

# Policies and Procedures

## Staff Room Copy

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**This Document will be amended in light of legislative or procedure changes and was last revised June '18**

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\*Please note wherever the term Parent is used throughout this document, it is deemed to mean Parent or Carer.

# 1. Behaviour Policy

At Little People we are committed to establishing a caring environment that promotes positive behaviour and relationships where children learn to treat each other with care and respect.

We are an inclusive setting that supports all children as they take increasing responsibility for themselves and their actions, and consider the welfare and well-being of others.

## Our Practice

- We organise both the indoor and outdoor learning environments to ensure they have a positive impact on behaviour in terms of space, access and choice of activities
- We take a positive and consistent approach towards managing children's behaviour
- We handle issues of behaviour in ways appropriate to the child's stage of development and level of understanding. This may be 'time out' of the immediate situation with support or comforting
- We encourage appropriate behaviour in all interactions with children and staff and show that good behaviour is valued
- We establish clear expectations and boundaries for behaviour appropriate to the children's level of understanding, working with parents to ensure consistency
- We identify and implement strategies that encourage positive behaviour
- We implement strategies to support challenging and negative behaviour at the earliest opportunity

## a. Encouraging Positive Behaviour

- We use praise specifically related to the children's actions or behaviour
- If appropriate, we refocus the child's attention on another activity
- We focus on activities and routines to encourage sharing, negotiation and co-operation
- We encourage children to develop a sense of responsibility through activities which offer opportunities to care for others and the environment (helping with tidying, snack time monitors, feeding the fish etc.)
- We encourage positive behaviour through play and learning activities and develop awareness of their own emotions and those of others (circle time, stories and puppets).
- We model appropriate behaviour in different contexts
- We involve the children in establishing rules for appropriate behaviour
- We ensure all children feel valued, included and they are supported according to individual needs
- We support children's behaviour in developing and achieving positive interactions in all areas of learning and experiences
- We encourage the children to express openly their feelings/likes and dislikes
- We help the children to understand the consequences and effects of their behaviour on others
- We support, through close and secure key practitioner relationships, children to develop assertive strategies to challenge bullying
- We support the children to resolve conflicts with other children and therefore build successful relationships with peers

- To develop and encourage high levels of self-esteem, we work closely with children by enabling them to be successful in play experiences and activities
- To development responsibility for their learning environment, respecting equipment, their own work, work of others and others feelings.
- Encouraging manners and courtesy, please and thank you, and fundamental British values.

### **Implementation of the Policy within the Setting**

- Ensure the behaviour policy is discussed with all staff at induction
- Ensure that all staff have training in positive behaviour management
- Share the procedures for behaviour management with parents at induction
- Actively promote high expectations of children's behaviour within the setting

Our designated person who behaviour management issues is:

**Lauren Hebron – Deputy Manager**

The named person will arrange, alongside the child's key practitioner, regular meetings with parents and work in partnership to support their child's individual needs and methods used to promote positive behaviour.

We will work closely with other professionals/agencies where applicable, to ensure all children are well supported and able to make progress.

### **Physical Intervention**

Any serious incidents which occur as a result of a child's behaviour will be logged on an Incident Report Form, which will be shared with parents. This includes instances where Physical Intervention has been necessary to protect the child, or others, from harm.

### **Bullying – Peer on Peer Abuse**

We recognise that children under 5 years are still learning about acceptable behaviour. If there are incidents within the setting which could be perceived as 'Bullying' these will be recorded and action taken, which will involve sharing information with both parents. Each child will be supported to recognise inappropriate behaviour, and build a culture of using assertive strategies to challenge bullying.

## **b. Play Policy**

We operate a play based curriculum. Play is child centred and not solely adult led.

Playrooms and areas of provision are set up attractively to encourage interest, following the EYFS and the children's interests.

Play rooms are set up to allow free access to a wide and varied range of equipment and activities which are appropriate to the child's age/stage of development.

Equipment and activities are monitored to ensure children are able to re-visit areas of choice to practise and build on new skills. Resources and equipment are enhanced/changed and built depending on the children's interest.

Equipment and activities are provided which support and promote each area of development. These are enhanced to reflect the seasons, current interests, special times in the child's life, religious festivals, beliefs etc.

We are an inclusive setting and each child's individual needs, interests and learning styles are met through play with the support of a key practitioner.

Toys and resources reflect the cultures of all children within the setting at the time.

Parents/carers are encouraged to work in partnership with their child's key practitioner to allow continuity of learning and enjoyment between home and in the setting. Sharing experiences through face-to-face communication, shared information sheets and the children's development profile, Tapestry.

Children are encouraged to communicate their preferences during play and their thoughts and ideas are recognised and affirmed.

We encourage a creative environment where children are stimulated, encouraged, and supported to be interested in, explore and investigate their surroundings.

Equipment and activities are provided which are challenging yet achievable to help build confidence and self-esteem and encourage a positive approach to learning and new experiences. Next steps are put in place to encourage development in areas of learning.

Outdoor experiences are provided which aim to compliment and support the play opportunities offered indoors. The children have free flow access to the outdoor environment which is carefully planned to encourage a wide range of experiences which are appropriate to their learning.

Positive images of the children playing are displayed at their level.

Any broken or incomplete toys are immediately disposed of.

Outdoor play areas are risk assessed and there are appropriate daily checks in place.

### **c. Fundamental British Values and the Prevent Duty**

From 1 July 2015, all schools and childcare providers have a duty to pay due regard to the need to prevent people being drawn into terrorism. Childcare and Early Years Providers subject to the Prevent duty are expected to demonstrate activity in the following areas:

- Assessing the risk of children being drawn into terrorism.
- Demonstrate that they are protecting children and young people from being drawn into terrorism by having robust safeguarding policies.
- Ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
- Make sure that staff have training that gives them the knowledge and confidence to identify children at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism
- Expected to ensure children are safe from terrorist and extremist material when accessing the internet.

**The British Values and examples of how these are implemented in our setting are as follows:**

**Democracy:** making decisions together, for example giving opportunities to develop enquiring minds in an atmosphere where questions are valued. Encouraging children to know their views count and to value the views of others through carefully planned learning opportunities that involve turn taking, sharing and collaboration.

**Rule of law:** understanding that rules matter, as cited in Personal Social and Emotional development for example collaborating with children to create rules and codes of behaviour. Encouraging children to understand that the rules apply to everybody and support them in adhering to these.

**Individual liberty:** freedom for all, for example reflecting on their differences and understanding we are free to have different opinions. Provide plentiful opportunity for children to speak together in small groups about their thoughts and feelings and talk about their experiences and learning.

**Mutual respect and tolerance:** treat others as you want to be treated, for example sharing and respecting other's opinions. Children will acquire a knowledge and appreciation of their own and others cultures through celebrating a variety of traditions and cultures of their friends within the setting. Staff will promote diverse attitudes and challenge stereotyping.

## 2. Business Policies

### a. Data and Information Policy

All documents which contain personal details are kept in secure locations to comply with GDPR regulations. Paper forms of documents are stored in locked offices, and where appropriate also in lockable filing cabinets. Access codes to offices are regularly changed.

Electronic information, including email, is stored on a password accessed server, and regularly checked for viruses and data breaches.

Personal information, including that of employees, parents, and children is treated with the highest level of confidentiality and only stored for the relevant length of time, and destroyed when necessary in line with GDPR.

For reasons of privacy, customers and staff are asked to knock before entering the office, in order to allow time for sensitive material to be removed from view. A “meeting in progress” sign is used for discussions of a confidential nature.

Customer contact details are stored in the nursery office and also on our finance system, which is secure and accessible externally in the event that the building needs to be evacuated and children need to be sent home.

Sensitive documents are shredded.

Our staff are aware that they may be party to sensitive information about the business and our customers. It is stated in the Contract of Employment that this information should be classed as confidential. Issues of confidentiality are also addressed in the Parent Partnership in-house training course.

The setting is registered with the ICO Information Commissioners Office as per GDPR. All team members must be aware of GDPR when dealing with any documents that may be considered confidential or personal.

Should you require a meeting in confidence please contact the office and we will arrange a mutually convenient time.

### **b. Privacy Policy**

Little People (“the Nursery” or “we”) is committed to protecting the privacy and security of your personal information. This privacy notice describes how the Nursery collects and uses personal information about children attending the Nursery (“Child” or “Children”) and the parents of the Children (“Parents”) (known collectively as “You” or “Your”), in accordance with the General Data Protection Regulation (GDPR).

The Nursery is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to Children and Parents. This notice does not form part of any contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

It is important that Parents read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

#### **DATA PROTECTION PRINCIPLES**

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

#### **The kind of information we hold about you**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are “special categories” of more sensitive personal data which require a higher level of protection, such as information about a person’s health or sexual orientation.



