

# COMPANY CHILD CARE POLICY

and

## OPERATIONAL PLAN

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Notice

This document is under constant review and confirmation of the date of the latest revision should be obtained from Stanley House, 64-65 Victoria Road, Swindon, SN1 3BB.

# 1. INTRODUCTION

## 1.1 General

All of the company's facilities will be registered with the appropriate Authorities. Our policy is to use the following guidelines and those stated in the latest relevant legislation as the standards for the planning and running of each day care nursery. All staff are required to read the following policy document and observe its requirements and recommendations.

## 1.2 Regulatory Authority

The responsibility to regulate day care nurseries rests with Ofsted and members of its staff are authorised to enter and inspect premises used for the care of children.

If any requirements are made or notices are received from any body or person claiming authority, these must be sent to White Horse Child Care Limited's Head Office at: Stanley House, 65 Victoria Road, Swindon, Wiltshire, SN1 3BB, immediately.

## 1.3 Registration

The regulatory authority has to be satisfied as to the standards of care.

These standards are concerned with:

- i) Quality of play provision and care -
  - Organisation
  - Care, Learning and Play
  - Special Needs
  - Behaviour
- ii) Staffing -
  - Suitable Person
  - Equal Opportunities
  - Working in Partnership with Parents and other Carers
- iii) Suitability of premises -
  - Physical Environment
- iv) Safety -
  - Equipment safety
  - Child Protection
- v) Health and Hygiene -
  - Food and Drink
- vi) Records

The Department of Education, Early years Foundation Stage (EYFS) specifies requirements for learning and development and for safeguarding children and promoting their welfare.

The Certificate of Registration must be displayed at all times in a prominent position.

Children will not be accepted by a new Nursery until a certificate of registration has been received or written permission has been obtained from Ofsted.

Any requirements set out in the certificate must be adhered to at all times.

#### 1.4 Visits by Ofsted

Periodic visits will be made by Ofsted staff. In addition Nurseries are subject to an Annual Review when all aspects of functioning will be inspected.

#### 1.5 Equal Opportunities Policy

The Nursery will ensure that proper recognition is given to the multi-cultural nature of our society and to equal opportunity. Equal opportunity considerations are relevant to all aspects of Nursery functioning including: employment of staff, the selection of play materials and books and conduct of the Nursery.

Selection criteria of new staff will be kept under review to ensure that they are justifiable on non-discriminatory grounds. Wherever possible, more than one person must be involved in the selection interview and recruitment process. All reasons for selection and rejection of applicants for vacancies must be made with consideration to equal opportunity and no form of prejudice will be tolerated.

Training of staff wherever possible will be provided however the actual recruitment to all jobs will be strictly on merit. Efforts will be made to remove barriers and provide appropriate facilities and conditions of service needs and disadvantaged and or under-represented groups

All children must be cared for with equal concern, lack of stereotyping and with due regard shown to their religion, racial origin, culture, gender or linguistic background. The nursery will take reasonable steps to make adjustments in order to accept a disabled child including mental or physical impairment and ensure that children are treated in a manner that respects their individual needs. Discriminating language, behaviour and prejudice shown by children must be responded to and where possible overcome.

#### 1.6 Grievance Procedure

If you have any grievance relating to the standard of care or the terms of your employment or if you wish to appeal against any decision made by the management or disciplinary action taken against you, you may seek redress by applying in writing to the Managing Director at the Head Office, who will investigate such grievance or ask someone to do so on his behalf. You shall have the right to state your case orally or in writing during such investigation and to be accompanied by a colleague. Once the Managing Director (or the person acting on his behalf) has completed the investigation the decision shall be final.

## 2. CARE PROVISION

### 2.1 Ages

The under 5's are not a single group. A 4 year old for example, is a very different person from a 2 year old or a baby and individuals of the same age will vary in their stage of development and precise needs.

However, for the purposes of this document, 4 broad age bands have been identified:-

- |      |                     |   |                 |
|------|---------------------|---|-----------------|
| i)   | Less than 12 months | - | Babies          |
| ii)  | 1-2 year olds       | - | Early toddlers  |
| iii) | 2-3 year olds       | - | Mature toddlers |

iv) 3-5 year olds - Children

Most of the notes contained in this document apply to all four age groups.

## 2.2 Settling in

Starting in a Day Nursery requires the child to come to terms with a new environment, new routines, new people, and a new set of expectations. Some children are likely to find this more difficult than others. Those children that struggle with separation will be introduced gently into the setting with parents and carers encouraged to spend some time with their child while they adjust.

## 2.3 Individual Care

It is essential for the development of young babies and children that adequate steps are taken to ensure that they receive sufficient individual care. Key work staff are allocated to support both children and parents/carers throughout their time at the nursery. All children will be assigned to relevant groups each consisting of a home base room including space for children to keep personal possessions.

## 2.4 Records and Reviews

Records must be maintained as required by Ofsted.

Staff meetings must be held at regular intervals.

## 2.5 The Child's Day

It is recommended that no child attend for longer than 10 hours a day.

It is important that the day is planned for children according to their age and needs. Each day should provide both variety and some routine. Included should be some imaginative and physical play. There should be quiet and relaxation periods and time for listening and reasoning. The seven areas of Learning in the EYFS 2021 should be incorporated in everything we do with the children, these are:-

Personal, Social and Emotional  
Communication and Language  
Physical Development  
Literacy  
Mathematics  
Understanding the World  
Expressive Arts and Design

## 2.6 Behaviour Management Policy

Children and adults flourish in an environment which has a routine and where everyone knows what is expected of them.

Children should feel free to develop their play and learning without fear of being hurt or hindered by anyone else.

All staff must aim to develop an atmosphere of mutual respect and encouragement, where children's self-respect and self-esteem is always encouraged.

In order to achieve this all staff will :

- Try to be a positive role model. They will be friendly and have genuine care and courtesy for each other. They will try to offer strategies for handling conflict.
- Ensure that rules are applied consistently, so children know what to expect.
- Discuss what is acceptable behaviour and unacceptable behaviour.
- Praise and encourage all children to help to promote good positive behaviour.
- Take positive steps to avoid a situation where a child receives attention only in return for unacceptable behaviour.
- Only use physical restraint, such as holding to prevent physical injury to the child, other children, or adults and/or damage to property.
- In cases of serious misbehaviour, such as racial or other abuse, make clear the unacceptability of the behaviour and attitudes by explanations and not personal blame.
- In any case of misbehaviour make clear to the child that is what they have done that is unacceptable.
- Never raise their voices or shout in a threatening way.
- Handle behaviour depending on the child's development, understanding and maturity.
- Discuss recurring problems with all the relevant staff. Children will be observed to try to establish a cause or reason for the behaviour.
- Be aware that some kinds of behaviour may arise from a child's special needs.
- Try to diffuse a heated situation by distraction and redirection.

