all times
- Unplugging all equipment before leaving the premises during the day and at the end of the day
- Store potentially flammable materials safely
- PAT testing by qualified electrician yearly
- Kitchen equipment never left unattended whilst in use i.e. toaster, iron and grill

**In the event of a fire**

- A staff member will raise the alarm immediately and the emergency services will also be called at that point.
- All children will be escorted out of the building by the staff to the nearest exit and taken to the end of North Drive as far away from the building as possible.
- No attempt should be made to collect personal belongings by children or adults.
- No person to re-enter the building after evacuation.
- The fire officer will check the building and collect the register.
- On leaving the premises the fire officer will close all doors that are accessible to prevent the fire from spreading.
- Children and staff will be counted and the register taken.
- In the event of a missing person the fire services will be informed immediately.

If the fire officer is absent then a nominated person will take over the role.

## Health and Safety Policy

We take the maintenance of health and safety extremely seriously as a matter of both legal and moral importance. All staff will be familiarised with the provisions within this policy as part of their induction and be expected to act in accordance with them at all times.

We aim to ensure the health, safety, and welfare of the staff, children, visitors, and any other individual who may be affected by our activities and actual existence. The Health Safety at Work Act 1974 and the Workplace (Health, safety and Welfare) regulations 1999 and their associated Approved Code of Practice (ACoP) guidance will be complied at all times. The manager and staff will always strive to go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

The steps below will be actioned as a matter of course:

- Create an environment that is safe and without risk to health
- Prevent accidents and cases of work related ill health
- Use, maintain and store equipment safely
- Ensure that all staff are competent in their work in which they are engaged

### **Responsibilities of the registered person, the senior management team, and the staff**

The identification, assessment, and control of hazards within the Nursery are vital in reducing accidents and incidents. Both the Nursery Manager and the Health and Safety Co-ordinator are responsible for assessing the risks to health safety arising out of activities and introducing steps to eliminate or control any risk identified.

The registered person holds ultimate responsibilities and liability for ensuring that we operate in a safe and hazard free manner. The registered person along with the Senior Management Team is responsible for ensuring that staff both understand and accept their responsibilities in relation to health and safety procedures.

The registered person will ensure that a clearly defined procedure for emergency evacuation of the premises is in place and adequate arrangements exist for the following:

- Monitor the effectiveness of the Health and Safety policy and authorising any necessary revisions to its provision
- Providing adequate resources, including financial, as is necessary to meet health and safety responsibilities
- Providing adequate health and safety training for all the staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing Health and Safety executives, and OFSTED where appropriate)
- Reviewing all reported accidents, incidents and dangerous occurrences, and the response, to ensure correct measures are being implemented.

- Ensure that all staff, Students and volunteers and any other adult who come into contact with children at Sandfield Park Private Day Nursery have appropriate and up to date enhanced DBS checks.

The Senior Management Team is responsible for the day to day implementation, management, and monitoring of the Health and Safety policy to the registered person.

The Senior Management Team will ensure:

- An additional designated member of staff is made jointly responsible with them for the Health and safety and risk assessment provisions at the setting as set out in this and other policies. Our Health and Safety Co-ordinators are **Hannah Foo and Lindsey Parry**.
- Regular safety inspections are carried out and the reports accurately logged.
- Any actions required as a result of an inspection are taken rapidly as possible.
- Information received on health and safety matters is distributed to the registered person and all members of staff.
- An investigation is carried out on all reported accidents, incidents, and dangerous occurrences.
- Staff are adequately trained to fulfil their role within health and safety policy.

Staff are responsible for ensuring that the provisions of the Health and Safety policy are adhered to at all time as such, they are required to:

- Have regard for the Health and Safety policy and their responsibility under it
- Have regard for the Health and Safety guidance issued by the Senior Management Team or the Health and Safety Co-ordinator, and act upon it whenever appropriate
- Take responsible care for their own Health and Safety as well as any other persons who may be effected by their acts or omissions at work
- Take all reasonable care to see that the equipment and premises that are used by both staff and children, and the activities that are carried out are safe
- Report any accidents, incidents or dangerous occurrences that have led to, or may in the future be likely to lead to injury or damage and assist in the investigation of such events
- Undergo relevant health and safety training when instructed by the Senior Management Team.

### **Insurances**

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on us.

Therefore, adequate insurance cover is appropriate under this legislation, including Employers' Liability and Public Liability Insurance is in place.

Responsibility will, in most cases rest with us as a Company, but staff will take reasonable care both for themselves and other people who may be affected by their



acts or omissions at work. If we are held responsible for any incident that may occur, public liability insurance will cover compensations.

### **Liability**

Under provisions contained in the Occupiers Liability Act 1957, we have a duty to ensure both children and any other visitors are kept reasonably safe.

Our full responsibilities and procedures in respect of Health and Safety are contained in this policy, alongside the relevant sections of the following policies:

- Staffing
- Physical environment
- Equipment
- Risk assessment
- Site safety
- Visits and outings
- Health, Illness and emergency
- Hygiene
- Managing behaviour
- Child protection
- Documentation and information.

## Visits and Outings Policy

We believe that visits and outings play an important and enriching role in the programme of activities that we provide for the children. However, during such events, the safety of the children remains paramount.

Prior to a visit or outing, if logistically possible, a member of staff will carry out an exploratory visit of the proposed destination and carry out a written Risk Assessment so as to pre-empt any potential difficulties, remove, minimise and manage any risks or hazards. The Risk Assessment also includes consideration of adult to child ratios.

We will ensure that thorough risk assessments had been carried out prior to the proposed visit or outing. According to the provision set out in the Risk Assessment policy. This should include consideration of the journey and any transportation involved. If a prior visit is not possible, a member of the senior management team will write to the venue requesting all relevant information and a risk assessment statement where available.

We will make every effort to involve children in the planning of a visit or outing. Staff will explain to children what to do in an emergency, including designating a suitable meeting point.

Any vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured.

### **Parental Permission**

During inductions, staff will explain we will often visit the Local Park or library without prior notice. Parents are asked to sign if they agree/disagree to these visits. Should a parent not give permission their child will not be able to attend and will remain on the premises. At no time will staff child ratios be compromised.

Planned outings/visits, we will send out a visits and outings form for parents to sign no less than two weeks prior to the visit/outing.

The letter will contain detailed information about the proposed event; this will include a full programme of activities, any costs involved.

An outline of any journey involved and mode of transport being used as well as approximate arrival and departure times.

Parent consent is needed for all offsite visits and outings. We will take a photocopy of signed visits and outings forms on the trip while the original will be stored in our records.

Parents/carers have absolute right to withhold consent for a proposed visit or outing.

No child who does not have a signed consent form will be allowed to participate

### **During visits and outings**

On visits or outings, the staff ratio will always be met and parent/carers will be invited to attend some outings such as our annual nursery trip.

- Children remaining under close supervision at all times
- While children are on outings, there will always be at least one member of staff who has a current paediatric first aid certificate
- Any medication (inhalers, insulin) will be taken and kept safely whilst off the premises
- We will ensure that a full first aid kit is on hand, in compliance with the relevant provisions of Health, Illness and Emergency policy
- Staff will keep their mobiles with them at all times and the numbers will be circulated to all parent/carers in advance of the outing/visit, these numbers will also be left at the Nursery in case of emergency
- All children's parent/carers contact details will also be taken ensuring they are up to date
- A register will be taken at the beginning, middle and the end of the visit or outing. Additionally, regular head counts will be taken by staff
- Records will be kept about vehicles in which children are transported, including insurance details and a list of named drivers. Drivers using their own transportation will have adequate insurance cover.
- Children will wear high visibility vests at all times with the nursery name and telephone number on the back. Wrist straps and prams are also provided to staff to use.