### Parents:

We will collect, store, and use the following categories of personal information about Parents:

- Name
- Home address
- Telephone numbers, and personal email addresses.
- National Insurance number.
- Bank account details.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Parent’s race or ethnicity, spoken language and nationality.
- Conversations with Parents where Employees of the Nursery deem it relevant to the prevention of radicalisation or other aspects of the Government’s Prevent strategy

### Children:

We will collect, store, and use the following categories of personal information about Children:

- Name
- Date of birth
- Home address
- Dietary requirements
- Attendance information
- Photographs and video clips of the Child to signpost Children to where their belongings are stored at the Nursery that they attend, and also for general display purposes
- Emergency contact should Parents be unavailable and the emergency contact’s contact details
- Record book for each Child containing the work of the Child whilst at the Nursery, observations about the Child’s development whilst at the Nursery from Employees of the Nursery, specific examples of the Child’s progress, photographs demonstrating the Child’s development whilst at the Nursery, and personal details of the Child (e.g. their date of birth) (“Progress Report”)
- Records relating to individual Children e.g. care plans, common assessment frameworks, speech and language referral forms
- Accidents and pre-existing injuries forms
- Records of any reportable death, injury, disease or dangerous occurrence
- Observation, planning and assessment records of Children

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a Child’s race or ethnicity, spoken language and nationality.
- Information about a Child’s health, including any medical condition, health and sickness records.
- Information about a Child’s accident or incident reports including reports of pre-existing injuries.
- Information about a Child’s incident forms / child protection referral forms / child protection case details / reports.

### **How is your personal information collected?**

We collect personal information about Children and Parents from when the initial enquiry is made by the parents, through the enrolment process and until the Children stop using the Nursery's services.

### **How we will use information about you**

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.

### **Situations in which we will use personal information of children**

We need all the categories of information in the list above (see Children section within the Paragraph entitled 'The Kind of Information We Hold About You') primarily to allow us to perform our obligations (including our legal obligations to Children. The situations in which we will process personal information of Children are listed below.

- Upon consent from the Parents, Personal Data of Children will be shared with schools for progression into the next stage of their education.
- Personal information of Children will be shared with local authorities without the consent of Parents where there is a situation where child protection is necessary.
- The personal information of Children will be shared with local authorities without the consent of Parents for funding purposes.
- Ofsted will be allowed access to the Nursery's systems to review child protection records.
- To ensure we meet the needs of the Children
- To enable the appropriate funding to be received
- Report on a Child's progress whilst with the Nursery
- To check safeguarding records
- To check complaint records
- To check attendance patterns are recorded
- When a Child's Progress Report is given to its Parent in order for that Parent to pass the same Progress Report to a school for application or enrolment purposes

### **Situations in which we will use personal information of parents**

We need all the categories of information in the list above (see Parents section within the Paragraph entitled 'The Kind of Information we Hold About You') primarily to allow us to perform our contracts with Parents and to enable us to comply with legal obligations. The situations in which we will process personal information of Parents are listed below.

- The personal information of Parents will be shared with local authorities without the consent of Parents for funding purposes.
- To report on a Child's attendance
- To be able to contact a Parent or a Child's emergency contact about their Child
- To ensure nursery fees are paid

### **If Parents fail to provide personal information**

If Parents fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with Parents, or we may be prevented from complying with our respective legal obligations to Children and Parents.

### **Change of purpose**

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify the Child or Parent, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process a Child's or a Parent's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

### **How we use particularly sensitive personal information**

"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with Parent explicit written consent.
2. Where we need to carry out our legal obligations.
3. Where it is needed in the public interest, such as for equal opportunities monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect a Child or a Parents' interests (or someone else's interests) and the Child or Parent as is appropriate is not capable of giving consent, or where the Parent has already made the information public.

### **Automated Decision Making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

1. Where we have notified Parents of the decision and given the Parent as is appropriate 21 days to request a reconsideration.

2. Where it is necessary to perform the contract with a Parent and appropriate measures are in place to safeguard the Child's or the Parent's rights as is appropriate.
3. In limited circumstances, with explicit written consent from the Parent, as is appropriate, and where appropriate measures are in place to safeguard Parent rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either explicit written consent from a Parent as is appropriate, or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard a Parents rights as is relevant in the circumstances.

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified the Parent as is appropriate in the circumstances.

### **Data Sharing**

We may have to share Child or Parent data with third parties, including third-party service providers and other entities in the group.

We require third parties to respect the security of your data and to treat it in accordance with the law.

#### **Why might the Nursery share Child or Parent personal information with third parties?**

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

#### **Which third-party service providers process my personal information?**

"Third parties" includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes:

- Local Authorities – for funding and monitoring reasons (e.g. equal opportunities and uptake of funded hours)
- Regulatory bodies – for ensuring compliance and the safety and welfare of the children
- Schools – to provide a successful transition by ensuring information about the child's progress and current level of development and interests are shared

We will share personal data regarding your participation in any pension arrangement operated by a group company with the trustees or scheme managers of the arrangement in connection with the administration of the arrangements.

#### **How secure is my information with third-party service providers and other entities in our group?**

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **When might you share my personal information with other third parties?**

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share your personal information with a regulator or to otherwise comply with the law.

## **Data Retention**

### **How long will you use my information for?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from the manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a Child benefiting from the Nursery's services or a Parent, as is appropriate, we will retain and securely destroy your personal information in accordance with our data retention policy **OR** applicable laws and regulations.

### Rights of access, correction, erasure and restriction

#### Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

#### Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables Parents to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables Parents, as is appropriate, to ask us to suspend the processing of personal information about you for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the manager in writing.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights).

#### What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the person detailed at the end of this document. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## c. Data Retention

The table below sets out the Company's policy for retaining different types of records and information in relation to children and the management of the provision. Where it is acceptable to scan documents and keep them electronically in order to save space, we will do so. Files are labelled with the destroy dates and those that contain confidential information are password protected.

Where there are data protection issues owing to records containing personal data, paper records must be disposed of securely at the end of their life via confidential waste bins or cross-cut shredders.

Children's Records	Retention Period	Authority
<p>Children's records, including registers, medication records and accident records pertaining to children</p> <p>Note: children's learning and development records i.e. learning journeys are maintained by the setting and handed to parents when the child leaves.</p> <p>*If a concern is identified that legal action may be instigated, all relevant information will be retained until the child reaches the age of 25.</p>	<p>Until child reaches age of 21 - or until the child reaches the age of 25 for child protection records, SEND records and health care plans.</p> <p>Records in relation to safeguarding concerns will also need to be kept in accordance with the Local Safeguarding Children Board's requirements.</p>	<p>Limitation Act 1980</p> <p>Normal limitation rules (which mean that an individual can claim for negligently caused personal injury up to three years after, or deliberately caused personal injury up to six years after the event) are postponed until the child reaches 18 years old.</p>
<p>Records of any reportable death, injury, disease or dangerous occurrence.</p>	<p>Three years from the date of the last entry (or, if the accident involves a child, then until the person reaches the age of 21).</p>	<p>The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)</p>
<p>Safeguarding and welfare records (inc written summary of information transferred to schools) which resulted in a Child Protection referral or Child In Need referral being made to the local authority.</p>	<p>Until the child reaches age 25 years, or for Looked After Children 75 years.</p>	<p>Limitation Act 1980</p>
<p>Safeguarding and welfare records (inc written summary of information transferred to school) which resulted in a referral being made to CAF or other early help support services.</p>	<p>Six years from time referral made, or for Looked After Children 75 years.</p>	<p>Limitation Act 1980</p>

<b>Health &amp; Safety</b>	<b>Retention Period</b>	<b>Authority</b>
Records of any reportable death, injury, disease or dangerous occurrence.	Three years from the date of the last entry.	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
Accident/medical records as specified by the Control of Substances Hazardous to Health regulations (COSHH) 1999	40 years from the date of the last entry.	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
<b>Financial Records</b>	<b>Retention Period</b>	<b>Authority</b>
Accounting records	Three years	Section 386 and 388 of the Companies Act
<b>Administration Records</b>	<b>Retention Period</b>	<b>Authority</b>
Complaints records	At least three years from the date of the last record.	Early Years Foundation Stage Welfare Requirements (given legal force by Childcare Act 2006)
Insurance policies	Permanently	Information and Records Management Society



### d. Marketing Policy

- Marketing starts and ends with the day to day operation of the childcare setting. Failure to provide high quality service and care on a day to day basis would negate any conventional marketing attempts to increase the numbers of children we care for.
- Parents, guardians and carers witness on a daily basis the standards we apply at the setting and this is the single most important factor in gaining and retaining business.
- The most important marketing strategy that we have ever benefited from is word of mouth recommendation. So successful has this been that we have never needed to resort to conventional advertising to increase business. We intend to continue to pursue this strategy as long as it remains viable in the future.
- We recognise the need to play our part in the communities around our settings. And there fore we will allocate funds to support local sports teams and social events on an ad hoc basis. The emphasis will be on supporting our children's, parents' or staff activities.
- We will continue to monitor and review the situation in the market, bearing in mind the ever increasing number of competitive settings being opened and the large amount of government money being made available to fund childcare.
- We will continue to consult and consider the ideas that we canvass and solicit from our customers and staff, and we will implement any beneficial ideas that arise from this dialogue.
- We will ensure that information provided to potential customers offers all the information that they will need to make an informed decision about our service.
- We will continue to advise parents and children, via newsletters and flyers, of the various additional and ad hoc services that we offer. We believe this will enable them to maximise the benefits of being in the Little People childcare family, and provide a wider range of experiences and education for the children.

### 3. Child Protection and Safeguarding Children

Little People's aim is to ensure, through effective inspection and regulation, that outcomes for children and young people are improved by the receipt of better care, services and education. Improved outcomes can only be achieved if children are safe from harm. Therefore, safeguarding the welfare of children is part of our core business.

Our setting will work with children, parents and other agencies to ensure the rights and safety of children and to give them the very best start in life.