When children behave in unacceptable ways :

- They will be given adult support in seeing what was wrong and how to cope more appropriately. This might be accomplished by a period of time out with an adult.
- They will never be sent out of the room by themselves.
- Physical punishment such as smacking or shaking will never be used or threatened.
- Adults must never single out or humiliate an individual child.

## 2.7 Links with Parents/Carers

Parental/carers involvement is a vital ingredient for successful care and provision.

Parents/carers should be encouraged, when possible to spend time with their child(ren) within the nursery setting. This should apply not only to a settling in period, but in an ongoing manner so that staff, parents/carers and children share and communicate in a developing care experience.

Planning with parents/carers, to consider the individual child's needs and wants, will be crucial for the child's welfare and happiness. Since the child may spend a large proportion of the waking day away from its parents, the communication between staff and parent must be effective to ensure security and continuity for the child.

## 2.8 Policy for Special Education Needs

Preschool learning and preparation is beneficial to a child's growth and development. The nursery aims to provide care and education for all children including those with special needs. Providing the nursery can cater for access, suitable toileting requirements, equipment and additional staff if required, all children will be accepted into the nursery and integrated into



the most appropriate age group. Our aim is to develop a child to his/her fullest potential during the pre school years.

The nursery aims to promote positive images for all children, parents and staff attending the nursery. Proper recognition is given to promote positive images for all children, staff and parents regardless of religion, race, culture, gender, disability or linguistic background.

The nursery must develop good links with parents in order to work together. Communication between all parties involved in the child's care is essential for continuity and good progress, but any information shared with outside parties must be with the consent of the parent or guardian unless required by statute.

Liaison with other professionals dealing with a child's individual needs is essential. The nursery manager or special needs co-ordinator must obtain as much information as possible regarding a child's needs, arrange suitable times for visits from outside agencies and ensure that keywork staff have time to discuss progress with parents and professionals.

It is the Company's aim to have regard to the DfES Code of Practice on Special Educational Needs, and also to other government issued guidelines supplied to providers of Foundation Stage education.

Aims and objectives which are to be adopted by all staff are to:

- Provide care and education for all children including those with special needs.
- To promote an inclusive environment encouraging each child to reach their true potential.
- To provide a broad and balanced curriculum accessible to all and recognises individual need.
- Work in partnership with parents and have good links with other professionals involved with the child's welfare.
- Keep up to date with the current initiatives.

The needs and progress of all children with Special Educational Needs (SEN) will be monitored by the nursery's Special Educational Needs Co-ordinator (SENCO) who will be appointed by the Manager.

The name of the SENCO will be displayed in the entrance hallway or by the parents notice board.

Their role will be to :-

- Be familiar with the current Code of Practice.
- Work in close partnership with parents and other staff to identify and monitor plans for individual learning for those with special needs.
- Attend appropriate training courses.
- Liaise with and work alongside outside agencies and key professionals
- Ensure that records of children with SEN are made and that these are monitored regularly.
- Ensure these records are accessible to parents, key staff and other professionals working with the child.

Preschool learning and preparation is beneficial to a child's growth and development. It is necessary to recognise and value the needs of all children and ensure that all individuals have opportunity to become an integral part of the nursery life, providing the nursery can cater for access, suitable toileting requirements, equipment and additional staff, all children will be accepted into the nursery.

All staff must recognise that parents are the prime educators of their children, it is necessary to develop good links with parents in order to work effectively.

Communication between all parties involved in the child's care is essential for continuity and good progress.

Parents/carers should be encouraged to share their knowledge and expertise about the child's strengths and needs. Staff must ensure good record keeping, including additional and relevant remarks regarding progress and the planning of the individual child's progress. A curriculum should be planned to support the child's development and to enhance work being done by other professionals. An individual plan may be needed to aid development and targets set to help with progress. These targets should be recorded in the child's file and as appropriate on Individual Learning Plans. Regular meetings with parents and the SENCO should be made to update these target areas. The SENCO should obtain information on the child's specific condition or needs.

The Manager will liaise with outside agencies such as Health, Education and Social Services to seek information, advice and support as required.

The SEN policy will be reviewed periodically by the SENCO and all relevant staff, the success of the procedures for working with children with SEN will be considered at each review.

If any parent/carer should have a complaint, they should speak to the nursery manager or follow the published complaints procedure, details of which can be found herein.

Key work staff must ensure that record keeping also includes additional information and relevant remarks regarding progress and planning and the child's progress. They should also ensure that the curriculum is planned to support the child's development and to support work being done with other professionals. An individual plan may be needed to aid development.

Managers or special needs co-ordinators must share records with parents and with parental consent with other professionals dealing with the child.

Special needs co-ordinators must ensure early years identification pathways are followed including any plans set out by the local authority.

The nursery aims to promote positive images for all children, parents and staff attending the nursery. Proper recognition is given to children regardless of race, gender or disability. Children should have equal access to provisions and the chance to lead lives that are as normal as possible.

## 2.9 Planning

Parents, health visitors, social workers, the Education Department and any others involved in the care should be involved as appropriate in planning to ensure that the child's needs are being properly catered for and effective learning is achieved.

## 2.10 Accident Procedure

Staff to inform the nursery manager or in their absence a deputy manager of any accident.

The Manager or Deputy is to assess the situation and either:-

- i) Give first aid and treat appropriately and/or if necessary
- ii) Contact the parents to inform and/or arrange collection.

On collection the Manager or Deputy must ensure the parent has a full account of the accident and that the staff and parent/carer have completed an accident form.

For more serious accidents and emergency treatment the Manager or Deputy is to assess the situation and either:-

- i) Call an ambulance if immediate medical treatment is required, or
- ii) Take the child or person to the local Accident and Emergency centre. If a child has been injured then two staff must be present unless travelling by ambulance in which case only one senior staff must attend.

The Manager or Deputy must contact the parents or next of kin as soon as possible and inform them of the situation, where the child has been taken and make arrangements to meet them at the hospital.

The child's contract and information schedule must go to the hospital with the staff and child. One of the staff must remain with the child until the parent or named carer on the contract arrives to ensure a clear handover is made to the parent.

Accident reports and books must be written up.

The Manager or Deputy must inform Head Office of event and situation as soon as possible and if applicable to their Standards also inform Ofsted by telephone on 0300 123 1231.

If the accident constitutes a reportable incident under the RIDDOR regulations, then follow RIDDOR's current reporting requirements. The Manager or Deputy must contact the parents for a follow up report/s, this/these is/are to be recorded on the accident log.