# Inclusion and Equality Policy

## **Statement of intent**

At Sandfield Park Private Day Nursery Ltd we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our nursery.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Nursery Manager / General Manager at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

## **The legal framework for this policy is based on:**

- Special Education Needs and Disabilities Code of Practice 2015
- Children and Families Act 2014
- Equality Act 2010
- Childcare Act 2006
- Children Act 2004
- Care Standards Act 2002
- Special Educational Needs and Disability Act 2001.

## **The nursery and staff are committed to:**

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities

- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

### **Admissions/service provision**

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

### **Recruitment**

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible.

All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent.

Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process.

Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Although you should no longer ask any health related questions prior to offering someone work in accordance with the Equality Act 2010, the national College for Teaching and Leadership provides further guidance specific to working with children:

*Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.*

*People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.*

*Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all-encompassing health questions but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.*

## **Staff**

It is the policy of Sandfield Park Private Day Nursery Ltd not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Staff will follow the 'Dealing with Discriminatory Behaviour' policy where applicable to report any discriminatory behaviours observed.

## **Training**

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including specific reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis or when training is needed.

### **Early learning framework**

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

#### **We do this by:**

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met
- Identifying a key person to each child who will continuously observe, assess and plan for children's learning and development
- Helping children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

### **Information and meetings**

Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

Wherever possible, meetings will be arranged to give all families options to attend and contribute their ideas about the running of the nursery.

# Dealing with Discriminatory Behaviour



At Sandfield Park Private Day Nursery Ltd we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents/carers have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

## Definition and legal framework

### Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision, criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Victimisation** occurs when an employee is treated badly or put to detriment because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

### Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.



Incidents may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

### **Our procedures**

We tackle discrimination by:

- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour or bullying taking place
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members.
- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The Nursery Manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Informing the, the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified

- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

**Nursery staff**

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in nursery.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

## **Special Educational Needs and Disability (SEND) Policy**

Sandfield Park Private Day Nursery is committed to the integration of all children in our care. Children that have individual needs have the right to play learn and be able to develop to their full potential.

We believe that all children have a right to experience and develop alongside their peers. Each child is unique and therefore inappropriate to categorise an individual.

We believe by working with parent/carers we can provide for individual needs to enable them to play an equal part in the setting.

To enable us to find out as much as possible regarding a particular condition we will;

- Liaise with parent/carer to access care and
- Liaise with other professional agencies
- Regular monitoring and observation of a child's development by using a development plan.

We aim to;

- Ensure all staff are aware of the Special Educational Needs Code of Practice
- Include all children and their families in our setting
- Work with parent/carers and other agencies to support and meet the individual needs of children with learning difficulties or disabilities
- Training where required to understand and support individual needs
- Monitor and review practice and ensure specialist equipment or services are accessed when required

Our Special Educational Needs and Disability Co-ordinators (SENDCO) are Claire Gould and Ashley Chiocchi, who both work to ensure that plans are implemented, monitored and reviewed regularly with all staff. Any plans and records are shared with parent/carers.

We will;

- Provides a statement showing how we provide for children with learning difficulties or disabilities and share this with all staff
- Ensure that the provision for children with learning difficulties or disabilities is the responsibility of all staff
- Ensure our physical environment is as far as possible suitable for children or adults with a disability
- Signpost parent/carers to sources of independent advice and support
- Liaise with other professionals involved with a child and their family, including transition to other setting or school
- Use the graduated response system for identifying, assessing, and implementing to children's special educational needs. Use a system to evaluate the Individual Educational Plans (IEPs).

## **Documentation and Information Policy**

Sandfield Park Private Day Nursery recognises the importance of obtaining and maintaining up to date and accurate records, policies and procedures necessary to operate safely, efficiently and in accordance with the law.

This information must be shared with parents, carers, other professionals working with the child, the Police, Social Services, and Ofsted, as appropriate, to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

We must also enable a two-way flow of information with parents/carers, and between providers, if a child attends more than one setting.

If requested, we will incorporate parents/carers comment into children's records.

These records must be easily accessible and available.

Confidential information and records about staff and children are held securely and only accessible to those who have a right or professional need to see them.

In addition, all of our records, instructions, and forms will be in English.

We are also aware of our obligations with regard to the storing and sharing of information under the Data Protection Act 1998 and the Freedom of Information Act 2000 and are committed to complying with its regulations and guidance.

We are committed to a policy of openness with parents/carers with regard to our policies and procedures and the information that is held on their child. Records and information will be made available to parent/carers upon request, provided that no relevant exemptions apply to their disclosure under the DPA.

We will also ensure that all staff understand the need to respect the privacy of the children in our 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.

Our Ofsted Registration Certificate or any notice of suspension of registration will be displayed on the premises at all times.

We will keep all records relating to individual children for a reasonable period of time after they have left us.

## **Information about the Child**

We must record the following information for each child in our care:

- Full Birth name (along with any other name the child is known by);
- Date of birth;
- School attended;
- Ethnic background (this data to be collected voluntarily, and only be recorded if parents have given ethnicity);
- Religion;
- Language spoken;
- Home address and telephone numbers;
- Name and address of every Parent/Carer who is known to us;
- Information about any other person who has parental responsibility for the child;
- Details of all Parents/Carers place of work and contact numbers;
- Name of parent the child normally lives with;
- Any other emergency contact numbers and names;
- Health Visitor's name and contact details;
- Family doctor's name address and phone number;
- Details of any special health issue (including a special educational needs or physical disability statement);
- Details of any special dietary requirements allergies and food and drink preferences;
- Appropriate records of child's progress and achievements;
- Names of people authorised by parents/carer to collect children;
- Any other information relating to the child deemed by staff or parent/carer to be relevant and significant.

Additionally, and in accordance with our policies and procedures, the following records and information will be stored and maintained:

- An up-to date record on all the staff, students and volunteers or any other person living or employed on the premises, (including those people who will be regularly unsupervised with the children – this is not applicable at this Setting), including their names, addresses and contact numbers, Disclosure and Barring check, references, employment details and any other information (Personal Development Plan)
- The daily attendance registers for those children being cared for on the premises; their hours of attendance and the names of each child's key person, as set out in the Arrivals and Departures policy
- An up to date waiting list with details of all children waiting for a place as set out in Documentation and Information policy
- Records of all the activities planned and implemented by us, including any off-site visits or outings
- Records of any medication being held by staff on behalf of children, along with the sign authorisation of medication forms, in the child's own file. In accordance with health and safety, illness and emergency policy

- Records of any medication administered to any child, including dates circumstances and who administered it – this includes self-administered medication
- Records of signed Emergency Medical Treatment Forms giving parental authorisation for staff to consent to emergency treatment for children (in accordance with the Health, Illness and Emergency policy)
- A record of the risk assessments clearly stating, when it was carried out, by whom, date of review, and any action following
- Fully competent and up to date accident forms and incident forms

Information records held on children will be kept in a locked filing cabinet, access to which will be restricted to designated members of staff.

All required records relating to individual children are maintained and retained for three years after children last attended Sandfield Park Private Day Nursery. This rule will be disregarded where regulations from OFSTED or other statutory agencies override it.

### **Notification of Changes**

We recognise our responsibilities in keeping children, parent/carers, staff, and Ofsted informed of any changes in running or management of Sandfield Park Private Day Nursery that will directly affect them.

Wherever possible, if changes are to be made affected parties will be given as much warning as possible.

In the case of proposed changes of considerable scope or importance, we will facilitate consultation with the effected groups or individuals.