All staff working with children and young people must:

- give highest priority to children's welfare
- recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- respond appropriately to disclosure by a child, or young person, of abuse
- respond appropriately to allegations against staff, other adults, and against themselves
- be alert to the risks which abusers, or potential abusers, may pose

#### a. Children's rights and entitlements

Children's rights and entitlements will be promoted through careful planning of the nursery environment and curriculum to encourage children to develop a positive self-image including their heritage, home background, languages spoken at home, religious beliefs, cultures and traditions.

- We will promote children's right to be strong, resilient and develop a sense of autonomy and independence through attentive and responsive relationships with a key practitioner.
- We will encourage children to have self-confidence and the vocabulary to resist inappropriate approaches and understand that they will be listened to and heard.
- We will support children in developing and sustaining relationships within their families, with peers and other adults
- We will promote children's right to feel safe, secure and be free from peer on peer abuse within the setting
- We are committed to working with all parents to strengthen their understanding of and commitment to safeguarding all children and work closely with other agencies within our community to enable signposting for additional support where needed.

#### b. Safeguarding and Child Protection

Little People is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' (HMG 2015).

The statutory guidance 'Working together to safeguard children', updated in 2015, makes clear that all organisations that provide services for, or work with, children, must have appropriate whistleblowing procedures, and a culture that enables issues about safeguarding and promoting the welfare of children to be addressed by the organisation.

Our designated person, whom you should go to as your first port of call, and who co-ordinates child protection issues is:

### **Becky Farrell – Nursery Manager**

The designated officer on duty each day is displayed in the Nursery Lobby.

Our designated officers who oversee this work are, and may be contacted in the absence of the designated person are: **Tracy Windle – Area Manager, Linzi Page – Senior Manager and Vicky Hallas-Fawcett - Company Director**

### **What should a member of staff, volunteer or student do if they have a concern about safeguarding failures?**

You should first raise your concern internally, with your manager, the designated person.

If you feel unable to do this (perhaps because the concern relates to them), you should raise your concern with Tracy Windle (Area Manager). She can be contacted by email on [Tracy@littlepeoplenurseries.co.uk](mailto:Tracy@littlepeoplenurseries.co.uk), or Vicky Hallas-Fawcett, company director on [Vicky@LittlePeopleNurseries.co.uk](mailto:Vicky@LittlePeopleNurseries.co.uk)

### **Responding to Suspicions of Abuse**

- We acknowledge that abuse of children can take different forms - physical, emotional, and sexual, as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say (direct or indirect disclosure) or through changes in their appearance, their behaviour, or their play.
- Where such evidence is apparent, the child's key practitioner makes a dated record of the details of the concern and discusses what to do with the nursery manager who is the 'designated person'. The information is stored in a locked cabinet to maintain confidentiality.
- We refer concerns to the local authority children's social care department and co-operate fully in any subsequent investigation.  
NB In some cases this may mean the police or another agency identified by the Local Safeguarding Children's Board.
- We take care not to influence the outcome either through the way we speak to children or by asking questions of children.

### **Recording Suspicions of Abuse and Disclosures**

- Where a child makes comments to a member of staff that gives cause for concern (disclosure). Or if a staff member observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect, that member of staff:
  - listens to the child, offers reassurance and gives assurance that she or he will take action;
  - does not question the child;
  - makes a written record that forms an objective record of the observation or disclosure that includes:
    - the date and time of the observation or the disclosure;
    - the exact words spoken by the child as far as possible;
    - the 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.
  - These records are signed and dated and kept securely and confidentially.

### **Making a Referral to the Local Authority Social Care Team**

- The HM Government publication 2015 'What to do if you're worried a child is being abused' contains detailed procedures for making a referral to the local social care team. This is based on 'Working together to safeguard children' (HMG 2015).
- We keep a copy of this document and follow the detailed guidelines given.
- All members of staff follow the procedures for recording and reporting.
- [Our Local Authority Social Care Team \(Duty and Advice Team\) can be contacted 9am-5pm on: 0113 3760336. The out of hours Social Care Emergency Duty Team can be contacted on 0113 2439536.](#)

### **Informing Parents - Parents are made aware of our safeguarding policy and procedure at entry of application and sign to say so in the parent contract.**

- Parents are normally the first point of contact in the case of a concern, however if it is deemed in the best interest of the child, we reserve the right to contact Social Care first.
- 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 Local Safeguarding Children Board does not allow this.
- This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform the parents.

### **Support to Families**

- We believe in building trusting and supportive relationships with families, staff and volunteers in the group.
- We make clear to parents our role and responsibilities in relation to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children's social care team.
- We will continue to welcome the child and the family whilst investigations are being made in relation to any alleged abuse.
- We follow the Child in Need Plan/ Child Protection Plan as set by the child's social care worker in relation to the setting's designated role and tasks in supporting that child and their family, subsequent to any investigation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child in accordance with the Confidentiality and Client Access to Records procedure and only if appropriate under the guidance of the Local Safeguarding Children Board.

### **Liaison with Other Agencies**

- We work within the Local Safeguarding Children Board guidelines.
- We have a copy of 'What to do if you're worried a child is being abused' for parents and staff and all staff are familiar with what to do if they have concerns.
- We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the setting and social services to work well together.
- We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which may affect the wellbeing of children.
- If a referral is to be made to the local authority social care department, we act within the area's Safeguarding Children and Child Protection guidance in deciding whether we must inform the child's parents at the same time.

### **Allegations against staff**

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting, or anyone living or working on the premises occupied by the setting, which may include an allegation of abuse.
- We follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff, or volunteer within the setting, or anyone living or working on the premises occupied by the setting, has abused a child.

- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within the setting, or anyone living or working on the premises occupied by the setting, may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's social care department to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this.
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- We require any staff member to share with us immediately any allegation relevant to their role which may have occurred outside the setting

### **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 Local Safeguarding Children Board.
- Staff are made aware of their confidentiality responsibilities in induction training, in their employment contracts and reminded in staff newsletters and team meetings.

### **Disciplinary Action**

- In the instance there is an allegation made against a staff member, the Manager will suspend the staff member on full pay to ensure the full protection of all parties and to allow a thorough and fair investigation to be carried out in accordance with local Safeguarding Children's Board Guidelines.
- Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children or vulnerable adults, we will notify the DBS (Disclosure and Barring Service) of relevant information so that individuals who pose a threat to children (and vulnerable groups), can be identified and barred from working with these groups.

### **Staff training and lead responsibilities**

- All employees are trained at induction prior to working with the children, this includes their responsibility in relation to safeguarding the children and recognising indicators of abuse.
- We publish a staff handbook which includes details on our expectation of Employees including a Staff Behaviour Policy.
- We seek out ongoing training opportunities for all adults involved in the setting to ensure that they are able to recognise the signs and signals of possible physical abuse, emotional abuse, sexual abuse and neglect and that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff know the procedures for reporting and recording their concerns in the setting and who the safeguarding officer is at their setting.

### **Planning**

- The layout of the rooms allows for constant supervision.
- Rooms are staffed appropriately in line with ratios and all staff have a full DBS prior to working directly with the children.

## **c. Whistleblowing**

If you have raised a concern internally regarding the welfare of a child but feel it has not been properly addressed, or if you feel unable to raise your concern at any level within the organisation, you have a duty of care to report your concerns to the local authority children's social care. Our Local Authority Social Care Team (Duty and Advice Team) can be contacted 9am-5pm on: [0113 3760336](tel:01133760336). The out of hours Social Care Emergency Duty Team can be contacted on [0113 2439536](tel:01132439536).

Ofsted also offer a dedicated whistleblowing hotline - 0300 123 3155, or by email [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk), or by post: WBHL, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. The hotline can be used by anybody who has a whistleblowing concern.

### **d. Looked after children**

- Within the setting we remain aware of looked after children and work closely with the local authority to ensure their welfare is closely monitored and any concerns are raised at the earliest opportunity.
- Communication with Social care is clear and well documented and information is shared effectively with all parties

### **e. Intimate care**

Principles of intimate care upon which are policy guidelines are based:

- Every child has a right to be safe
- Every child has the right to personal privacy
- Every child has the right to be valued as an individual
- Every child has the right to be treated with dignity and respect
- All children have the right to be involved and consulted in their own intimate care to the best of their abilities
- All children have the right to express their views on their intimate care and to have their views taken into account
- Every child has the right to have levels of intimate care that are appropriate and consistent

As part of your child's daily care routine in setting intimate care needs will be met with sensitivity by the key practitioner with whom your child will have a secure bond.

This ensures that your child feels confident, safe and comfortable during intimate times such as nappy changes and toileting.

As part of our intimate care procedure we:

- Train practitioners to be sensitive and compassionate and respect privacy and confidentiality of each individual child.
- Follow the settings Key Practitioner Policy to develop a comfortable and trusting relationship between child and carer.
- Follow the settings Safeguarding Procedure for recruiting suitable staff.
- Carry out a DBS check on each member of staff who will have unsupervised access to the children prior to them starting in employment with us.

As with all areas of learning and development children are encouraged to become independent and older children are closely supervised and supported in beginning to help manage their own personal hygiene routines in preparation for school.

Should a child have an additional need or medical intervention be required a personal care plan will be prepared and followed.

We seek to find out about religious and cultural views around intimate care.

Gloves and protective clothing are provided for practitioners to wear as appropriate.