## 2.11 Child Protection

If you suspect that any child in your care is being physically or emotionally ill-treated or neglected you must immediately consult the Nursery Manager who in turn must discuss these concerns with the parent/legal guardian or social services. If at any time it is believed that the child is at risk the manager must consult the local MASH TEAM 01793 466903 Emergency Duty Service 01793 436699.

## 2.12 Outings

During group outings nominated staff will have access to the settings mobile phones which are to be used for emergency purposes only.

- i) All outings must have a minimum of two staff with a 1-3 ratio for under 5's and a 1-8 for over 5's.
- ii) The Manager must authorise the outing and agree the destination and route taken. The senior staff going with the outing must check that all children in the group are allowed to leave the premises.
- iii) Staff must prepare the children for going out including arranging toileting and all necessary equipment which should include :-
  - Potty if needed
  - Portable first aid kit
  - Outings book
  - Mobile phone , which must be checked, is switched on, charged and has credit before leaving the nursery.

## 2.13 After School Drop Off and Collection

- i) **Drop Off**  
Make sure all children are present and the register is completed.  
Ensure that all of the children collect any items they need to take to school.  
Walk up to school maintaining relevant staff to children ratios, make sure all children go to the right classrooms, take first aid kit and where available a mobile phone or personal radio.
  
- ii) **Collection**  
Ensure that the register, a first aid kit and a mobile phone is taken to the school  
Decide on a safe area within the school for older children to meet and wait for the member of staff.  
Make sure all children's parents, colleagues and school know the designated place.  
Reception children must have priority and be collected first.  
Check all children are present and complete the register, walk back to nursery maintaining appropriate ratios.  
Head count the children on arrival back at nursery.

## 2.14 Late or Non-collection of a Child

At 6pm, if a child has not been collected from the nursery the Manager or Deputy and one other staff, preferably the keywork staff must remain with the child.

The Manager or Deputy must try to contact the parents or emergency contact person on the child's file.

If the parents or emergency contact cannot be obtained, remain in the building and keep trying until 7pm.

If parent has not collected by 7pm, telephone the MASH TEAM EMERGENCY DUTY SERVICE 01793 436699 and wait for instructions.

Contact the Head Office and/or a director and report incident if applicable.

On arrival of the Duty Social Worker thoroughly check identification, they will try to contact parents, if unsuccessful they will take the child into the care of the local authority.

Write up a full account of the incident including times, names of staff and children, Officers involved and contact numbers used. Ensure MASH have copies of all of the child's contracts and information schedules.

Inform Ofsted on 0300 123 1231.

## 2.15 Lost Child

- i) If a child is lost within the nursery:
  - Staff must inform the Manager or Deputy.
  - Manager or Deputy must organise a thorough search of premises inside and out.
  
- ii) If the child is found, the following actions must be followed:
  - A full investigation on how the incident occurred must be undertaken.

- Inform parent of incident on collection.
  - Inform Head Office.
  - Review Risk Assessment and nursery procedures. Complete incident report form and send to Head Office.
  - Discipline and/or retrain staff as applicable.
- iii) If the child is not found the following actions must take place:-
- Inform police.
  - Inform parent.
  - Inform Head Office.
  - Inform Ofsted on 0300 123 1231.
- iv) If a child is lost while on an outing the following actions must be taken:-
- Staff to telephone the Nursery Manager or Deputy at the earliest opportunity.
  - Nursery Manager or Deputy to telephone the police.
  - Nursery Manager or Deputy to telephone parent.
  - Manager or Deputy to arrange staff to go to site to assist the rest of the children back to the nursery. The keywork staff and Manager or deputy must remain at the location of the incident to support or organise search.
  - Full description of child and account of time leading up to the disappearance must be given to the police.
  - Inform MASH 01793 466903.
- v) On recovery of child:-
- Review Risk Assessment and procedures and complete incident report form.
  - Discipline and/or retrain staff as applicable.

## 2.16 Treatment of a Sick Child

Report details of sick child to Manager or Deputy Manager who must assess the child.

Telephone the parent and arrange collection and immediate medication or transport to hospital as applicable.

If child is to remain at the Nursery whilst waiting for the parent remove child from the rest of the group and arrange appropriate staffing and supervision.

The Manager or Deputy to administer medication in accordance with parent's/legal guardian's authorisation.

On arrival of the parent/carer, explain full events, ensure the parent/carer knows exclusion periods, signs and symptoms of anything suspected and that they sign for any medication authorised verbally. Ask the parent/carer to keep the nursery informed of any progress and diagnosis.

If outcome could affect others, ensure appropriate notice is given and advice is taken from Public Health and a notice is placed on the front door.

## 2.17 Temporary Closure of Another Local Nursery

In the event of a local nursery closing, the following procedures will be followed for any applications from children placed with the nursery:-

- i) If a nursery has been closed for medical reasons no children will be accepted until proper medical clearance has been received.
- ii) If closed due to unforeseen circumstances e.g. no heating, water, etc., then children may be accepted on a temporary or permanent basis at the manager's discretion

providing all relevant paperwork is completed before the child is accepted at our nursery.

2.18 General Data Protection Regulations (GDPR)

All information regarding the children, parents, other staff and the Company is strictly confidential and must not be disclosed to any third party by any means verbally, in writing or electronically.

2.19 Room Observations

Management must make observations on the rooms and record to a file available to Ofsted or internal company inspection. Management should ensure all actions are met and staff are given feedback.

2.20 External Photographers

Professional photographs are taken throughout the year. The manager takes all reasonable precautions to ensure that professional photographers are DBS checked and that they have their own stringent regulations, which ensure safeguarding of children from inappropriate use of images.

2.21 Cameras

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their progression in the Early Years Foundation Stage. Upon registration at the setting, parents/carers sign consent for photographs to be taken. Under no circumstances must cameras of any kind be taken into the toilets. Only the designated setting cameras are to be used and all images must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress. All practitioners are responsible for the location and storage of these cameras.

**3. STAFFING**

3.1 Staff Numbers

The following are minimum staffing ratios (not including auxiliary staff):

for children aged 3 – 5 years old	1:8	
for children aged 2 – 3 years old	1:4	
for children aged under 2 years old		1:3

Where a mixture of age groups is being accommodated, staffing numbers are calculated pro rata.

The appropriate staffing ratios must be maintained and the number of staff available in the Nursery should not be less than 2, one of whom should hold a suitable qualification.

Nursery staff must be available to the children at all times.

The Nursery should normally have sufficient auxiliary staff to undertake the required domestic and catering work.

No person will be employed who does not communicate well with children or does not provide a good standard of hygiene or who has any form of record of child abuse.