In the following cases it is mandatory for Sandfield Park Private Day Nursery to inform Ofsted at the earliest possible opportunity – within the **14 days** after the changes occurred:

- Any significant changes to the address of the premises;
- any change which may affect the space available to children and the quality of childcare available to them;
- Change in the type of childcare, for example, from after school to child-minding
- Any changes to the hours which childcare is provided, or to provide overnight care;
- Any change of the name or address of the provider; or their other contact information eg. telephone number;
- Any changes in to the person who is managing the early years provision;
- Any changes that will affect the suitability of the registered person or anyone who cares for children on the premises. For example, committing an offence that would result in disqualification
- Any incident of food poisoning effecting two or more children in the setting
- Any serious accident or injury to or death of any child receiving childcare

- Any serious accident or injury to, or death of any person on the premises
- Any allegation of serious harm or abuse of any child committed on the premises and committed by any persons (whether they are children, staff, parent or visitors)
- Any other significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children;
- Where the early years provision is provided by a company, any change in the name of the registered person of the company;
- Where the early years provision is provided by a charity, any change in the name or registration number of the charity;
- Where the childcare is provided by a partnership, body corporate or unincorporated association, any change to the 'nominated individual' and
- Where the childcare is provided by a partnership, body corporate or unincorporated association whose sole or main purpose of the provision of childcare, any change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body.

Where providers are required to notify Ofsted about a change in person except for managers, as above, we must give Ofsted the new person's name, any former name or aliases, date of birth, and home address.

If there is a change of manager, we must notify Ofsted that a new Manager has been appointed.

Where is reasonably practical to do so, notification must be made in advance.

In other cases, notification must be made as soon as reasonably practical, but always within 14 days.

If we, without reasonable excuse, fail to comply with these requirements, we understand that we are committing an offence.

## **Confidentiality**

We will respect confidentiality by:

- Not discussing confidential matters about children with other parent/carers
- Not discussing confidential matters about parent/carers with children or other parent/carers
- Not discussing confidential information about other members of staff
- Only passing sensitive information, in written or oral form, to relevant people

In circumstances where staff have good reason to believe a child is at risk, or likely to be at risk, of child abuse or neglect, the Safeguarding Children/Child Protection policy will override confidentiality on a 'need to know' basis.

Staff failing to show due regard for confidentiality will be liable to disciplinary action under the provisions of the staff Disciplinary Procedures policy.

## **Partnership with Parents and Carers Policy**

Sandfield Park Private day Nursery recognises that parent/carers play the fundamental role in a Child's development and this should be acknowledged as the basis for partnership between us and parent/carers.

The staff team is committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning, and play opportunities for children. We aim to achieve this by:

- Ensuring that parent/carers are made to feel welcome and valued in all dealings with us.
- Informing parents about their registration system for the compulsory and voluntary parts of the childcare register
- Ensuring that parent/carers concerns are always listened to whenever they are raised. The Senior Management Team will ensure that parent/carers receive a prompt response
- Ensuring that parents know all of the staff in our setting, including the name of their child's key person and their role,
- Ensuring parents are made aware of our telephone number that they can ring to contact us in an emergency
- Ensuring that Parents/Carers understand how the EYFS is being delivered at the Setting, the range and type of activities and experiences that we provide for their child(ren) and how they can access more information;
- Working with parents to support their children. This involves sensitive observational assessments – based on the EYFS principles. We will identify the learning need of each child and respond accordingly
- Providing parent/carer with regular information about activities undertaken by the children, for example, through wall displays and other examples of work.
- Helping parents/carers understand how they can share learning at home;
- Making all information and records held by us on a child available to their parent/carer unless subject to investigation by police or other statutory agencies
- Informing them how we support children with Special Education Needs and/or Disabilities
- The Food and Drinks we provide;
- Ensuring that all our policies and procedures are made available to parent/carers on request, including the procedure to be followed in the event of a parent/carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting.
- Ensuring that there are regular opportunities for parent/carers to meet with child key worker to discuss their child's progress and any other problems they might be encountering
- Ensuring that any complaints from parent/carers are dealt with swiftly and effectively in accordance with the provisions of the Complaints Procedure policy
- Encouraging parent/carers to undertake supportive roles, such as volunteering or participating in activities, visits or outings



- Encouraging parent/carers with formal and, if necessary confidential means to comment on the work of Sandfield Park Private Day Nursery. This will include an annual satisfaction survey and regular Parents Meetings, Newsletters and open discussions.
- Keeping parent/carers up to date with change in the operation of Sandfield Park Private Day Nursery, such as alterations to the opening times or fee structure.

For occasions in which childcare cannot be provided, we will make alternative arrangements with parents and/or other childcare providers.

## Arrivals and Departures Policy

We will give a warm and friendly welcome to all children, parent/cares on arrival, and ensure that they depart safely at the end of each session.

**Admissions** All children will have accurate information records on registration forms before they attend any sessions at the setting. Parent/carers will fill out all documents. It is a legal requirement that a register is kept daily to record children's attendance.

**Arrivals** On arrival staff will immediately record the child's attendance by registering the time of arrival. Staff are aware that if they are on door duty then it is their responsibility to register the children. Registers are to be kept for a minimum of three years and are available at Ofsted inspections.

### **Departures**

Children will only be released into the care of individuals who have been notified to us by the parent.

We will ensure that all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure in place for checking the identity of all of our visitors.

All children must be signed out in the register with the time of the departure by the staff member who sees them out.

Our nursery application form has the names of a responsible adult that is able to collect a child from the setting.

Parent/cares are requested to inform us of any changes to the collection of their child.

If an adult not on permission form arrives to collect a child and we have not been notified by parent/carer then we will contact parent/carer for clarification. If we are unable to contact parent/carer then the emergency number will be called. No child will be allowed to leave without clarification.

No child will be allowed to leave unaccompanied unless prior arrangements have been made. The decision to let a child leave unaccompanied will be discussed between the Senior Management Team and parent/carer. Written consent must be submitted before arrangement is to commence.

### **Transport**

When escorting children by coach/mini-bus or car staff will ensure that the following rules are adhered to;

- In the coach/mini-bus in addition to the driver there will be one supervising adult. This adult will be seated nearest the door

- All children wear seatbelts and are made aware of the consequence of the removal of them
- There is no legal requirement for children to sit in a booster seat whilst riding on a coach or bus/mini-bus. For parents/carers who wish their child to sit in a booster seat they are required to fit this onto the coach/bus/mini-bus themselves. Staff are unable to fit the booster seat for them.
- All vehicles will have fully comprehensive insurance, MOT and tax

## Compliments and Complaints Policy

We are committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not go according to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

We understand that we have a duty to investigate all written complaints relating to our fulfilments of the Requirements of the early Years Foundation Stage.

This policy constitutes the setting's formal Complaints Procedure. It will be displayed on the premises at all times.

If you have a complaint, the setting is committed to:

1. Listen and learn
2. Put things right
3. Improve our service

Under normal circumstances, the General Manager or Nursery Manager will be responsible for managing complaints. If a complaint is made against either of these people then the Deputy Manager will conduct the investigation. All complaints made to staff will be recorded in detail in the Complaints and Compliments Book. The General Manager will ensure that each complaint is fully investigated.

If the Senior Management Team have good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

### Stage One

If a parent/carer has a complaint about some aspect of the setting's activity, about the service the setting provides, or about the conduct of a member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned.

As outlined in the Partnership with Parents/Carers policy, the setting is committed to open and regular dialogue with parents/carers and the setting welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, a member of the Senior Management Team should be approached and they will try to resolve the problem.

If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

## **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to a member of the Senior Management Team. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

The setting will acknowledge receipt of the complaint within (3) three working days and will give you a response to your complaint within ten (10) working days. We shall explain what we are doing to resolve the issues you have raised if it will take longer than the 10 days to do this.

A member of the Senior Management Team will be responsible for sending a full and formal response of the outcome of the investigation to the complainant– within 28 days of having received the complaint\*.

The formal response to the complaint from the setting will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the setting's policies or procedures emerging from the investigation.