### **f. Uncollected Child**

In the event of a parent/carer failing to collect a child at the appointed time the following actions will be taken:

- The person in charge will contact the parents, and/or emergency contact details as given on the application form for information and details as to why the child has not been collected.
- Where possible the child will continue to be cared for in the setting beyond their usual collection time, providing there is staff and availability. The person in charge will discuss this with the parent/carer and make clear the cost of additional care and what arrangements the parent/carer is putting in place for collection.



- Should a child remain uncollected after opening hours, and the person in charge has not been able to make contact with the parents/carers, we will contact social care to arrange an emergency care. In the event that Social Care is not contactable we will contact the Police. We will also inform Ofsted that we have done this.
- If a child is collected beyond their booked finishing time the parent will be issued with a 'Late Letter'. This will detail the charges incurred and consequences following a repeat occurrence.

### g. Missing Child

In the unlikely event that a child within our care becomes lost the following actions will be taken:

- If away from the premises the person in charge of the group must contact the setting immediately.
- The alarm will be raised ensuring all available management/staff are involved in locating the child.
- The person in charge will contact the child's parents.
- The person in charge will contact the local police station.
- We will also inform Ofsted

### h. Use of Mobile Phones and Cameras in the Nursery Setting

We aim to promote safe and appropriate practice through establishing clear and robust guidelines. This is achieved through ensuring protection against potential misuse with the recognition that mobile phones are effective communication tools – which in turn can contribute to safeguarding practice and protection.

When mobiles phones are misused it can impact on an individual's dignity, privacy and right to confidentiality. Such concerns are not exclusive to children and young people; hence there is a duty to protect the needs and vulnerabilities of all.

It is appreciated that it can be very difficult to detect when such devices are present or being used, particularly in relation to enhanced functions, such as cameras. The use of all mobile phones is therefore prohibited, regardless of their capabilities. The aim is to avoid distraction and disruption of the working day, and to minimise the opportunities for any individual to make any covert images or misuse functions in any other way, this also applies to the use of Smart Watches.

There are signs on the outer doors and on the notice boards clearly stating the setting is a mobile free zone.

#### Personal Mobiles

Effective guidance is in place to avoid the use of mobile phones causing unnecessary disruptions and distractions within the workplace, and to ensure effective safeguarding practice is promoted to protect against potential misuse. In the interests of equality, and to further promote safety, the guidance applies to any individual who has a mobile phone on site, including children, parents and visitors, as detailed below:

- **Practitioners** are not permitted to have their mobile phones about their person; however they can store them in the staffroom to use in this area only on allocated lunch and/or tea breaks. Practitioners are not permitted, in any circumstance to use their phones for taking, recording or sharing images. Practitioners are not permitted to use their own personal phones for contacting children, young people and their families within or outside of the setting. This is explained at induction.
- **Parents, visitors and contractors** are respectfully requested not to use their mobile phones within the setting. Should phone calls and/or texts need to be taken or made these should be conducted outside the setting.

#### Work Mobiles and Tablets

The use of a designated work mobile is promoted as it is:

- An essential part of the emergency toolkit which is taken on off-site trips.
- An effective communication aid, enabling text, email messages and calls to be made and received.
- A back-up facility should problems be experienced with the landline – or where contact needs to be made outside of work hours.
- An effective method of sharing events and functions with the parents via Tapestry which is secure and only accessible by the setting and parents/carers & Social Networking sites, providing the images have been approved by the parent. All images shared via our facebook page will be disguised to ensure children are unidentifiable.
- Through close monitoring and effective safety methods we ensure children in the nursery are not exposed to inappropriate information or materials. We also ensure that children know how to ask for help if they come across material that makes them feel uncomfortable through open discussion and information displayed for parents about E-Safety.

### **Use of Nursery Cameras within the setting**

Company Cameras, including those on tablets, are regularly used within the setting to provide evidence of the children's achievements and share events

The cameras/tablets remain the property of Little People and do not leave the setting, unless as part of a trip/visit.

## **i. Child Attendance Policy**

### **Monitoring children's attendance**

As part of our requirements under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day so the nursery management are able to account for a child's absence.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

In the event of a child not attending a planned session, and no contact being made, the Nursery manager will try to contact the parents. If the manager is unable to gain contact, and has concerns for the safety of the child, or parents, they will attempt to contact the other people listed on the child's contract, and may contact the other professionals involved with the child if appropriate.



# 4. Equal Opportunities

Promoting Equality of Opportunity and Supporting Children with Special Educational Needs or Disabilities

### Statement of Intent

Inclusion in this policy is meant in its widest sense. It considers the rights and needs of all children, as well as parents, carers, practitioners and students.

Inclusion and inclusive practice are guiding principles for all Childcare and Education settings.

The purpose of this policy is to reflect our underlying attitudes and ethos regarding inclusion and to detail the action taken to support and implement these.

- Every child has a right of full access to quality early years care and education guided and informed by the principles of the Early Years Foundation Stage Framework.
- All children have a right to expect to learn in a caring and considerate environment where practitioners and children are all valued for their contribution to the setting.
- We are committed to the early identification of children with Special Educational Needs or disabilities (SEND) and to adopting clear and open procedures, which are outlined in this policy.
- We are committed to working in partnership with parents regarding decisions which will support and encourage their child's progress.
- We will provide, within available resources, the highest possible quality support and inclusive education for children with SEND.

### **a. Valuing Diversity and Promoting Equality**

Staff in our setting believe in promoting equal opportunities for everyone and value diversity in children, parents/carers, visitors and citizens of our wider community.

We believe that all children have an entitlement to equal access to a broad, balanced, relevant and differentiated curriculum.

Staff strive to ensure that all children develop self-confidence and high self-esteem whilst recognising and valuing differences between themselves and others.

The diversity of individuals and communities is valued and respected, no person including children, families or staff members are discriminated against.

In our setting we ensure the above principles are embedded and implemented by:

- Working with families to ensure that individual information is gathered for each child about such things as their family customs and beliefs, home language and dietary requirements. Working with children to encourage recognition of their own unique qualities and the characteristics they share with other children.
- Promoting an anti-biased curriculum to actively challenge negative feelings towards and/or stereotyping of others through a wide range of learning opportunities, positive imagery and displaying notices in a variety of community languages which reflects the diversity of our society.
- Consistently observing and assessing children's progress, including specific groups of children to ensure we achieve educational equality and inclusion and every child has opportunity to reach their potential.

## b. Supporting children with SEND

Our named Special Educational Needs & Disabilities Co-ordinator (SENCO) is:

**Becky Farrell – Nursery Manager**

**The role of our Special Educational Needs & Disabilities Co-ordinator, our setting-based SENCO:**

- Works with other practitioners to agree and implement the Inclusion Policy.
- Co-ordinates the Special Educational Needs provision within our settings.
- Offers support for parents and encourages their full involvement
- Supports practitioner development.
- Liaises with other agencies.
- Keeps appropriate records.
- Assists practitioners in making observations and assessments.
- Assists Practitioners in planning for children with Special Educational Needs & Disabilities.
- Contacts our Early Years Advisor at an early stage for informal advice and support.

### **Partnership with Parents**

Parents of children with Special Educational Needs & Disabilities are consulted at every level of intervention. Parents have a right to be involved in discussions about their child and procedures are explained to parents in order to develop a close working relationship and involve them in all targets being set for their child.

Parents will be consulted and supported with how they can work with their child at home to implement strategies. The effectiveness of any intervention will depend on the level of involvement with parents. Please see also **Parent Partnership Policy**.

## c. Identification and Assessment

**Definition of SEND (from the SEND Code of Practice):** A child has SEND if she or he has a learning difficulty that calls for special educational provision to be made for her or him.

A child has a learning difficulty if she or he:

- Has a significantly greater difficulty in learning than the majority of children of the same age.
- Has a disability that either prevents or hinders the child from making use of the facilities of a kind provided for children of the same age.

A child must not be regarded as having a learning difficulty solely because the language or form of language of the home is different from the language in which she or he will be taught.

The need for early identification is paramount. It is made either by the key practitioner of the child, expressions of parental concern, information received from previous settings or from other external sources. When concerns are raised, we follow the stages set out in the revised SEND Code of Practice 0-25 January 2015. This entails adopting a graduated approach to action and intervention to help children with SEND, identifying the stage the child is at and clarifying additional provision that is needed to support the child's progress.

By continued observation, assessment and consultation with parents, the child's needs and progress are monitored on an individual basis.

### **d. Links with Support Services and other Agencies.**

We recognise the need for working closely with the full range of support services and external agencies when considering the needs of the children in our care. Two members of the management team are trained to take the Lead Professional role where a Common Assessment Framework (CAF) is needed for a child or family. Agencies are called upon when support is required for a specific need. We also work closely with agencies when information is requested to support a child, and effective sharing of information between all agencies involved is crucial to enable progress to be made.

### **e. Facilities, Staffing and Training**

**Facilities:** The SENDA (Special Educational Needs and Disability Act) 2001 requires Early Years Care and Education, and Out of School Care providers, from September 2002 to:

- Not treat children with a disability less favourably for a reason related to their disability.
- Make reasonable adjustments to policies, practices and procedures in order to avoid disabled children being at a 'substantial disadvantage'.

We recognise that some areas of some of our settings might require certain adaptations and/or specific equipment to address individual needs. We are committed to making reasonable adjustments, which may include auxiliary aids and services, and making physical changes.