### 3.2 Staff Qualifications

All staff should normally be over the age of 17 years unless they are an apprentice. All Nurseries will have a Manager and normally one or more Deputy Managers.

The Manager and Deputy Manager(s) of the Nursery will be required to have suitable qualifications and experience acceptable to the Regulatory Authority.

### 3.3 Student Placements

Student placements are sought by a range of agencies, secondary schools, colleges, etc. It is the company's wish to offer such opportunities to young people but Managers may refuse at their absolute discretion. If the Manager feels able to accept placements, there should be adequate preparation before the placement starts for the relevant police, health and other checks to be completed, if not done by the agency, college or school concerned.

Work experience students should be supervised at all times by a member of staff who is not a family member, they should not be left on their own with a child or carry out duties such as nappy changing without constant supervision.

### 3.4 Staff Checks

Official checks in relation to health and child protection are made on all adults involved in the Nursery. Relevant forms must be completed and returned, all staff must be supervised until cleared disclosure forms have been received.

### 3.5 Staff Facilities

Facilities for the storage of staff belongings and an area (other than the kitchen) where they can take a break will be provided. The company does not accept liability for personal property left on the premises. Cars are parked entirely at the owner's risk. Smoking is strictly forbidden within the nursery building or curtilage.

All staff should take responsibility of their own fluid intake, particularly during the warmer months. Staff can access jugs and cups from the kitchen as required throughout the day.

### 3.6 Employer's Liability

A certificate of employer's liability insurance must be displayed in a prominent position in the Nursery at all times.

### 3.7 Personal Blogs Written and Verbal Communications and Social Internet Sites

You must not disclose any personal or confidential information, breach copyright, defame the company or its suppliers, customers or employees, bring the organisation into disrepute, or

disclose any personal data or information about any individual in any way connected to the nursery at any time by any form of communication.

### 3.8 Social Networking Websites

The Trees Nursery respects employees right to a private life, however you must also ensure that confidentiality and the Nursery's reputation are protected. It therefore requires that if you use social networking websites you must :

- Refrain from identifying yourself as working for the Trees
- Ensure that you do not conduct yourself in any way that is detrimental to the nursery
- Take care not to allow your interaction on these sites to damage working relationships between yourself, other employees and service users of the nursery.

### 3.9 Cyber Bullying

The Trees Nursery is committed to ensuring that all of its employees are treated with dignity and respect at work. Bullying and harassment of any kind will not be tolerated in the workplace and must be reported to a manager. Cyber bullying methods include the unwanted use of text messages, mobile phone calls, instant messenger services, circulating photos or video clips or posting comments on websites, blogs or in chat rooms. Personal blogs that refer to colleagues without their consent is also unacceptable. Employees who cyber bully a colleague could face criminal prosecution and dismissal under the company's disciplinary policy.



## **4 PREMISES**

### **4.1 Sole Use**

Nurseries will normally have the sole use of the premises.

### **4.2 Fire Requirements**

Full compliance with any requirements of the local fire authority must be observed at all times.

### **4.3 Environmental Health**

The Chief Environmental Health Officer of the Local District Council may be asked by Ofsted to arrange for the premises to be examined from time to time.

### **4.4 Space**

The minimum useful play space available will normally be:

Age of Child	Square Metres
0 to 2 years	3.5
2 to 3 years	2.5
3 to 5 years	2.3

Access and fixed storage space is in addition to play space.

### **4.5 Storage**

Space will be provided for children to hang outdoor clothes, also for the storage of equipment.

### **4.6 Maximum Numbers**

The maximum number of under 5's to be accommodated in one room will be determined by the Manager. Where children over the age of 5 years are being accommodated, they should have a separate room. In certain circumstances it may be possible to create additional "rooms" by subdividing a larger space.

The number of staff to children in each room must be in accordance with staffing ratios.

### **4.7 Sleeping Arrangements**

Facilities for rest and sleep will be available. Cots, small beds or sleeping mats will be available.

### **4.8 Heating**

Adequate, safe, properly guarded heating will be available. A temperature of 18 degrees Centigrade (65 degrees Fahrenheit) should be maintained in rooms used by children.

#### 4.9 Outdoor Play Space

Outdoor play space will be securely fenced, gates securely closed and any pond, stream or water-butt, etc., will be guarded. The movement of children between outdoor and indoor activities must be adequately supervised.

#### 4.10 Public Entertainment

The showing of videos, DVD's and playing of music in the Nurseries constitutes a public performance and thereby contravenes the relevant legislation. Under no circumstances are videos or DVD's labelled for home use only to be shown to the children or in any public viewing. All material shown must be legally copyrighted.

### 5. **HEALTH, SAFETY AND ENVIRONMENT**

#### 5.1 Company Policy Statement

White Horse Child Care Ltd is committed to a proactive Health, Safety and Environment (HSE) policy and regards HSE matters as an integral part of the business activities giving them appropriate priority to all other business considerations.

Ultimate responsibility for HSE affairs within White Horse Child Care Ltd is held by the Managing Director.

The objective is to ensure the health, safety and welfare of all employees, children and visitors by preventing or adequately controlling HSE risks, providing a safe and healthy workplace and achieving a high standard of environmental performance for all aspects of the business.

The minimum standard is compliance with all relevant regulatory requirements and the goal is to improve the HSE aspects of our business, through:

- i) The ongoing improvement of the Company's service and HSE performance to achieve the:
  - Minimisation of HSE impact
  - Safety and health of our employees, children and visitors to our premises.
- ii) Communication of all HSE objectives set in pursuance of this policy.
- iii) The compilation where appropriate of HSE plans and the monitoring of the Company's HSE performance.
- iv) The training of employees to ensure that they carry out their tasks with due regard for the HSE needs of their work.
- v) Encouraging, developing and supporting HSE initiatives which provide a positive benefit to our business.
- vi) All employees being made aware of their individual responsibilities for ensuring their own health and the safety of others in the workplace.
- vii) Use appropriate operating techniques and waste management practices to

protect the public, employees and the environment.

The HSE management system and this HSE Policy will be reviewed by the Managing Director periodically.

## 5.2 Fire Precautions

The Fire Prevention Officer's recommendations must be observed at all times.

Portable liquid propane gas heaters must be fixed in position in locations and in a manner, approved by the Fire Prevention Officer. If it is necessary to change a gas cylinder this must be done in the open air or in a safe area, remote from any naked flame, with adequate ventilation. If a leak is suspected a test using soapy water solution must be carried out and if there is any doubt or difficulty the heater must be left outside of the building.

## 5.3 Fire Fighting Equipment

Managers should ensure that fire fighting equipment is properly maintained and is readily available. All staff must be familiar with the location of the fire fighting equipment, its method of operation and the type of fires which it should be used on. If there are any doubts the local Fire Prevention Officer should be consulted. Priority is to evacuate the Nursery of all children and adults to a safe location. Staff should only attempt to fight a fire if no risk is involved.