A member of the Senior Management Team will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the setting's response to it. They will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the setting's response will be passed to the Registered Person who will adjudicate the case.

Records of all complaints and their outcome will be retained for a period of at least 3 years from when the record was made and be made available to Ofsted, on request.

Parents will be allowed access to all written records about their children on request (except in exceptional cases).

If we become aware that we are to be inspected by Ofsted, we will notify parents/carers.

After an inspection by Ofsted, we understand that we must supply a copy of the report to parent/carers of children who attend our setting on a regular basis.

## **Making a Complaint to Ofsted**

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\*The CR requires a parent who makes a complaint, to receive a written outcome of the investigation within 20 days of having made the complaint.

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

This can be done by ringing 0300 123 1231 or writing to:

**OFSTED Early Years,  
Piccadilly Gate,  
Store Street,  
Manchester,  
M1 2WD.**

We will also supply a copy of the most recent Ofsted report to parents/carers of children attending.

The setting always welcome suggestions, feedback, and compliments too. A suggestion box is available, and regular questionnaires will be sent out.

## Policy regarding 2 Year Progress Checks

Staff are required to submit a two year check within some point of the child being 2 years old.

This should be done when the child has settled into the setting and staff are confident they know enough information on the child to accurately write down as much information as they can on the child. The check can be done at any stage of them being 2 and staff are obliged to inform parents/carers of the check being done.

The progress check must identify the child's strengths, and any areas where the child's progress is less than expected. If there are significant emerging concerns, or an identified special educational need or disability, practitioners should develop a targeted plan to support the child's future learning and development involving parents/carers and other professionals as appropriate.

Beyond the prime areas, it is for practitioners to decide what the written summary should include, reflecting the development level and needs of the individual child.

If a child moves settings between the ages of two and three it is expected that the progress check would usually be undertaken by the setting where the child has spent the most time.

Parents/carers have a right to read through the check before it gets sent off to the Health Visitor. This should be signed by both staff and the parents/carers and have the child's age in months on the top.

We recognise that they should only do the check when they feel happy to and not as soon as the child has settled down. This is to ensure that all the information provided within the check will be accurate based on the child's skills once he or she has become settled within the setting.

Staff are aware that if they have any concerns about the child they must inform the parent/carer beforehand and have this conversation documented. This is to avoid any friction being brought between parent/carer and staff and enable the parent/carer to feel comfortable about receiving support from both the setting and other outside agencies where necessary.

Once the 2 year check is complete and being discussed with parent/carer staff must raise any concerns they already have on a child and record the conversation accurately and ask the parent/carer to sign. Staff must inform parents/carers of what will happen next and what will be put into place within two weeks of the matter being discussed.

Staff should talk to the parent/carer about a Development or Play plan and how the parent/carer should implement their own ideas within this. Finally they should discuss with the parent/carer about this information being discussed with outside

agencies where appropriate and the importance of having their input on the child's next steps.



## Involving and Consulting Children Policy

All our staff are committed to the principle of involving and consulting children whenever decisions are made within the Nursery that affect them. We believe that actively promoting the participation of children in the decision making process is beneficial to the children.

The commitment to involving and consulting children comes from 'listening to Children' set out in Article 12 and 13 of the United Nations Convention on the Rights of the Child it states:

- A child's opinion should be taken into account in anything that affects them
- Children will have information disseminated in a way that enables them to make choices and decisions

Involving children with a consultation helps them to develop new skills such as negotiating, sharing, and understanding the perspectives of others. It helps to understand how decisions are made and recognise their opinions are important (promoting British Values).

There are benefits to such an approach;

- Promotes positive behaviour
- Promotes positive relationships between staff and children

We understand that the age and maturity of the children will determine the type of decisions and the extent of children's involvement. Staff will:-

- Listen to what the children say and acknowledge other forms of communication
- Observe body language and behaviour
- Complete questionnaires with the children and feedback of activities
- Have regular discussions with the child to discuss activities and topics
- Give clear explanations of what is appropriate involvement in any consultation
- Discuss outcomes with children using child friendly language to enable they understand

## Care, Learning and Play Policy

The programme of activities and the atmosphere of our Nursery aims to promote and encourage children's confidence, independence and enjoyment.

We always aim to enable children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

We will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. Children are encouraged to be confident and independent, and every effort is made to develop their self-esteem and learning through play.

The programme of activities is developed following children's interests, to allow children to build on their natural curiosity, develop their language and mathematical thinking, use their imagination and develop positive social relationships. We recognise and take into account the differing ages, interests, backgrounds and abilities of the children. At all times, the setting will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their Setting. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

There are 7 Areas of Learning and Development that must shape educational programmes in early year's settings. All Areas of Learning and Development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive.

These 3 Areas, the *Prime* areas, are:

- Communication and Language;
- Physical Development; and
- Personal, Social and Emotional Development.

We also support children in 4 *Specific* areas, through which the 3 Prime Areas are strengthened and applied. The Specific areas are:

- Literacy;
- Mathematics;
- Understanding the World; and
- Expressive Arts and Design.

## **Observation**

Each child's development is closely observed to ensure they are making progress and any difficulties in any areas of learning are identified and addressed. Based on the EYFS principles, staff will be able to recognise where each child is in their learning and put in place the most effective activity to support each child in extending their development and learning based on their interests and needs.

Observations will be recorded using the Learning Journey Observation Form, at least once a week. These observations should include next steps for learning that feed into the daily planning for each individual child.

Staff help children to bring together what they know in a connected and whole way by:

- Observing children at play
- Using their observations to support and extend play by planning and resourcing a challenging environment
- Creating appropriate stepping stones with particular children in mind, to help children to learn through their play and develop towards the early learning goals
- Engaging in play, and encouraging the development of communication (both non-verbal and spoken) through play
- Knowing when to take a back seat, and to let children develop their play without adult intervention

Systematic written records of children's progress, which are informed by observations, are compiled for a variety of reasons:

- To evaluate progress towards early learning goals
- To share knowledge with parents/carers
- To help plan appropriate projects
- To identify any special educational needs and share knowledge with outside agencies when appropriate
- To monitor equal opportunities in terms of access to the early years foundation stage offer
- To share knowledge among the staff team and provide continuity in case of staff absences or changes
- To pass on information to school

Staff and students are encouraged to record Observations of the children. Observations will always include the date, time and initials of the observer. It is important to observe children in different contexts: in groups, as individuals, at play, in conversation, with adults etc.

## **Assessment**

Key persons will complete regular assessments, using their judgment about length of time spent, methods used etc. The general principle is that this should be an enjoyable experience for the child.

The assessment should be used as a diagnostic tool – if it highlights a specific area of concern, e.g. difficulty using scissors, action should be planned to help.

Staff are trained and/or experienced in assessing children. These informal observations and assessments are valuable and link directly to future planning. The Nursery Manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

In addition, a 2 Year Progress check will be completed and sent to the child's Health Visitor. Any concerns will be highlighted. A development plan may then need to be put in place.

### **Staffing**

Staffing arrangements will provide opportunities for:

- Reflection on practice.
- The realisation that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- Learning is a shared process; children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding, and needs.

Staff will support, recognise, and promote achievements by all children. The setting will provide children with age-appropriate equipment and resources appropriate to their interests, according to the Equipment policy. Children will be offered access to outdoor play every day, subject to safe weather conditions. No child will ever be left unsupervised during activities at the setting.

The programme of activities will be displayed in a place that is accessible to all children and to their parents/carers, including start and finish times. The Room Senior will ensure that time is managed properly, to allow activity sessions to be evaluated. An example of play and learning opportunities for our children:

Cooking – Cooking provides great opportunities to work together, take turns, talk about early maths – weighing and counting, and talking about how things change, it is lovely for the children to share their finished product at snack time or to take home.