**Practitioners:** All practitioners employed by us are committed to inclusion and inclusive practice and are trained to meet the individual needs of all children. We have a key practitioner system to ensure consistency and continuity of care. Additional and/or specialist staff are deployed according to the identified needs of children.

**Training:** We have an on-going Training and Development Programme. Practitioner training needs are identified at least annually and all practitioners are offered statutory and vocational training opportunities. As part of this process the SENCO and Senior Managers assess training needs in respect of children with SEND and inclusion, and provide relevant training opportunities.

**Learning Environment:** Within our settings, the environment is organised to ensure available space is utilised to meet the identified needs of the children, to support learning and promote confidence and independence. Regular risk assessments of all areas are undertaken.

### **f. Transition into School**

Arrangements for transition into school are made in consultation with the child's parents and the school the child is to enter. Our role is to provide the feeder school with access to the child's developmental records. If a child has more complex needs this information will be provided at the earliest possible time to allow the school to make provision. If there are other agencies involved they will also need to be consulted about the provision for transition into school, for their input to be included. All information provided will comply with the principles of our policies.

## 5. Health Policies

### a. Breast feeding, Formula milk and progression to cow's milk

We are a breast feeding friendly setting, we actively encourage breast feeding as the best way to feed baby. We can arrange a quiet area for breast feeding parent and welcome them into the setting.

- Each parent is required to bring to nursery an appropriate number of empty bottles for their baby's milk feed throughout the day.
- These bottles should be sterile, with lids on, and ready for use and labeled with baby's name.
- Nursery will follow advice from the Department of Health and Food Standards Agency which can be found at: [www.gov.uk/government/organisations/department-of-health](http://www.gov.uk/government/organisations/department-of-health) and [www.food.gov.uk](http://www.food.gov.uk)
- Nursery will follow current guidelines on progression to Cows' milk. Currently this is introducing it to baby's diet from 6 months as part of a meal. Cows' milk will be given as a drink after 12 months, unless the parent requests otherwise.

Parents are to provide milk for babies as follows:

- Breast Milk
  - This is the best milk to give your baby, Human breast milk has an amazing ability to ward off bacteria and can be stored at room temperature for several hours. However, if you plan to use the milk in the next few days, weeks or months, you'll want to refrigerate or freeze your expressed milk.
  - Breast Milk can be brought to nursery in room temperature, chilled or frozen bottles for use later in the day and stored as follows:
    - Room temperature 77°F/25°C Up to 4 hours
    - Room temperature 59°F/15°C 24 hours in cooler box with 'freezer pack'
    - Refrigerator 3-5 days (best kept at the back of the fridge and not in the door) if milk will be stored longer than this freeze it within 48 hours
    - Previously frozen breast milk in the refrigerator 24-48 hours
    - Freezer Up to 12 months depending on the type of freezer
    - Freezer compartment within a fridge 2 weeks
    - Self-defrosting freezer 6 months
    - Deep freeze with no defrost cycle 12 months
- Ready to Use Liquid Formulas
  - They are sterile and recommended to be the safest option for storage of formula milk. The appropriate number of cartons can be brought to nursery daily with babies' name marked on.
- Powdered Formula Milk
  - We request that parents provide this daily in a suitable container of ready measured portions, clearly labeled with baby's name.
  - This will be prepared for baby prior to each feed and mixed with water heated to over 70° in order that the bacteria in the powder is killed.
- Prepared bottles of Powdered Formula Milk are not the safest option for your baby to drink at Nursery, therefore we recommend you use one of the above alternatives.

Frequent Question and Answers on feeding your baby are available in the Parent Area on our website or by clicking [here](#).

### b. Healthy Food and Drink

We actively encourage the children to enjoy mealtimes and support them in making healthy choices. The children develop social and communication skills as they talk to their friends and key practitioners.

- During their time in our care children are offered breakfast, morning snack, lunch, afternoon snack and afternoon tea, if a child is present during a meal time, they will be offered the appropriate meal at **no additional cost**.
- During mealtimes the children will sit in small groups with team member who will sit and eat with the children demonstrating good table manners and healthy choices.
- When age appropriate children are encouraged to serve themselves, and pour their own drinks from a jug on the table and often enjoy helping their younger peers.
- Snack is offered both on a morning and in the afternoon. Snacks are healthy often consisting of fruit and vegetables with a choice of milk or water to drink. Diluted fruit juice is offered as an alternative at breakfast time only.
- Fresh drinking water is available within view of the children in each room. Practitioners will support children in accessing drinks throughout the day. When age appropriate children are encouraged to access and pour their own drinks.
- Menus are displayed on the parent notice boards and are on a rota basis. Menus are planned to ensure all children's nutritional requirements are met. The menus reflect meals and recipes from around the world and parents are periodically asked to contribute ideas to the menu through the parents' comments and suggestions box and questionnaires.
- Individual meals will be adjusted to cater for children with differing dietary requirements for reason of health or religion. These alternatives will look as similar to the usual nursery menu as possible.
- Menu reviews are discussed with the cook after feedback from staff on children's preferences.
- Our baby room practitioners liaise closely with parents of weaning babies, discussing baby led weaning and best practice for children as they progress onto the full nursery menu.
- Parents are kept up to date with healthy eating recommendations for their child via the notice boards with posters, leaflets and flyers from the local health centre.
- Additional food and treats brought in by others for celebrations, such as birthdays, are sent home with the children to allow parents to control intake.
- We follow the guidelines set out in the "Voluntary Food and Drink Guidelines for Early Years in England – a Practical Guide". The full guidelines can be found in the Parent Area on our website or by clicking [here](#).

### c. Medication Policy

From time to time your child may become unwell at Nursery. The key practitioner will give your child extra care and attention during these times and is able to administer medication as appropriate (by a qualified team member). On some occasions when your child is particularly unwell we may ask you to keep them at home or collect them from nursery to aid their recovery. This will be at the manager's discretion.

#### Written Consent

Nursery must receive written consent on the day from parents for **each and every** dose of medication that is given to your child.

If your child is prescribed medication from a doctor we will administer this in line with the doctor's instructions. When you bring your child in to nursery you should discuss with the key practitioner, or buddy, the medication that your child requires. You will then be asked to complete a 'Medication Form' which enables us to administer the medication.

If your child becomes unexpectedly unwell whilst in our care, we can administer paracetamol suspension. You must give your prior written authorisation, which on unexpected occasions may be communicated by e-mail.

We do not consider regular application of cream for dry skin, eczema, nappy rash, or sun protection cream as medication unless the cream is prescribed by a doctor with a prescribed time for use.

### **Administering of Medication**

Staff will record any medication issued on a 'Medication Form'. This is completed to record the exact time, dosage and date of medication and is witnessed by a co-worker. The medicine is usually administered by the child's key practitioner, or buddy, provided they are qualified to Level 2, however **either** the person witnessing **or** administering must hold a Level 3 or higher qualification. Parents are asked to sign this upon collection of their child to confirm they have been informed of the medication given.

We aim to administer the minimum amount of prescribed medication within the setting. For example medication which is required three times daily will only be administered **once** by the nursery practitioner. As stated on the instructions, paracetamol can only be administered with four doses within a 24 hour period. Therefore the nursery setting will only administer one dose provided there has been a 6 hour interval since the last dose was administered.

It is the parent's responsibility to advise practitioners on the administration of prescription medicines which require technical/medical knowledge (i.e. inhalers etc.)

If the medication requires specific training in order to administer we welcome professionals or parents into the setting in order to advise our team on this.

Should children on medication be taken to hospital, the child's medication will be taken with them, clearly labelled and with the parent consent/medication form.

### **Emergency Medication**

If your child has an ongoing illness/condition which requires immediate treatment, for example if they are prone to febrile convulsions as a result of a raised temperature, and a delay in this being administered may cause unnecessary pain and discomfort for your child, please let us know about this at the earliest opportunity. In cases such as these we can ask you to complete an Emergency Medication form which will be placed on your child's records. This will ensure that we can administer medication without delay in the best interest of your child.

### **Children who have long term medical conditions and may require ongoing medication**

- A health care plan for the child is drawn up with the parent outlining the Key Person's role, and what information must be shared with other staff who care for their child. The Health Care Plan should include the measures to be taken in an emergency and shared with the parents and other contributors. The Health Care Plan is reviewed regularly and amended in light of changes to medication or the dosage, any side effects noted etc.

### **Managing medicines on trips and outings**

- Medication for a child is taken in a sealed plastic box clearly labelled with the child's name and name of medication. Inside the box, with the medication, is a copy of the consent form/medication form with the details as given above, which the parent will sign in advance and on return. On no account may the medicine be decanted into other containers, packets or envelopes. The original pharmacy labelled medication should be within the box.

### **Storage of Medication**

All medication will be stored safely in the nursery kitchen in line with the storage instructions.

**We ask that parents hand all medication over to the key practitioner directly and not leave it in their child's bag – we will then be able to store it appropriately for the day. All medication should be left in its original containers, and clearly labelled with your child's name.**

We are unable to administer medication which is out of date or prescribed for a different child (i.e. siblings).