## 5.4 Exits

In an emergency immediate access may be required in or out of the building. All fire exits must be unobstructed. Doors should not be locked for safety reasons. Handles on doors out of playrooms should be at a level out of children's reach or fastened in such a way as to prevent a child escaping unnoticed.

## 5.5 Fire Drill

It is not possible to properly teach fire drill to very young children but it is the responsibility of the Manager to plan with other staff an effective way of dealing with such emergencies. All adults should be aware of plans for evacuation of the children to a safe place outside and specific adults delegated to check the cloakrooms and other such rooms where children might be. An evacuation procedure must be in place and a suitable place of safety specified to relocate the staff and children in the event that the premises may not be re-entered.

## 5.6 Procedure in the event of a fire

- i) The first person at the scene of the fire must raise the alarm.
- ii) On hearing the alarm staff should evacuate the building using the appropriate fire exits, taking daily attendance sheets with them.
- iii) The Manager must telephone the fire Brigade.
- iv) The Manager and Deputy Manager(s) must check the building, bringing with them registers, daily book and visitors book.
- v) When assembled outside of the building all staff, children and visitors must be accounted for.
- vi) Await fire brigade and further instructions.
- vii) Inform Head Office.
- viii) Contact parents to collect children if it not possible to re-enter the building.

### 5.7 Front Doors and Access

The only legitimate access available at any Nursery for normal callers will be through the front door. Any person found unexpectedly on the premises must be challenged and not left alone at any time; appropriate help should be summoned immediately.

Front doors will be locked at all times and opened only by a member of staff to give access to legitimate callers.

### 5.8 Stairs

All staircases must be kept adequately guarded and only used by children under adult supervision.

### 5.9 Swinging Doors

Steps should be taken to prevent the possibility of injury to children from swinging doors.

### 5.10 First Aid Box

A suitable First Aid Box must be maintained by the Manager who should ensure that at least one member of staff on duty has received recognised First Aid Training.

### 5.11 Electricity and Gas

Appliances, controls, sockets, etc., must be safe and adequately guarded. All staff must know where the mains switch and/or stopcocks are located in case of emergency.

### 5.12 Dangerous Substances

Attention is drawn to the Control of Substances Hazards to Health Regulations 1989 and any amendments. All cleaning materials must be kept locked away from children.

### 5.13 Accidents

An accident book and forms must be kept by the Manager and all accidents entered in it as they occur.

Accidents which result in an admission to hospital must be reported to the Health and Safety Executive, RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

Obtain correct information from RIDDOR on requirement of reporting an accident when an accident occurs.

#### 5.14 Custody

Under no circumstances must staff release custody of any child to a person who does not have proper authority. If any unknown person calls to pick up a child then the parent(s) must be contacted for authorisation to release the child and full details recorded.

#### 5.15 Representatives/Salespeople/Hawkers

These people will only be allowed into the Nursery if they have made appointments and are from a bona fide organisation or business. Under no circumstances will sales people or hawkers calling on a speculative (turn-up unexpectedly) basis be allowed into the Nursery at any time. Details may be taken and/or they can be invited to write in with their details. In cases of emergency or urgency then the person(s) must be locked outside the Nursery and the appropriate person or Emergency Service called immediately. No strangers should be left alone in the Nursery at any time.

#### 5.16 Parents and Other Visitors

Will normally be received by prior appointment but if calling on a speculative basis may be allowed into the Nursery providing:-

- i) There are sufficient members of staff present.
- ii) They are not left alone at any time unless in sight of a member of staff who is monitoring their behaviour.

NB: Even the most regular visitors should be courteously monitored at all times.

#### 5.17 Alcohol and Illegal Substances

No alcohol will be consumed or allowed in any child areas during nursery opening hours or at other times without the Manager's permission. Any drug or illegal substance use or presence on nursery property will be reported to the police.

### **6. HEALTH AND HYGIENE**

#### 6.1 Toilet Facilities, Hand-washing and Laundry

Toilet facilities with low set wash hand basins should be easily accessible to the play areas. Running water at a suitably controlled temperature will be supplied to the basins, together with a supply of liquid soap. (Bars of soap are a potential health hazard).

Children should be provided with a supply of paper towels. Roller towels should not be used.

Space and facilities for changing nappies will be provided in a suitable location and equipped with a wash hand basin, hot water, liquid soap and paper towels. There must be a suitable system for disposal of soiled nappies and nappy waste, for example, a sanitary bin service.

The surface used for nappy changing must be washable and have a suitably protected edge to prevent a child falling off.

## 6.2 Sinks

A sink will be provided for washing paint brushes, toys that become dirty etc. Kitchen sinks must not be used for this purpose.

## 6.3 Kitchen Facilities and Hygiene

Young children are particularly vulnerable to food poisoning.

A separate kitchen for the preparation of meals will be provided which complies with the food hygiene regulations and is designed and equipped in accordance with good practice. Disposable aprons should be worn when undertaking any food preparation.

Children must not be permitted access to the kitchen and staff should avoid unnecessary entry to all food preparation areas.

A designated area will be provided for the preparation of milk feeds.

All staff who are engaged in the preparation of food must be properly trained in food hygiene and it is essential that all staff understand that certain dirty duties such as the changing of nappies or other toilet or cleaning up work increase the risk of infection. Thorough cleaning and good personal hygiene must be undertaken at all times particularly in advance of preparing food for consumption by children. Managers should

try to avoid where possible food preparation staff undertaking duties that would increase the risks of infection.

All staff will be required to prove that they have been medically cleared, or have been free of any symptoms for a suitable period, before appointment and prior to returning to work, after contracting any contagious disease.

## 6.4 Diet

A balanced diet will be provided for the children's health and growth.

Where possible account will be taken of children's likes and dislikes.

Provision must be made as far as possible for children with special dietary needs whether on health or cultural grounds. Staff should be alert to reaction to certain sorts of foods and should monitor the children for any signs of potential allergies.

Menus must be available for inspection and displayed for parents to see.

## 6.5 Milk

Milk must be available for each child each day. The Nursery has to pay for the milk but the Manager should claim the cost from the Health Department's Welfare Food Scheme.

## 6.6 Medicines

Staff will not administer any prescriptive medicines to any child in their care unless signed consent is given by the parent or legal guardian. Restricted non-prescriptive medication may be administered if mutually agreed by the Manager and the parent or legal guardian who has provided either signed consent or verbal telephone consent which must be confirmed by signature on their next visit to the nursery.