Construction – we have a range of construction toys that the children can use to design, construct, manipulate and develop their own ideas with.

Small World Play – We encourage small world play where children can play with a wooden railway or road, small figures, a dolls house, animals and more. Small world play helps children to develop their imagination and encourages children to act out the real world, experiment ideas safely and is great fun as they are in control

Lunch/Snack time – Together we share our meals, all sat around the table – we use this time to talk about table manners, share ideas and interests with one another.

Independence is encouraged and promoted as children learn to feed themselves, lay the table and help prepare their food and drinks.

Jigsaw puzzles - peg boards and threading – these are all great activities for concentration, developing fine motor skills and help coordination, without good hand eye coordination children find it impossible to learn to write.

Games – great opportunities to take turns, match objects, have fun and work together.

Treasure Baskets – this is about providing opportunity for children to play with real objects – materials, keys, saucepans, pegs, cardboard tubes, pots, sponges etc. Children use these objects in a huge range of ways to enhance their play and develop understanding of their environment.

Cuddly Toys and Puppets – the range of soft toys, make great friends; they take on roles in stories, become guests at a tea party, and have their own personalities as well as stars of their own television shows.

Music – music is a great way to explore the world, we listen to a range of musical styles from classical to pop, with nursery rhyme, music from around the world, and songs we can sign too. There is also a range of percussion instruments always available for the children to use.

Role Play – we have an area which contains all types of clothes to encourage children to act out roles, it includes multi-cultural dress, tabards, helmets, bags, fabric, tools kits and doctors kits – which is always accessible to the children.

Writing Area – pens, paper, crayons, chalk and pencils are freely available to the children – they will be encouraged to help write letters, notes, their name, shopping lists etc.

Socialising with friends – These are times when we can mix with our Peers from other rooms within the Nursery, play with a different range of resources and learn how to socialise in a larger group in preparation for school.

Outdoor Play & Gardening – the Outdoor area incorporates ride on toys, slides, balls, hoops, and large floor games etc which are all readily available. These are supplemented at different times with sand, water play. We also learn about science, bugs and growing things, by taking care of the garden, growing flowers and vegetables.

Everyday Nursery tasks – Children can benefit hugely by being involved in everyday activities, laying the table reinforces, maths skills, tidying up helps children to learn to take care of things and where to find them next time, shopping can introduce early skills of using money, learning where products come from and recognising simple words.

Expressive Arts & Design and Messy Activities – we do lots of crafts – painting, gluing, collage, drawing, play-dough, and much more, and through these materials

we can show our own creative side and discover for ourselves the properties of materials.

Free Play – we have a selection of toys which the children can choose to play with, all of which are at their own level and can be accessed at all times throughout the day.

Rest time/quiet areas – Children who wish to have a sleep during the day are invited to do so after lunch giving them the opportunity to re-energise and recuperate from the mornings activities. Children do not have to sleep and are free to play if they wish to. At any time during the day should children wish to sit quietly or read a story we have a lovely quiet area in each of the rooms where they can do this.

Out in the Community - As a Nursery we can utilise the wider environment too, with trips to local museums, farms, parks, shops, the library, theatre and any local events.

### **Planning**

We will provide well planned and organised play environment that will enrich and stimulate children's experiences.

Staff will Plan **exciting, stimulating and challenging experiences** for each individual child and further their development by planning for the child's individual interests and needs and storing this information in their own Learning Journey.

### **Learning Journeys**

Children will have personalised records of their development Learning Journey, this will show their interests and progress.

Information will be shared with Parents/carers during bi-annual meetings. The Learning Journey will include observations, photograph, and child's work for evidence. Parents/carers can access their child's learning journey folders at any time upon request.

Each child will have their own Key Person this enables staff to build positive relationships with the child and parents/carers.

We promote the relevant frameworks to support and enhance their natural curiosity. At all times, we will recognise each child's individuality, effort, and achievements. Our Staff will display flexibility in styles of leadership and respond to children according to age, understanding, and ability.

We believe in good quality, exciting and challenging continuous provision and our extensive Outdoor Learning Area is always available for the children to enjoy, regardless of age and stage of development. Our outdoor area provides a wealth of experiences and resources to enhance children's learning to develop in various ways; exploring, investigating and risk taking all of which help develop skills for now and the future.

All outdoor learning activities will go alongside indoor activities and will provide adult-led and child-initiated play opportunities. We play outdoors in all types of weather

as long as it not too severe. Parents/carers are asked to make sure children have appropriate outdoor clothing on every day.  
Children will be supervised and robust risk assessments will be made daily and staff are regularly reminded of the importance of the robust risk assessment procedure.

## Admissions and Fees Policy

Sandfield Park Private day Nursery offers Nursery places for children aged 6 weeks to 5 years. We are committed to providing a fair and open admission system that offers a competitively priced and good quality value service. We support parent/carers to access various entitlements; child tax credits, voucher schemes and funded places.

We operate an inclusion and equality policy to ensure all children can access a place within the setting irrespective of gender, race, disability religion or belief and sexual orientation of parent/carers.

Parent/carers are given all relevant information when enquiring about availability at the setting. They are also advised regarding places available. If a suitable place is available the parent/carer is invited to come to the setting for a visit along with the child.

Matters taken into account;

- Availability of places taking into account staff ratio and age of child
- Children with siblings in the setting
- Waiting list for September starts – places given will depend on the availability of the places, however we try to operate a first come, first served basis where possible.
- Part-time places will be taken into account depending on availability

### **Fees**

Fees are to be paid in advance weekly or monthly. The parent/carer contract will be implemented. Parent/carers will be given prior notice to any changes in the fees.

Children who are eligible to claim either the 2 year free education, or 3 and 4 year Nursery Education Funding, parents/carers can choose to have their child attend term time only for a maximum of 15 hours per week keeping them off every half term. Alternatively they can spread the offer across the 52 weeks that the nursery is open for claiming 10.96 hours free education per week rather than 15 hours, and paying for the balance of the hours used.



## Uncollected Children Policy

We will always have the highest regard for the safety of the children in our care from the moment we pick them up from school and/or they arrive to the moment they leave.

At the end of every session we will ensure that all children are collected by a parent/carer or designated adult, in accordance with the Arrival and Departures policy.

If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent, carer, or designated adult is more than 15 minutes late in collecting their child staff will call the parent/carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last.
- Messages will always be left on an answering machine or voicemail requesting a prompt reply.
- While waiting to be collected the child will be supervised by at least two staff members who will offer them as much support and reassurances as necessary.
- If, after repeated attempts, no contact is made with the parent/carers or designated adult, and a further 30 minutes has elapsed, the General Manager/Nursery Manager will call the local social services department (Careline – 0151 233 3700) and responsibility of the child being passed to a child protection agency will begin at that point.
- An up dated message will be left for the parent/carers or designated adult on the answer phone.
- Furthermore, a note will be left on the door of the premises informing the parent/carer or designated adult of what has happened. The note will reassure them of their Child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from our premises.
- The child will remain in the care of Sandfield Park Private Day Nursery Ltd until they are collected by a parent/carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by staff and discussed with parent/carers at the earliest opportunity.
- Parents and carers will be informed that persistent late collection will result in the imposing of a fine as late collections affect our Insurance policy and premium significantly as well as the well-being of our very committed staff team.

## Lost Child Policy

We have the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions or outings.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions (in addition to the registration procedures set out in the Arrival and Departures policy) and on outings.