### d. Sun Safety Policy

#### **Rational**

Too much exposure to ultraviolet light (UV) radiation from the sun causes sunburn, skin damage and increases the risk of skin cancer. Sun exposure in the first 15 years of life contributes significantly to the lifetime risk of skin cancer. There is potential for nurseries to help prevent skin cancer in future generations because:

- Nurseries can play a significant role in changing behaviours through role modelling and education from an early age.
- Children and staff are at risk of sunburn within 10-15 minutes of being exposed to strong sunlight.
- Skin cancer is largely preventable through behaviour modification and sun protection during early years.

The main elements of this policy are:

- Partnership: working with parents/guardians, nursery staff and the wider community to reinforce awareness about sun safety and promote a healthy nursery.
- Education: learning about sun safety to increase knowledge and influence behaviour.
- Protection: providing an environment that enables children and staff to stay safe in the sun.

#### **Partnership**

- Sun safety will be promoted through working with parents, staff and the wider community to improve our understanding and provision to avoid the harmful effects of too much exposure to ultraviolet light (UV).
- Staff should act as positive role models and set a good example by seeking out the shade whenever possible and wearing suitable clothing, hat and sunscreen.

#### **Education**

- Parents and guardians will be asked through letters/newsletters to support this policy by encouraging their children to adopt the Slip, Slop, Slap message and act as role models.
- Children will be taught the 'Slip, Slop, Slap' Song which will help them remember the basic Sun Safe message
- Children will be read 'George the Sun Safe Superstar', an illustrated, rhyming story that educates children on the importance of Sun Safety and staff will regularly reinforce the sun safe messaging through discussion.

#### **Protection**

Shade:

- The nursery playground has shade provided either by the school building, outdoor shelter(s), trees and/or we have temporary structures i.e. gazebos, etc for use during outdoor play.
- Children will be encouraged to use the shaded areas during playtimes when appropriate.

#### **Clothing**

- The children will be encouraged to wear clothes that provide good sun protection.
- Parents/guardians will be duly informed of the importance to provide the nursery with appropriate sun hats and Sunscreen as advised by the national skin cancer charity 'Skin'.
- The nursery will provide spare appropriate sun hats and quality sunscreen on site at all times.

Drinking Water:

- Children are encouraged to increase their water intake in hot weather and are encouraged to drink water during outdoor play times.

Parents should provide sun hats and sun cream to be used over the Summer months. It is nursery policy to protect **ALL** children from the sun.

### e. Unwell Children

If your child becomes unwell at nursery the person in charge will contact you to discuss their condition. The nursery will administer medication in conjunction with the Medication Policy see above.

#### Infectious Diseases

In order to prevent the spread of infectious diseases:

- The Nursery ensures that windows are open slightly at all times, ensuring air circulation and thus reducing contamination.
- Cross contamination is reduced by sterilization and stringent hygiene procedures, including.
- Please inform Nursery if your child has a confirmed infectious disease straight away to ensure that correct information is shared and good practice is maintained.
- There may be occasions when your child is too unwell to be in the setting on such occasions the manager may ask you to keep your child at home until they are recovered.
- The setting follows guidance on infection control from the Health Protection Agency and for some infectious illnesses such as Chicken Pox etc, exclusion periods are compulsory, these are available on the Health Protection Agency website, or your nursery manager can inform you of the relevant exclusion. The current recommended exclusion period for a Sickness and Diarrhea bug is 48 hours since the last occurrence of sickness or diarrhea.
- Notices will be displayed to inform other parents of any infectious illness within the setting and information shared regarding possible signs and symptoms. Expectant mums will be informed of any illness which could cause complications during the pregnancy.

You can access information regarding infectious illness direct from the Health Protection Agency website [hpa@prolog.uk.com](mailto:hpa@prolog.uk.com)

#### Allergy and Allergic Reaction

When parents start their children at the setting they are asked if their child suffers from any known allergies. This is recorded on the registration form. Should a child develop an allergy during their time with us, up to date information will be added to their personal file as informed by the parent.

If a child has a known allergy/intolerance:

- We will follow an individual care plan sharing information with the Nursery Cook, Manager and Childcare Practitioners within the room.
- Details of suitable and unsuitable foods are recorded on the dietary requirement sheet in the kitchen, along with the days and sessions the child attends. This information is further clarified on a morning when the Nursery Cook checks the mealtime numbers with the Childcare Practitioners.
- In the case of a **life threatening** allergy the parents or appropriate professionals train staff in how to administer special medication in the event of an allergic reaction, for example an EpiPen.

In the event of a child suffering adverse effects from an unknown substance we will support parents in discovering the intolerance by completing a food diary and eliminating trigger foods so that the source can be found.

Generally, no nuts or nut products are used within the setting. Parents are advised of this should so that no nut or nut products are accidentally brought in, for example to a party. Where there is doubt over a product provided by a parent, for example a birthday cake, the product is sent home with the children rather than consumed at Nursery.

Should an allergic reaction occur Medication will be administered (if relevant – please refer to medication policy above), first aid carried out as required, an ambulance will be called if necessary, and the parents informed. The child's key practitioner, or if not possible a familiar care giver, will accompany the child to hospital and await the parents arrival.



### **f. Accident and First Aid Policy**

Little People will endeavour to ensure that ALL childcare staff receive training in Emergency Aid. This will ensure that we are compliant with government guidance. Emergency aid courses are run throughout the year to ensure continuous staff training.

In the event of a child having an accident the incident is recorded on an Accident form, with details of time, circumstances and action taken. The key practitioner will ensure that the parent is well informed of the incident when they arrive to collect the child and are asked to sign the form to acknowledge receipt of the information. The person in charge will be made aware of any accidents/incidents and will sign the Accident sheet alongside the practitioner. The person in charge will contact the parents immediately to make them aware of any serious bumps to the head or other injuries which may require medical attention. We will share health guidelines with parents where relevant, for example if a child suffers a head injury a 'Bumped Head Slip' will advise parents of warning signs to look for.

In the event of a staff member having an accident the incident is recorded in the staff accident log book. The person in charge will ensure that the correct procedures are followed and that any medical attention which may be required is sought including calling an ambulance if relevant. Again where possible the injured practitioner will sign the accident book alongside the person reporting the accident.

First aid will be issued to any person who is subject to an accident on our premises.

In the event of a serious incident we will primarily call the Ambulance service, and then contact the parent or next of kin.

### **g. Reporting of accidents and incidents**

In the event of an accident, staff or child, we will inform our Health and Safety officer Gary Hallas-Fawcett, [Gary@LittlePeopleNurseries.co.uk](mailto:Gary@LittlePeopleNurseries.co.uk)

Gary will ensure all relevant authorities are informed and appropriate action is taken to reduce future risk where possible, including RIDDOR.

We will inform Ofsted of a serious accident or injury on the premises in line with their guidance.

### **h. No-Smoking Policy**

Little People acknowledge that smoking and breathing other people's tobacco smoke is a health hazard and therefore smoking in public places is banned to protect both children and staff from the harmful effects of smoke. Smoke free legislation was introduced in England 2007 banning smoking in nearly all enclosed work places and public spaces.

We aim to:

- provide an environment where good health is promoted for all
- highlight to all who use the setting that it is a 'smoke free' environment within the perimeter of the grounds
- raise awareness of the dangers associated with exposure to tobacco smoke and reinforce the need to keep children safe the harmful effects of smoking in future life

Smoking is not permitted in Nursery or on Nursery grounds by parents, staff or visitors, signs are displayed stating this.

Persons seen to be smoking in inappropriate areas are asked politely by members of staff to please refrain from doing so whilst on Nursery premises.

#### **Staff**

All staff will be informed of this policy and new staff will be alerted to the existence of the smoke free environment at induction.

Should staff choose to smoke this must be in their own time, and away from nursery premises. They must be aware smoking among adults even outside of the Nursery premises, if seen by children, reinforces the idea that smoking is a normal adult activity.

Staff members must ensure that their uniform is protected from the smoke (whether they are on or off duty).

Should a staff member share their desire to break the habit their manager will support them, helping them register their interest online and arranging support materials to come to the setting. Breaches of this policy will be subject to disciplinary procedures.

### **i. Food hygiene**

The setting is registered with the Food Standards Agency and agree to comply with their legislation around food hygiene, and food preparation procedures. We will endeavour to maintain our 5 Star rating in the setting.

Team members in charge of food preparation, for example the cook, manager, deputy, undergo a formal external qualification which is updated regularly.

Good practice in food hygiene is delivered as training for new team members as part of their induction process.

## 6. Partnership Policy

### a. Admissions

**Availability of places** - We are an inclusive setting. Where a child has additional needs we will ensure we work closely with the parents and professionals to support the child's needs. Places are booked on a first come first served basis and a strict waiting list is maintained when the setting is fully booked. Please be aware that a place at any of our settings does not guarantee entry to the school on site, school places are allocated by the local authority. Should you be unhappy with your designated school we will be happy to support you should you choose to appeal the decision.

**Visits** - We are happy to introduce your child however the parents feel best. Prior to a child starting with us we will arrange a home visit. Evidence shows this is useful for helping the child make a connection between the home and setting prior to them starting with us, more information of this is in the information pack. We do ask that the carer stays for some of their child's first session to allow a sharing of information. The child is welcomed for a series of visits prior to taking up their place. Up to 3 hours of visits are included in the booking fee, additional sessions are unlimited but charged on the usual Nursery rates.

### b. Collection of Children

We ask that you list on the application for the people who are authorised to collect your child from the setting. If there is an unplanned change, or somebody new needs to collect them, please telephone the Nursery to advise them. We will ask for a password to aid identification.