## 6.7 Animals

Outdoor caged pets or goldfish in proper containers may be kept by Nursery provided:

- i) The Manager takes sole responsibility for the animal's welfare and safety.
- ii) That children are fully and constantly supervised when handling, playing, cleaning or in any way dealing with the animals.
- iii) That the animals kept offer no physical or health risk to the children.
- iv) That no parent or client has requested the removal of the animal.

## 6.8 Protection of Clothing

All staff will use disposable aprons for any cooking or cleaning duties. These will be white for clean duties and coloured (e.g. blue) for dirty duties. Coloured aprons should not be worn into areas where food or milk is being prepared or served.

## 6.9 Sun Protection Policy

Staff and Children are encouraged to wear hats and apply sun cream as recommended. Staff must encourage children to seek shaded areas, return inside periodically if weather is too hot and use water play and cool down activities regularly. Staff are encouraged to wear summer uniform if different from winter, once temperatures reach 20 degrees Celsius and staff are permitted to wear suitable own clothing on days above 27 degrees Celsius.

## 6.10 Intimate Care Policy

Intimate Care may be defined as any activity required to meet the personal care needs of an individual child or young person.

These may include: feeding, oral care, washing, dressing/undressing, toileting, administering medical and first aid treatment.

The child's dignity must be preserved at all times and a high level of privacy, choice and control should be provided to them as may be possible. Staff who give intimate care to children must have an awareness of child protection issues. All staff receive appropriate training on relevant procedures and are vetted by police checks and references. Staff behaviour is open to scrutiny and all staff should work in partnership with parents to provide continuity of care wherever possible.

It is each staff members responsibility to provide personal safety to all children as part of the care and emotional education appropriate to their development and degree of understanding.

Staff who provide intimate care should be aware of best practice, they will be supported to adapt their practice in relation to the needs of the individual child. The child should be made aware of each procedure that is carried out and the reasons for it. Staff should encourage each child to do as much for themselves and feel confident in doing so. Some procedures must only be carried out by staff who have received formal training (e.g. Epi-Pens).

Barrier materials will always be used e.g. disposable gloves and aprons as appropriate and lifting and handling procedures will be followed when necessary.

The safeguarding of children and adults during Intimate Care is vital, staff should never put themselves in a vulnerable position and should always tell other members of staff what they are doing. If at all possible two staff should be present during intimate care procedures.

If you are concerned about any aspect of the care procedures follow the nursery child protection procedure and discuss or report to senior staff anything you do not understand or have concern over.

#### 6.11 Sleep Policy

The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society and Lullaby Trust to minimise the risk of Sudden Infant Death.

We make sure that:

- i) Babies are placed on their backs to sleep, if a baby has rolled onto their tummy, you should turn them onto their back again, however once a baby can roll from back to front and back again, on their own, they can be left to find their own position
- ii) Babies/toddlers are never put down to sleep with a bottle to self-feed
- iii) Babies/toddlers are monitored when sleeping via a baby monitor. They should be checked on every 10 minutes if a staff isn't present.
- iv) When monitoring, the staff member looks for the rise and fall of the chest and if the sleep position has changed

We provide a safe sleeping environment by:

- i) Monitoring the room temperature
- ii) Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- iii) Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations
- iv) Only letting babies sleep in prams if they lie flat and we have parents' permission
- v) Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- vi) Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- vii) Ensuring every baby/toddler is provided with clean bedding
- viii) Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- ix) Having a no smoking policy.



We ask parents to complete Induction Forms on their child's sleeping routine with the child's key person when the child starts at nursery and these are updated at timely intervals. We recognise parents' knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. We will not usually wake children from their sleep.

## **7. RECORDS**

### **7.1 Maintenance of Records**

The maintenance of records is a statutory requirement and these records must be available for inspection by an authorised representative of Ofsted. Records should show:

- Name of child
- Date of birth
- Home address and telephone number
- Telephone numbers for contacting parents in any emergency (e.g., at work and any mobiles carried)
- Family doctor's name, address and telephone number
- Health visitor's name, address and telephone number
- Immunisations received by the child
- Information about special diet, allergies, health problems, etc.
- Anyone to whom custody of the child should not be given

### **7.2 Register**

A register must be kept to show children's attendances at each session and must be marked early in the session (in order to have a record of attendance in case of emergency).

### **7.3 Information Schedule**

A complete information schedule must be maintained by the Manager for every child in the care of the nursery.

### **7.4 Incident Reports**

File notes must be made concerning any occurrence which might be deemed to be relevant to a child's welfare. File notes must include all details of the occurrence, persons involved, dates, times and places.

All records must be kept for a period of seven years after a child has left the Nursery. No records or file notes must be removed from the file.

### **7.5 Public Liability Insurance**

All Company Nurseries are insured against claims for accidents occurring to children and members of the public or accidental damage to property arising out of, or in connection with, Nursery activities.

## 7.6 Useful Addresses

The Manager must keep a file with all useful addresses of the hospitals, police, Ofsted, fire officers, environmental health officers, appropriate associations, etc.

## **8. COMPLAINTS, ALLEGATIONS AND INCIDENTS**

### 8.1 Procedure

Any complaints or allegations received or incidents occurring concerning the well-being of children in care or staff or safety or items lost or stolen in the Nursery must be immediately referred to the Manager or in her absence the Deputy Manager. A full record must be made of the complaint, allegation or incidents, detailing dates, times, places, persons involved and the individual(s) making the complaint or allegation. This record must be made at the time of the complaint or allegation and, where possible, its accuracy agreed with the person(s) making the complaint or allegation.

A thorough investigation and/or search of the whole Nursery including staff's personal effects as appropriate must follow as soon as possible, recording all relevant information, interviews with members of staff, parents, Child Protection Unit, etc. A complaint or an allegation or an incident of a serious matter must be reported immediately to a Director.

A report must be completed by the Manager or Deputy Manger once the complaint, allegation or incident has been fully investigated. This report will be checked and approved by a Director. In any case where theft is involved the police will be notified and asked to investigate the matter on the Nursery's behalf.

The Manager or Deputy Manager in liaison with a Director will judge the seriousness of a complaint, allegation or incident and decide on further action to be taken. This will include informing Ofsted and/or police, taking disciplinary proceedings with staff and effecting any changes to the Nursery or procedures.

## **9. CHILD PROTECTION GUIDELINES/SAFEGUARDING CHILDREN**

### 9.1 General

The Nursery will endeavour to safeguard the children in its care by :-

- i) Adopting and following suitable child protection policies and guidelines through a code of behaviour for its staff, volunteers and students.
- ii) Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- iii) Requesting Disclosure and Barring Service checks for all staff with responsibility for children.
- iv) Making all new staff and students aware of our child protection procedures and policies.