### Lost child – from our Premises

In the unlikely event of a child going missing within/from setting the following procedure will be implemented immediately:

- All staff present will be informed and an immediate thorough search of the setting will be made followed by a search of the surrounding area. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- A staff member will notify the person in charge, whilst other staff continue searching
- The person in charge will carry out a second search of the area
- If the child has still not been accounted for, the person in charge will contact the police
- The person in charge will also contact the parents/carers of the missing child
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the setting.
- The Co-ordinator will be responsible for meeting the police and the missing child's parent/carer. The Co-ordinator will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Co-ordinator and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the setting's Site Security and Risk Assessment policies).
- Any incidents must be recorded in writing in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

## **Lost child – outings**

- Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately
- All staff present will be informed and an immediate thorough search of the area will be made, ensuring that all other children remain supervised throughout
- If appropriate, on-site security will also be informed and a description of the child/children given
- In the event of a child not being found, the designated person in charge will immediately inform the police
- The designated person in charge will then inform the setting who will contact the child's parents/carers giving details of what has happened
- Staff from the setting will be sent to assist the safe return of the other children if necessary
- At least one member of staff will remain at the scene whilst others return to the setting with the children. This member of staff will continue searching for the child/children
- The remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- The General Manager/Registered Person will inform Ofsted of any serious incidents.

## **POLICY FOR ABUSIVE OR THREATENING BEHAVIOUR ON SANDFIELD PREMISES**

All members of the Nursery have a right to expect that Sandfield Park is a safe place in which to work and learn.

Violence, threatening behaviour and abuse, including verbal abuse, against Nursery staff or other members of the Nursery will not be tolerated. There is zero tolerance of such behaviour within the Nursery.

No parent should speak to or threaten either a child or member of staff on the Nursery premises in a way that causes that child/staff member to be upset or frightened in any way.

Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

### **ACTION TO BE TAKEN IF AN INCIDENT OCCURS:**

#### ***Incident report***

If an incident involving violence, threatening behaviour or abuse does occur then an incident report form (Appendixi) will be completed by the member of staff against whom the abuse was directed. In the case of this being a child a member of staff may complete the form on their behalf. This will also be signed by a member of staff who witnessed the incident if applicable.

#### **Step 1: Warning**

The General Manager/Nursery Manager or their representative will speak to the person or persons perpetrating such an incident privately and should always have someone with them.

It will be put to the person that such behaviour is unacceptable and an assurance will be sought that such an incident will not be repeated. It will be stressed on this occasion that repetition of such an incident will result in further more serious action being taken.

#### **Step 2: Exclusion**

If a second incident occurs involving the same person or persons, the General Manager/Nursery Manager will notify the perpetrator that this abusive and threatening behaviour is unacceptable and will leave the Nursery Manager/Director no option but to exclude them from the Nursery.

The process may be accelerated according to the level of behaviour.

### **Step 3: Police Involvement**

If following a decision to ban a person from the Nursery premises, that person nevertheless persists in entering Nursery premises and causes a nuisance or disturbance, such a person may be removed from the Nursery premises as a trespasser and prosecuted under Section 547 of the Education Act 1996. They may also be charged with an offence under the Public Order Act 1986 or other such legislation.

Police involvement would make reference to the Public Order Act 1986 (Criminal conduct / police remit), Section 5 “Disorderly conduct” (paraphrased) Verbal abuse, threatening abusive or insulting words or behaviour or any disorderly behaviour whereby a person is caused alarm, harassment or distress.

Section 4 “Threatening behaviour”

A person fears that violence or threat of violence is likely to be provoked.

## **Abusive or Threatening Behaviour –Incident Report Form**

### ***1.Details***

Date of incident: .....

Day of the week: .....

Time: .....

Location:.....

### ***2.Member of staff reporting incident***

Name: .....

Position: .....

### ***3.Details of person assaulted / verbally abused***

Name: .....

Job / Position (if member of staff): .....

### ***4. Details of trespasser / assailant / verbal abuser (if known)***

.....  
.....  
.....

### ***5. Witness(es) if any***

Name: .....

Address: .....

.....  
.....

Other information / relationship between member of staff / abuser if any

.....

.....

.....

.....

**6. Details of incident ( please attach witness statement)**

.....

.....

.....

.....

.....

.....

.....

Location of incident:

.....

.....

**7. Outcome (see policy):**

Step 1, 2, 3 (please state) .....

Has abuser been involved in any previous incidents? If yes please detail below.

.....

.....

.....

Name and contact details of police officer involved / incident number:

.....  
.....  
.....  
.....

Form completed  
by:.....

Signed: .....

Dated: .....

Please return to the General Manager/Nursery Manager as soon as possible.



## **Policy on Sudden Infant Death Syndrome**

Sudden Infant Death Syndrome is rare, especially once a child reaches five months old, however it does still occur and there are some preventative measures that can be taken to reduce the risk of this happening. These are as follows:-

- Babies should always be put to sleep on their backs with their feet touching the foot of the cot.
- Sheets or thin blankets should come no higher than a babies shoulders to prevent them wriggling under the covers.
- We do not swaddle the children whilst in nursery although the evidence on the affects of swaddling in relation to SIDS is inconsistent.
- Babies should not share beds, especially under the age of six months. Our babies either sleep in a cot or on their own separate bed on the floor (for the older babies). Our toddlers sleep on their own separate beds.
- You should not smoke around children, the smell of smoke lingers in the air for up to 2 ½ hours. At Sandfield Park we operate a no smoking policy.
- Keep the room temperature at a comfortable level. Children who are too hot are at an increased risk of SIDS, however also make sure they are not too cold. The room temperature should be between 16 and 20 degree centigrade. There is a thermometer in the baby room and the central heating system is operated through a thermostat.

Whilst our children are sleeping there is always a member of staff present in the room who checks the children every 10 minutes and records this. The baby and toddler rooms are next door to the Tiddler room so if help was needed then another member of staff can be alerted immediately. At Sandfield Park children are never left unsupervised, even when sleeping. At least one member of staff will stay with the sleeping children during staff lunches.

## **Child Absence Policy and Procedure**

We at Sandfield Park Private Day Nursery Ltd would ask that Parents/ Carers :

- Notify your child's key worker or Nursery by contacting Claire, Sarah or Lindsey in advance if your child is to have a planned absence from Nursery
- Notify Nursery on the first morning of an unexpected absence that your child is to be off (by registration at 9.00am for AM class and by 12.45pm for PM class) by telephoning 0151 228 4040 (please leave a message on the answer-machine if necessary)
- Please keep Nursery staff informed if your child is to have a prolonged absence as they like to know how your child is doing
- If Nursery staff members have not heard from you, the member of staff who has taken the register or a member of the Senior Management Team will contact you by telephone immediately after registration as per the Emergency Contact numbers you have given. If staff members are unable to contact you, they will move onto the other Emergency Contacts as a matter of course. You should advise your child's other Emergency Contacts of this procedure. A record of staff actions will be logged in the absence record book sequentially
- In the event that staff members are unable to establish a child's whereabouts despite their best endeavours, the Child Protection Policy will be implemented by either the General Manager or the Nursery Manager and a Referral will be made within one week of the first date of absence. These follow-up actions will be recorded as per the Child Protection Policy. All unexplained absences of more than 3 sessions will be recorded.

Please help us in implementing this procedure which is designed to protect children in emergency situations. Please also note that it is your responsibility to ensure that Emergency Contact numbers are up-to-date. Whilst attendance at Nursery is not a statutory requirement, informing staff of your child's absences will be very helpful to the smooth running of the Nursery and to effective forward planning for the children's activities. It will also be good practice for school, where similar procedures are required.

## **Looked After Children Policy**

At Sandfield Park Private Day Nursery Ltd we are committed to providing a welcoming and inclusive quality environment for all children and families.

### **Definition and legal framework**

The description 'looked after' is generally used to describe a child who is looked after by the Local Authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014).

### **Our policy**

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported

by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under Local Authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

**The designated person** for 'looked after children' is Claire Gould, our Safeguarding Officer.

Each child is allocated a key person. The key person will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals (where applicable).