### c. Key Person

To ensure that your child feels secure, safe and well supported within the setting we have a strong key practitioner system. Within your child's room there is a key team of practitioners to ensure continuity and consistency of care. One of these practitioners will be your child's special person and will work closely with you and your child ensuring sharing of information and care, learning and development.

Your key practitioner will be interested in your family and respectful of your cultures, beliefs and parenting styles. They will work in close partnership with you to support individual care learning and development and ensure an inclusive environment is maintained for your child and family at all times.

*The Early Years Foundation Stage 2012 (revised 2013) states:*

“The key person must seek to engage and support parents and/or carers in guiding their child's development at home. They should also help families engage with more specialist support if appropriate.”

### d. Parent Partnership

Practitioners throughout the setting value and recognise that strong partnership and positive relationships between parents and those caring for their child in their absence is crucial to the overall well being and development of the child. Therefore we encourage parents to share as much information as possible with the key practitioner to promote continuity between home and the setting and ensure that everyone caring for the child is well informed and aware of their individual needs and working positively together to meet these.

- As child care practitioners we have a duty to maintain confidentiality at all times and we will always adopt a sensitive approach towards your child and your family. Please feel free to discuss with us any concerns or problems you may be experiencing. Our aim is to work closely with you to gain a holistic compilation of your child's abilities and also areas where further support is required.
- The key practitioner will ensure time to discuss your child with you on a daily basis and will work hard to ensure effective sharing of information and clear documentation is maintained. The

setting operates an open door policy and parents/carers are invited to approach the office at any point and for any purpose.

- The setting frequently works alongside professionals from other agencies to support parents in identifying and meeting the individual needs of their child.
- Your child's time with us is precious and is documented in their individual profile. The key practitioner will make observations which reflect your child's learning styles, stages of learning, interests and achievements, these observations are shared with you instantly via our secure online system Tapestry, please comment on our posts and share your own observations of your child and their interests. We also share information in many other ways such as:

Parents notice boards are regularly updated and located outside your child's room

Monthly Room newsletters inform you of activities the children are enjoying and how you can continue this at home

Bi-monthly whole Nursery newsletters informing parents of upcoming events and asking for input to shaping Policies and Procedures

Formal parents' evenings, planned 6 monthly, to discuss your child's development. Please feel free to arrange a meeting if you have anything particular you'd like to discuss at any time.

Profile viewings: If you are unable to access the internet, your child's Key Person will share their observations with you any time you wish on the Nursery tablets. Please mention this your child's Key Person

Our Website, Twitter feed and Facebook page

The opinions of our Parents, and Staff, are actively sought online and in paper form, for various projects throughout the year, for example Policy review, Voting for the Team in our Little People Pride Awards.

- Your child and family will be recognised as individuals and your needs will be met with compassion. Your thoughts feelings and ideas will be listened to and valued.
- Our aim is to support you in offering your child the very best start in life and prepare them with all the characteristics required for effective learning throughout their education.
- Parents are informed about the Early Years Foundation Stage via displays around the setting and the information leaflet "A Parents Guide to EYFS"
- More information on Child development and what to expect is shared on our website here:

### **e. Partnership with Outside Agencies**

We welcome the opportunity to work alongside agencies in the best interest of the children in our care, their families and our staff team. These may be, although are not limited to:

Children's Centres, Early Years Support Teams, Social Services, Local Schools, Health Specialists such as speech therapists, physiotherapists, Inclusion specialists such as Scope, National Day Nurseries

Association, and the Pre-School Learning alliance.

### **f. Comments, Concerns or Complaints**

We continually strive to improve the service provided and invite comments and suggestions from parents and practitioners, we have an open door policy, you do not need to make an appointment to call into the office and share your comments with the Nursery Manager directly. **We welcome your feedback.**

If you have directed a complaint to the Manager, or the person in charge – the concern will be dealt with promptly and they will feedback to the parent personally, arranging a further meeting if appropriate.

Should you feel an appropriate response has not been made you are welcome to contact our Head Office on: Tel (Admin team): 0113 2556394 or Email (Area Manager): Tracy@LittlePeopleNurseries.co.uk

In writing: Mrs Vicky Hallas-Fawcett (Company Director)

Little People Nurseries

McLaren Fields,

Lower Town Street

Leeds

LS13 3EN

A record of all written complaints is kept in the Nursery Office and is available to view on request. We will respond to any formal complaint in writing within 28 days of receiving the complaint. If you are unhappy with how your complaint has been handled and wish to take the matter further our Regulating body is: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD, Tel: 0300 123 1231

## 7. Safety and Suitability of Premises, Environment and Equipment Policies

### a. Health and Safety Policy, general standards including maintaining children's safety and security on premises

#### Our statement of general policy is:

The nursery believes that the health and safety of all children, employees, parents, visitors and volunteers is of paramount importance and is committed to providing a safe and healthy environment for all.

This is achieved by;

- Providing adequate control of the health and safety risks arising from our work activities.
- Consulting with our employees on matters affecting their health and safety.
- Providing and maintaining safe equipment.
- Ensuring safe handling and use of substances.
- Providing information, instruction and supervision for employees.
- Ensuring all employees are competent to do their tasks, and giving them adequate training.
- Preventing accidents and cases of work related ill health.
- Maintaining safe and healthy working conditions.
- Reviewing and revising this policy as necessary at regular intervals.

#### Responsibilities

The responsibility for Health and Safety in the setting falls equally amongst all employees.

All employees have the responsibility to;

- Co-operate with supervisors and managers on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety.
- Take reasonable care of their own health and safety.
- Report all health and safety concerns to an appropriate person (as detailed below) as soon as possible.

The appropriate person to report any Health & Safety issues to is:

### **Becky Farrell – Nursery Manager**

Further support is given by **Tracy Windle – Area Manager**  
Tracy@LittlePeopleNurseries.co.uk

Overall and final responsibility for health and safety is that of

### **Gary Hallas-Fawcett – Business Partner**

Gary@LittlePeopleNurseries.co.uk

### b. The assessment of Health and Safety risks arising from work activities;

- Risk assessments will be carried out as new work activities arise or as the details of an activity change sufficiently to merit a new assessment.

- Risk assessments will be undertaken by the **whole staff team**, depending on the nature of the work activity in question. In the majority of cases, the person taking part in the activity is responsible for assessing the risk.
- Risk assessments for the whole setting, including general hazards relating to the premises, will be carried out.
- The findings of the risk assessments will be reported to **Room Leaders, Deputies and Managers**.
- Action required to remove/control risks will be approved by **Managers, Area Manager and Directors**.
- **Managers** will be responsible for ensuring the action required is implemented.
- **Managers** will check that the implemented actions have removed/ reduced the risks
- Risk assessments will be review annually, or when the work activity changes, whichever is soonest.

### Consultation with Employees

- Employee representatives are **Room Leaders**.
- Consultation with employees is provided by regular meetings and room leader meetings. Health and Safety issues are raised regularly at the management meeting.

### Safe equipment and the reporting of faulty equipment

- **All employees** are responsible for identifying any equipment needing maintenance. Any faulty equipment, or equipment needing replacing, must be reported to the **Manager**, who will take the next steps in terms of removal, repair or replacement.
- The **Manager** will be responsible for ensuring all identified maintenance is implemented.
- Any problems found with the equipment should be reported to the **Manager**.
- **Managers and their Deputies, Area Manager and Directors** will check that new equipment meets health and safety standards before it is purchased.

### Safe Handling and use of Substances

- The nursery will adhere to Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises
- COSHH assessments are carried out by the supplier of the substance.
- The **Manager and Deputy Manager** will be responsible for ensuring that all relevant employees are informed about the COSHH assessments.
- The **Area Manager** will check that new substances can be used safely before they are purchased.

### Information, Instruction and Supervision

- The “Health and Safety Law” poster is displayed in the Staff Room, or communal Staff Area
- Health and safety advice is available from **Managers, Area Managers and Directors**.
- Supervision of young workers/trainees will be arranged, undertaken and monitored by **Room Leaders and Deputy Managers**.
- **Managers** are responsible for ensuring that our employees working across sites are provided with relevant health and safety information.

### Competency for Tasks and Training

- Induction training will be provided for all employees by **the Leadership team, Manager or Deputy Manager**.
- Job specific training will be provided by **Room Leaders**.
- Training records are kept by **Manager** in the Staff Development File in the Office.
- Training will be identified, arranged and monitored by the **Manager**.



### Accidents, first aid and work related ill health

- The location of the first aid box(es) are in the Office and an additional location as stated on the First Aid posters detailing designated First Aiders.
- All accidents and cases of work related ill health are to be recorded in the accident book. The book is kept in the office.
- **Gary Hallas-Fawcett** is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority (HSE) or the local authority.
- **The Nursery Manager** is responsible for reporting accidents and diseases to Ofsted in line with their policy

### Monitoring

- To check our working conditions and ensure our safe working practices are being followed, we will review the settings policies and procedures regularly.
- Ensure the staff team are aware of their role in Health & Safety and they report and concerns.
- Raise and review Health and Safety issues in regular management meetings to ensure issues are dealt with or changes are implemented. The rest of the team is informed of this via room meetings, memos and the staff newsletter.
- **Gary Hallas-Fawcett** is responsible for investigating accidents.
- **Gary Hallas-Fawcett** is responsible for investigating work related causes of sickness absences.
- The **Manager** is responsible for acting on investigation findings to prevent a recurrence.