- v) Appointing the Manager, Assistant and/or Deputy Managers or one or more designated people to enable concerns to be reported in accordance with our procedures.
- vi) Reviewing our policy and good practice at appropriate intervals and remaining committed to the safety of the children in our care.

Guidance that is available online or through government publications includes the latest edition of:

- The Statutory Framework for the Early Years Foundation Stage-Safeguarding and Welfare Requirements
- The Children’s Act
- ‘Working Together to Safeguard Children’ published by DfES
- ‘What to do if You’re Worried a Child is Being Abused’ published by DfES
- Local Safeguarding Children Board guidance

The nursery makes contact details and Government suggested pathways available to all staff for them to follow. If any staff member is concerned about any child in the nursery’s care they should report the matter to a manager who will investigate any concern. If the staff member is not happy with any outcome after the manager or a director have investigated they may contact MASH or the LADO themselves at any time using the details available in the nursery, explained at induction or through in-house training or through any other contact forum or form at their sole discretion.

## 9.2 Some Signs and Symptoms of Possible Abuse

### Physical Abuse

- Unexplained injuries
- Improbable excuses given to explain injuries
- Refusal to discuss injuries
- Untreated injuries
- Aggressive behaviour

### Failure to Thrive

- Child’s weight below expected centile
- Height below expected centile
- Lack of energy

### Neglect

- Constant hunger
- Poor personal hygiene
- Constant tiredness
- Poor state of clothing
- Low self esteem
- Poor social relationships

### Emotional Abuse

- Physical, mental an developmental lags
- Over reaction to mistakes

- Self mutilation
- Fear of parents being contacted

### Sexual Abuse

- Fearful about certain relatives
- Not allowed to have friends round
- Soreness and bleeding in the genital or anal areas or in the throat
- Appears withdrawn, isolated or excessively worried
- Fearful of undressing

### 9.3 Working with the Parents

As a provider of day care working under the latest edition of the Children's Act the nursery is required to follow the child protection procedures set by the legislation.

The Nursery will try at all times to share with the parents any concerns, however the nursery does have a duty to refer to social services any suspicion of child abuse. The first concern of the nursery and staff will always be the welfare of the child.

The following guidelines should be followed to provide a framework for child protection :

- i) Staff and parents should regularly liaise, including sharing any concerns.
- ii) Incidences will be recorded and shared with other professionals as required by legislation.
- iii) Any situation must be dealt with sensitively.
- iv) Relevant information will only be shared with those who need to know including staff and other agencies.
- v) The Nursery must have a child safeguarding lead person, normally one of the managers, whose role is to have up to date knowledge of child protection issues and what to do with any concerns raised.
- vi) Parents will be made aware of the Nursery Safeguarding Policy during contract signing before the child is left in the nursery's care.

### 9.4 Suitable People/Safer Recruitment

We will seek to ensure that staff working with children are suitable to fulfil the requirements of their roles including completing checks against appropriate registers and taking references. We request enhanced Disclosure and Barring Checks for all staff and comply with current recommended recruitment procedures.

### 9.5 Staff Responsibilities

All staff should read the guidance publications listed in 9.1 and previously and check that they :

- i) Are aware of the procedure when dealing with a child disclosing information.

- ii) Share information of incidences or concerns with a manager or a director.
- iii) Regularly monitor the child and record any useful information.
- iv) Regularly liaise with parents.
- v) Reassure parents that any situation will be dealt with sensitively.
- vi) Only share information to those who need to know. Including other staff and agencies.

#### 9.6 Information Received from Child

If a child discloses abuse, it is important to respond appropriately:

- i) Stay calm and reassuring.
- ii) Find a quiet place to talk.
- iii) Believe what you are being told.
- iv) Listen, but do not press for information.
- v) Say that you are glad the child told you.
- vi) Say that you will do your best to support the child.
- vii) Tell the child you will need to share the information, you cannot keep it a secret.
- viii) Record any information on an Incident Report Sheet and inform the manager or child safeguarding lead person as soon as possible.

Following a disclosure of abuse children will be supported in the setting, usually by their key worker. We will work closely with appropriate agencies in implementing a child protection plan designed to protect the child and we will support the child when in our care.

#### 9.7 Procedure for Child Safety Concerns

Any situation or incident which gives a member of staff cause for concern should be immediately discussed with the Manager and/or child

safeguarding lead person who should then apply the following procedures as appropriate:

- i) The Manager or child safeguarding lead person should discuss the concern with immediate staff members.
- ii) Plans for future observations including Incident Report Sheets. If there are ongoing concerns, the Manager could, without necessarily identifying the child in question, discuss the concerns with social services child protection team.
- iii) If there are still concerns the Manager must refer the details to social services. A telephone referral should be confirmed in writing.

- iv) Please note that the Social Services Child Protection Unit may have records on the child/family that would influence the decision regarding further action. It is important therefore to explain your circumstances, giving supporting evidence.

#### 9.8 Allegations made against a member of staff, visitor or volunteer

All allegations against any member of staff, visitor or volunteer which have implications for the safety, and welfare of the children will be taken seriously and investigated in line with the Child Protection Guidelines and Disciplinary and Grievance Procedures.

All nurseries must have a child safeguarding lead person, all allegations will be passed to this person, the Manager (if they are not the child safeguarding lead person) and a Director.

In the event of an allegation of child abuse being made against any member of staff or the nursery the Manager should contact the Local Authority Designated Officers (LADO) to discuss the allegation and agree how the matter should be investigated. The Manager should report matters to the regulator in accordance with current Children's Act guidance as soon as possible and in any event within 14 days.

#### 9.9 Mobile Phones and Communication

The Nursery provides its employees with access to the telephone for work related purposes. The phone number can be given to family and friends for emergency contact situations.

During your working hours you are not permitted to have a device able to independently connect to the internet in your possession or turned on within the nursery site. All such devices must be left off site or in the nursery office.

Any equipment able to mirror or capture images is not to be in your possession during your working hours. This must be turned off and left in the nursery office or off site.

Staff are not allowed to have mobile phones or cameras in their possession whilst at work for health, safety and child protection reasons. You should keep your phone or camera outside the nursery or you may leave them in the nursery's office but at your own risk and you must insure them for all possible claims. The nursery will not be responsible for any loss or damage for any reason.

#### 9.10 Whistle Blowing

Employees must acknowledge their individual responsibilities to bring matters of concern to the attention of senior management. Although this can be difficult, this is particularly important where the welfare of children may be at risk.

All concerns must be treated confidentially and should be referred to the nursery manager or a director. The matter can be referred anonymously to the nursery regulator by the employee or by the manager in accordance with current Children's Act best practice guidance.

#### 9.11 Radicalisation

We need to be aware of the risk of children being radicalised with extreme or violent beliefs, views or behaviour.