The key person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported.

In addition the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child

- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key person and designated 'looked after' person and Claire Gould will work together to ensure any onward transition to school or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

**Key contact details:**

Organisation	Contact Number
Local authority	0151-233-3000
Children's social care team	0151-233-3700
Named social worker	

## Babysitting Policy

At Sandfield Park we do not provide a babysitting service outside of our normal operating hours. However, we understand that parents sometimes ask nursery staff to babysit for their children and this policy has been implemented to clarify some points regarding private arrangements between staff and parents. Please also refer to our Safeguarding Children Policy.

The nursery is not responsible for any private arrangements or agreements that are made, this is between the staff member and family, however we do expect staff members to inform us if they are babysitting or caring for a child that attends the nursery outside of the setting. We require the staff member and parent to sign a copy of this policy which we will keep on file for the child and staff member.

We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews, references, full employment history and CRB/DBS checks as well as several other processes. Whilst in our employment all staff are subject to ongoing supervision, observation and assessment to ensure that standards of work and behaviour are maintained in accordance with our policies. We have no such control over the conduct of staff outside of their position of employment. Parents/carers should make their own checks as to the suitability of a member of staff for babysitting.

We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of nursery hours. The member of staff will not be covered by the nursery's insurance whilst babysitting as a private arrangement.

Out of hours work arrangements must not interfere with the staff members employment at the nursery.

All staff are bound by contract of the Confidentiality Policy and Data Protection Act that they are unable to discuss any issues regarding the Nursery, other staff members, parents or other children.

The nursery has a duty of care to safeguard all children attending the setting so if a staff member has some concerns for a child following a private babysitting type arrangement they need to pass these concerns on to the Safeguarding lead within the setting.

If a staff member is to take the child at the end of that child's nursery session (which may not be the end of a nursery day) the Nursery Manager will require written

permission from the parent/carer. It will be the staff member's responsibility to ensure they have the appropriate insurance, MOT and child restraints or child safety seats if they are transporting them in a car.

## USE OF DUMMY POLICY

At Sandfield Park Private Day Nursery Ltd we recognise and understand that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of a child's individual routines
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in the child's own bags to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and, if age/stage appropriate, explain in a sensitive and appropriate manner why the dummy is not needed
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).



## **POLICY ON DELIVERY OF FREE EDUCATION FOR 2, 3 AND 4 YEAR OLDS**

### **Free Education For 2 Year Olds**

At Sandfield Park Private Day Nursery Ltd we offer up to 15 hours free education for children aged 2 years from the term after their second birthday, subject to you, their parent/carer, meeting the relevant eligibility criteria. Your child will be eligible for a free place if you are in receipt of the following benefits:-

- Income Support or Job Seekers Allowance (income based).
- Employment Support Allowance (income related).
- Support through Part 6 of the Immigration and Asylum Act.
- The guaranteed element of State Pension Credit.
- Child Tax Credit with annual gross earnings of no more than £16,190 per year.
- The Working Tax Credit 4 week-run on (the payment a claimant receives when they stop qualifying for Working Tax Credit).
- Working Tax credits with annual gross earnings of no more than £16,190 per year.
- Disability Living Allowance (DLA).

Your child may also be eligible for a place if he/she:-

- Has a current Statement of Special Educational Needs/Disabilities (SEND) or an Education Health Care Plan.
- Is looked after by the local authority.
- Receives a Personal Independence Payment Award (PIP).

In addition, your child may be offered a place if you have left care through special guardianship or through an adoption or residence order.

In order to prove that you meet the eligibility criteria to access the free education you need to provide your date of birth and national insurance number to Claire Gould, General Manager, who can check this via the Local Authority online portal and written evidence that you are in receipt of Universal Credit.

Once your eligibility has been confirmed your child can access the free education in the following ways:-

- Your child can access the 15 hours per week free education **ONLY** either by attending the setting over two mornings, two afternoons or one full day (depending upon current occupancy levels), for 52 weeks of the year.
- This means that rather than accessing 15 hours per week your child will access 10.96 hours for free and you will be charged for the balance of the hours used. For example should your son/daughter attend the setting for one and a half days (15 hours), they can access 10.96 hours for free and you will be charged for the remaining 4.04 hours at a specific hourly rate.

### **Free Education For All 3 and 4 Year Olds**

All children aged 3 and 4 years are entitled to receive up to 15 hours free education from the term after their third birthday. Your child can access the free education in the following ways:-

- Your child can access the 15 hours per week free education **ONLY** either by attending the setting over two mornings, two afternoons or one full day (depending upon current occupancy levels).
- This means that rather than accessing 15 hours per week your child will access 10.96 hours for free and you will be charged for the balance of the hours used. For example should your son/daughter attend the setting for one and a half days (15 hours), they can access 10.96 hours for free and you will be charged for the remaining 4.04 hours at a specific hourly rate.

### **30 Hours Free Education**

Working families with 3 and 4-year-old children can get an extra 15 hours a week of free childcare providing you, their parent/carer, meet the relevant eligibility criteria. The criteria is as follows:-

- Both parents are working (or the sole parent is working in a lone parent family).
- Either or both parents' income does not exceed 100k.
- The parent earns or expect to earn the equivalent to 16 hours at National Minimum or Living Wage over the coming three months. This equates to £115 a week (or c. £6,000 a year) for each parent over 25 years old or £111.20 a week (or c. £5,700 a year) for each parent between 21 and 24 years old.
- This applies whether the parent is in paid employment, self-employed or on zero hour's contract.
- The parent (and their partner where applicable) should be seeking the free childcare to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental or adoption leave, or if they are on statutory sick leave.

- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed) they do not need to demonstrate that they meet the income criteria for 12 months.
- If a non-EEA national, the parent must have recourse to public funds.

**Who will not qualify? A parent will not meet the criteria when:**

- Either or both parent has an income of more than £100,000 • Either parent is a non-EEA national and subject to immigration control (and has no recourse to public funds)
- You cannot claim the 30 hours in addition to a full time reception place in a maintained school or academy.

Your child can access the free education in the following ways:-

- Your child can access the 30 hours per week free education **ONLY** by attending the setting over two full days for 52 weeks of the year.
- This means that rather than accessing 30 hours per week your child will access 21.92 hours for free and you will be charged for the balance of the hours used. For example should your son/daughter attend the setting for three full days (31.5 hours), they can access 21.92 hours for free and you will be charged for the remaining 9.58 hours at a specific hourly rate.

Even if you are not eligible to claim the full 30 hours free education for your child they will still be entitled to receive up to 15 hours free education per week.

All parents/carers will be required to sign a form confirming that this is the case regardless of whether your child is in attendance or not i.e when they are on holiday or off due to sickness.

For those children accessing 30 hours free education there will be a supplementary charge of £1.50 per day towards the cost of food. This is not mandatory.

You will be required to sign a parental agreement provided by Liverpool City Council. Should you fail to sign the form and we get audited by Liverpool City Council they have the right to withdraw the funding, in which case you will be liable to pay full fees.

## **INDOOR/OUTDOOR SHOES POLICY**

At Sandfield Park Private Day Nursery Ltd we aim to promote children's wellbeing and safety at all times. It is essential for non-mobile and small children to have the opportunity to explore their environment in a safe way. To help us do this we are implementing this Policy to:-

- Prevent contaminated items from being walked into the rooms and on to the floors where children lay, crawl or play;
- And, prevent injury to the children from other children, staff or visitors by standing or treading on their fingers or toes.

As well as for hygienic reasons we are introducing this Policy as research from the University of Bournemouth found "that by removing shoes classrooms were quieter providing a calmer atmosphere where pupils were more willing to engage in learning activities". ([www.independent.co.uk](http://www.independent.co.uk))

### **Buttercup and Daisy Rooms:-**

- Staff will wear 'soft shoes or slippers' whilst indoors and change into/out of appropriate outdoor footwear on entering and leaving the building.
- Parents/carers are asked when delivering or collecting their child from nursery to remove their outdoor shoes before entering the children's room, or to pass their child over to a staff member in the doorway so as not to walk in any contaminants from the outdoors.
- Parents/carers can choose to provide their children with appropriate indoor shoes for established walkers to wear if they so wish.

### **Violet, Bluebell, Tulip and Sunflower Rooms:-**

- Staff will wear 'soft shoes' whilst indoors and change into/out of appropriate outdoor footwear on entering or leaving the building.
- Parents/carers are asked when delivering or collecting their child from nursery to remove their outdoor shoes before entering the children's room, or to pass their child over to a staff member in the doorway so as not to walk in any contaminants from the outdoors.
- Parents/carers are asked to provide appropriate indoor shoes to wear throughout the day in the form of soft black pumps. These can be purchased from any large supermarket or shoe shop.

## **Emergency Evacuation**

In the event of an emergency situation such as a Fire Drill it is not possible to stop to collect shoes on exiting the building, children will be evacuated as they are.

## **IPAD USER AGREEMENT AND ACCEPTABLE USE POLICY**

At Sandfield Park Private Day Nursery Ltd all Ipad's allocated to staff are the property of Sandfield Park Private Day Nursery Ltd, and should be looked after with appropriate care and attention. Staff use of Ipad's fall under the Nursery Safeguarding and Child Protection Policy for children, and E-Safety Policy (acceptable use) for staff.

Staff are provided with a protective screen cover and Ipad charger.

### **Staff should:-**

- Only use the Ipad's to collect assessment evidence of a child's learning. This will be stored under the child's own individual profile;
- Follow the Nursery's E-Safety Policy and Safeguarding and Child Protection Policy at all times;
- Keep the Ipad in the room during the day and locked away in the designated locker outside of working hours;
- Keep the 4 digit security pin on their Ipad's confidential, except with the Senior Management Team;
- Report loss, theft or damage of/to the Ipad immediately to a member of the Senior Management Team;

### **Staff should not:-**

- Modify the settings on the Ipad's in any way;
- Apply any permanent marks, decorations or modifications to the Ipad's;
- Remove the protective cover from the Ipad;
- Link personal devices to the Ipad;

### **Using the Ipad:-**

- The Ipad's should be kept away from any food and drink at all times;
- Charge the Ipad only using the provided charger and standard wall outlet;
- Any errors or problems with the Ipad's should be reported to a member of the Senior Management Team as soon as possible;

### **Saving Documents:-**

- Save documents via the app based storage and sharing capabilities. This allows access to documents from other computers via the internet and will be used to check assessments and share with parents/carers.

### **Parent Share:-**

- With parental consent assessment reports will be shared with parents/carers once a month;
- Further photographic or video evidence may be shared with parents/carers if deemed necessary or relevant. For example for children who are settling into the Nursery photographic or video evidence of them being comfortable may be shared with parents/carers to provide comfort and reassurance;
- Assessments must be checked by the Key Person and moderated by the Room Senior and sent directly from the Ipad for that particular room;
- Parents/carers will only receive assessment reports for their own child, although there may be other children who appear on the evidence used to form the assessment.

## **STAFF IPAD USER AGREEMENT**

I agree to use the Ipad allocated to me (my room) for assessment purposes, using the installed 2Simple app. I understand, and will abide by, the use of Ipad regulations outlined in this policy in conjunction with the Nursery's E-Safety Policy and Safeguarding and Child Protection Policy.

I further understand that should I commit any violation the Nursery may ask me to return the Ipad and Nursery disciplinary or legal action may ensue. I agree to hand in my Ipad for routine maintenance, security updating and screening, as requested. I also understand that should I damage or destroy the Ipad Sandfield Park Private Day Nursery Ltd reserve the right to recover the cost of a replacement from me personally via deductions in my salary.

Staff Name : .....

Staff signature : .....

Dated : .....





# Lone Working Policy

EYFS: 3.4-3.18, 3.19, 3.21, 3.22
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At Sandfield Park Private Day Nursery Ltd we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- Following a child's interest, as this may lead staff away with a child to explore an area
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours.

We always ensure that our staff:child ratios are maintained.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks of working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training and if children younger than school reception age are present; hold a level 3 qualification.

Public liability insurance for lone working will be sought where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring:

- To complete a risk assessment for staff working alone
- Ratios are maintained
- There is someone to call on in an emergency if required
- The member of staff and children are safeguarded at all times (relating to additional policies as above).

Employee's responsibilities when left in the building alone:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work
- To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety if they are concerned
- Ensure that the building remains locked so no one can walk in unidentified
- Report any concerns for working alone to the management as soon as is practicably possible.

Management's responsibilities when left in the building alone:

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation
- To ensure that the employee has the ability to contact them or a member of the team even if their lone working is outside normal office hours (i.e. access to a phone, contact numbers of someone they can call)
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call
- To ensure that employees have the ability to access a telephone whilst lone working
- If reporting in arrangements have been made and the employee does not call in, to follow it up.

Risk assessments are also completed for these occasions including hazards and risks and how these are controlled.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
06/03/2018	<i>C. Gould</i>	06/03/2019

# **SANDFIELD PARK**

## **LOCKDOWN POLICY & PROCEDURE**

Sandfield Park recognises the potentially serious risks to children, staff and visitors in emergency or harmful situations

A lockdown may take place where there is a perceived risk of threat to the nursery, its staff, children, visitors or property.

Where possible, staff will act to ensure the safety of all persons in the setting in the following situations:

- In the event that unauthorised person(s) considered dangerous, are on nursery grounds.
- In instances including domestic breakdowns where estranged parties are attempting to abduct children.
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the well-being of others.
- In emergency situations within the environs of the setting where there is potential risk from spills or poisonous fumes.

A lockdown will be initiated by a recognisable signal of the word **VICTORIA**.

Lock down procedures will be practised regularly so that staff and children are familiar with them

### **Practices and Procedure**

Follow the **CLOSE** Procedure

- **C**lose all windows and doors
- **L**ock up
- **O**ut of sight and minimise movement
- **S**tay silent and avoid drawing any attention
- **E**ndure. Be aware that you may be in Lockdown for some time.

The following steps provide guidelines for staff, students and visitors in an emergency situation:

- Upon hearing the word **VICTORIA** staff to get their children into their own rooms and secure all windows and doors;
- Close all blinds;

- Instruct children to sit on the floor and keep them calm and as quiet as possible. If possible tip over a table and sit behind the tables;
- If anyone is outside, call them in.
- Collect medical box, register and mobile phone.
- Do a head count immediately and at registration
- Supervise, ensuring everyone remains out of sight and are sitting quietly.
- No one should be allowed out of the room or safe area during a lockdown procedure.
- Remain in lockdown until the all-clear has been given and normal situation resumes.

## **If the lockdown word sounds whilst in the outdoor gardens**

### **GO IN, STAY IN**

- Go to the nearest entrance
- Access nearest room available
- Remain in lockdown until you receive further notice

## **Evacuation**

Some examples of circumstances when it may be appropriate to evacuate a building or designated area include fire, bomb threats, gas or chemical leaks, explosions or substantial damage to the building.

### **Internal Threat Response**

1. Person in charge will ensure the security of all persons' in the vicinity of the threatening situation.
2. The staff member or designated adult will sound the alarm and inform the emergency services.
3. Do a head count immediately. Ensure children remain out of sight and sit quietly.
4. Remain in lockdown until the all clear message is given.

**At no time will staff attempt to physically remove an unwanted visitor.**

**Staff will follow the directives of Police as instructed or requested.**