Signs could include :

- Emotionally withdrawn, anger and mood swings.

- Verbally dehumanising or challenging others, pushing ideology aggressively.
- Change in friendship groups, inappropriate internet use or secretive behaviour, graffiti exhibiting racist groups.

Terrorist material could include :

- Articles, images, speeches or videos that promote terrorism.
- Content encouraging people to commit acts of terrorism.
- Websites made by terrorist organisations.
- Videos of terrorist attacks.

**PREVENT** is part of the Government Counter Terrorism Strategy. The aim is to stop people becoming radicalised.

**TERRORISM** is the unlawful use of violence or a threat of violence to support a belief or ideology.

**EXTREMISM** is the use of extreme behaviour to support a belief of ideology. Not all extremism is harmful or criminal but some can go on to become terrorists.

**RADICALISATION** is a process by which an individual or group comes to adopt increasingly extreme political, social or religious ideals and aspirations.

If any member of staff identifies or believes that any child, staff member or any of the children's family members may be in contact with or at risk of

such issues they should report it to the nursery manager who will investigate and if appropriate report it to the Local Safeguarding Children's Board.

#### 9.12 Female Genital Mutilation

Any concern on the safety of children in our care in respect to female genital mutilation (FGM) should be immediately reported to the manager who should follow the safeguarding procedures. This may also include reporting concerns to their local MASH.

#### 9.13 British Values

The Early Years Foundation Stage gives guidance on the need to promote fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance. All staff should embrace this ideal and promote British values in every way possible.

#### 9.14 Child Sexual Exploitation

The nursery ensures all senior staff have an awareness of child sexual exploitation (CSE) and training is provided where necessary.

#### 9.15 Peer on Peer Abuse

Any form of bullying is not tolerated within the nursery as outlined in our anti-bullying policy. All staff must ensure children are suitably supervised to prevent this form of behaviour.

#### 9.16 Online Safety

The nursery does not allow children or staff access to the internet or access to any equipment of which could provide them access to the internet. The nursery provides material to parents and carers to promote online safety at home and uses educational resources to educate online safety within the setting.

#### 9.17 Neglect or Abuse caused by Cultural or Health Beliefs (Witchcraft)

The nursery ensures all senior staff have an awareness of Witchcraft and training is provided where necessary.

### **10. ANTI-BULLYING POLICY**

#### 10.1 Statement of Intent

The nursery must be committed to providing a caring, friendly and safe environment for all of the children in their care so that they can learn in a relaxed and secure atmosphere. Bullying of any kind is unacceptable and if bullying does occur, all staff and children should be able to tell and know that incidents will be dealt with promptly and effectively. Any staff who knows that bullying is happening is expected to tell the Manager or a Deputy immediately.

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim and can be in any of the following forms :

- Emotional by being unfriendly, excluding or tormenting (e.g. hiding books, threatening gestures).
- Physical by pushing, biting kicking, hitting, punching or any use of violence.
- Racist through racial taunts, graffiti, gestures.
- Sexual through unwanted physical contact or sexually abusive comments.
- Homophobic because of, or focusing on the issue of sexuality.
- Verbal through name-calling, sarcasm, spreading rumours or teasing.
- By use of the internet such as by e-mail and internet chat room misuse.
- Mobile threats by text messaging and calls.
- Misuse of technology such as cameras and videos.

All staff should be aware that bullying hurts and that no one deserves to be a victim of bullying. Everybody has the right to be treated with respect and children who are bullying need to learn different ways of behaving.

The Manager must respond promptly and effectively to any report of bullying.

#### 10.2 Objectives of this Policy

- All staff, children and parents should have an understanding of what bullying is.
- All staff should know what the nursery policy is on bullying, and follow it when bullying is reported.
- All children and parents should be aware the nursery has a policy on bullying, and what they should do if bullying arises.
- As a nursery we take bullying seriously. Children and parents should be assured that they will be supported when bullying is reported.



- Bullying will not be tolerated.

### 10.3 Signs and Symptoms

A child may indicate by signs or behaviour that he or she is being bullied. Staff should be aware of these possible signs and that they should investigate if a child :

- Changes their usual routine.
- Is unwilling to go to nursery.
- Becomes withdrawn, anxious, or lacking in confidence.
- Starts stammering
- Attempts to run away
- Cries themselves to sleep at night or has nightmares.
- Feels ill in the mornings.
- Begins to do poorly in work.
- Has possessions which are damaged or “go missing”.
- Asks for money or starts stealing money (to pay bully).
- Has unexplained cuts or bruises.
- Becomes aggressive, disruptive or unreasonable
- Is bullying other children or siblings
- Stops eating
- Is frightened to say what is wrong.
- Gives improbable excuses for any of the above.

These signs and behaviours could indicate other problems, but bullying should be considered a possibility and should be investigated.

### 10.4 Procedures

- 1) Report bullying incidents to the Manager or Deputy.
- 2) Incidents will be recorded and investigated by the Manager.
- 3) Parents or carers should be informed and will be asked to come in to a meeting to discuss the problem.
- 4) If necessary and appropriate police may be consulted.
- 5) The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
- 6) An attempt will be made to help the bully (bullies) change their behaviour.

### 10.5 Outcomes

- 1) The bully (bullies) may be asked to genuinely apologise. Other actions may be considered as appropriate.
- 2) In serious cases, suspension or even exclusion should be considered.
- 3) If possible, the children or staff should be reconciled.
- 4) After the incident(s) have been investigated and dealt with, each case must be monitored to ensure repeated bullying does not take place.

### 10.6 Prevention

The nursery and all staff will use various methods for helping children to prevent bullying. As and when appropriate, these may include :

- Writing a set of nursery rules.
- Writing stories or poems or drawing pictures about bullying.
- Reading stories about bullying or having them read to a class or assembly.
- Having discussions about bullying and why it matters.

## **HELP ORGANISATIONS :**

Advisory Centre for Education (ACE) 0208 407 5142

Children's Legal Centre 0845 345 4345

Parentline Plus 0808 800 2222

Youth Access 020 8772 9900

NSPCC 0808 800 5000

Childline 0800 1111

Bullying Online [www.bullying.co.uk](http://www.bullying.co.uk)

South West Child Protection  
Procedures (SWCPP) [www.swcpp.org.uk](http://www.swcpp.org.uk)

Local Safeguarding Children's  
Board (LSCB) [www.swindonlscb.org.uk](http://www.swindonlscb.org.uk)  
[www.southamptonlscb.org.uk](http://www.southamptonlscb.org.uk)  
[www.hampshiresafeguardingchildrenboard.org.uk](http://www.hampshiresafeguardingchildrenboard.org.uk)