### c. Supervision of Trips, Outings and Visits

Where possible, children will have the opportunity to participate in local outings such as the library or park.

- The **Manager** is responsible for ensuring the risk assessment is undertaken and implemented for each separate outing
- The outings log will be completed to ensure all required information is logged
- Appropriate ratios will be maintained
- A first aid trained practitioner will accompany all visits outside the setting.

The outings log book includes information such as:

- An appropriate ratio of staff to children will be maintained and names of all those out of the setting will be recorded.
- There will be clear routes and destinations logged.
- There will be a named person who will remain in telephone contact with the setting, details will be logged.
- The names of the children, and details of their clothing will be recorded.
- Expected time of arrival back at the setting will be logged.
- When traveling offsite, we will make use of high-visibility jackets to improve the group's visibility and ID badges/cards can help aid identification.

Parents/carer give prior written consent for local trips off the premises e.g. to the park or library when signing their Parent Contract.

If a parent/carer does not want their child to participate in trips off the premises this should be clearly stated on the application form and the Manager will discuss this with parent.



### Escort procedure for collection and drop off to School

#### Escort procedure for collection for Westroyd Primary School and Primrose Hill Primary School.

Children going the Nursery and reception

- Appropriate ratio is maintained (for Early Years this is 1:3)
- Staff carry a first aid box
- Staff are in telephone contact
- All staff are clearly identifiable, usually wearing uniform with the exception of special event days
- Reception children are taken to the classroom door. Collected outside the classrooms.
- Nursery children are taken in to, and collected from the Nursery and Nursery procedure is followed.
- Children in Key Stage 1&2 will be collected and dropped off at the arranged school collection point.
- Registers are taken in the morning and are taken on collection.
- of special event days

#### d. Waste Management Policy

- We seek to minimise waste of all kinds and to promote awareness amongst staff and children of environmental issues that we can influence or control.
- Stock of food and perishable items is rotated to ensure no wastage through deterioration.
- Re ordering of consumable items such as play materials and cleaning products is monitored by management to maximise efficiency and minimise cost, without compromising standards of care or safety.
- Our staff are made aware of how we can avoid wasting energy in whatever form, such as closing doors to conserve heat and turning out lights in unoccupied rooms.
- We use energy efficient products and procedures wherever possible and seek to replace equipment with the most environmentally friendly options available.
- Waste from rooms and Bathroom waste is taken daily to the waste bins provided and authorised contractors remove this waste periodically. Nappies are double bagged and appropriate facilities for the disposal of feminine hygienic products are provided.
- We recycle wherever possible, both within the nursery and by taking any recyclable items to the appropriate centres.
- We encourage recycling from parents by donating unwanted clothing in order that we can donate this to charity.

#### e. Emergency Evacuation Procedure

- The **Manager** is responsible for ensuring the risk assessment is undertaken and implemented.
- Escape routes are checked by the **Person in Charge**, daily as part of the open up and shut down procedure.
- Fire extinguishers are maintained and checked regularly.

- Alarms are tested regularly by the **Person in Charge**, tests are recorded and will happen a minimum of once per half-term.
- Emergency evacuation will co-ordinated by the **Person in Charge** be practiced a minimum of once per term, and is recorded in the Evacuation log book.

In the event of an emergency, for example a fire, the following procedure will be followed to evacuate the premises as swiftly and safely as possible.

- 1) Alarm will be sounded.
- 2) Calmly collecting register, walk children and visitors through the nearest Emergency Exit.
- 3) The Person in Charge to collect day book and mobile phone.
- 4) Practitioners carry out a head count of the children and compare with the register.
- 5) Leave building closing all doors, and remain outside until a safe signal has been given.
- 6) Telephone for the Emergency Services using mobile phone outside the building.
- 7) The Person in Charge will re-count children and staff and compare with day book.
- 8) Keep children safe and calm whilst arrangements are made to contact all parents.
- 9) Parent contact details are kept electronically and off site, in case of emergency.

**OUR SAFE PLACE IS:  
Car Park**

### f. Critical Incidents Policy /Adverse Weather Policy

To ensure the health, safety and welfare of our staff team, customers and children we need to plan for all eventualities. With this in mind, we have a critical incident/Adverse weather policy in place to ensure our nursery is able to operate effectively in the case of a critical incident and where closure is necessary, communication is clear and effective. These include:

- Adverse Weather: Snow, High Winds, Extreme Heat
- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via our usual communication methods of telephone, email, tapestry and social media pages. at the earliest opportunity, e.g. before the start of the nursery day. Parents are advised to check these regularly during adverse weather conditions. There will be no reduction in fees for times that the setting has been unable to operate.

**Extreme Weather (i.e Snow, Heat, High Winds):** The decision to open during extreme weather will be guided by official Met Office data and the decisions of other Local Authority Establishments in the area. If it is safe to do so, we will always make our best efforts to open, however the safety of our staff team, and children and families travelling to the setting will be our priority.

**Flood:** There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will do our best to provide alternatives in one of our sister nurseries or local school premises where possible.

**Fire:** Please refer to the Emergency Evacuation Procedure.

**Burglary:** The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

**Abduction or threatened abduction of a child:** We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. **Visitors and general security are covered in more detail in the supervision of visitor's policy.**

Children will only be released into the care of a designated adult. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedures which are followed immediately:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

**Bomb threat/terrorism attack:** If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

**Other incidents:** All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents e.g. no water supply, failure to the heating will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify Ofsted in the event of a critical incident.

**Lock down procedure:** We will use the lock down procedure when the safety of the children and staff is at risk and we will be better placed inside the current building, with doors and windows locked and blinds/curtains drawn.

We will activate this emergency procedure in response to a number of situations, but some of the more typical might be:

- A report incident or disturbance in the local community (with potential to pose a risk to staff and children in the nursery)
- An intruder on the nursery site (with potential to pose a risk to staff and children in nursery)
- A warning being received regarding a risk locally, of air pollution (smoke plumes, gas cloud etc.)
- A major fire or explosion in the vicinity of the nursery – as long as it is safer staying in the premises than leaving.

In this case the staff will be notified by the following action:

**The person in charge will notify each room of the lockdown.**

All individuals (including children) will remain in the area they are in, if safe to do so. If the children are outside, staff are to promptly and calmly direct children into the building, if this will not endanger them. Staff will make efforts to close and lock doors, and close blinds or curtain wherever safe to do so.

If appropriate all individuals will be moved away from the windows and doors and children will be occupied in the centre of the room so they are not placed at risk or are able to see any situation developing outside where possible.

The manager will ensure all children, staff and visitors are accounted for and safe before returning to the office area to keep up to date with the current situation via updates.

The manager on duty will manage the situation dependant on the situation and the information available. If the nursery is in immediate danger of an intruder, the police will be called as a matter of urgency. In other cases where the situation has been called through by the police or local area authority then the nursery will await further instructions.

Once the all clear has been given externally the manager will issue the all clear internally. After this time the staff will try to return practice to normal to enable the children not to be disrupted or upset by the events.

Any children showing worries or concerns will have time with their key person to talk about these.

Parents will be informed about the situation at the earliest safest opportunity and will be kept updated when the information changes.

After the event a post-incident evaluation will be conducted to ensure that each child and staff member was supported fully and the procedure went as planned.

### **g. Environment Policy**

- The premises are safe and secure and access to the building is controlled.
- The Nursery is a smoke free zone.
- The setting is welcoming and clearly signposted within the building i.e. office, toilets etc.
- We aim to create a warm homely environment in which the children can feel comfortable, decorations are light in colour, the rooms are organised effectively to support all areas of care, learning and development.
- Each room will be kept at an appropriate temperature (ideally between 18°C and 22°C), where possible rooms shall have thermometers to measure this.
- In the case of unusual high or low temperatures – additional heating or cooling devices may be used to regulate the temperatures. Fans will be properly guarded and emergency heaters will not be in place when children enter the room, unless properly guarded. As a last resort the room may be closed.
- We ensure that the children's rest areas are quiet by having children engaged in activities in separate rooms where possible. In rooms allocated for rest periods the lighting is dimmed and children remain supervised.
- Children's artwork is displayed in each room and in the halls wherever possible at their level.
- Each room has natural light and is clean and well maintained. Maintenance is the responsibility of the caretaker and health and safety officer.
- The outdoor area is well maintained, and checked prior to children accessing the area. There is an appropriate safe surface under climbing apparatus for the children's safety.

### **h. Animals in Setting**

Children learn about the natural world, its animals and other living creatures, as part of the Early Years Foundation Stage curriculum. This may include contact with animals, or other living creatures, either in the nursery or in visits. We aim to ensure that this is in accordance with sensible hygiene and safety controls. Pets can help meet the emotional needs of children and adults.

#### **Procedures for keeping pets on the Nursery premises**

- Before buying any pets for the Nursery they must have permission from the Nursery Manager. The pets must be suitable and safe for the nursery setting.
- Parental permission is sought for children to observe and touch animals prior to them coming into contact with the pet.
- Allergies- Before any pets can be brought to the nursery playroom Senior Staff will ensure that there are no children within the nursery setting who may have an allergy to the animal being purchased. To help control any allergies the pets should be confined to a limited area, this helps with cleaning.
- An appointed member of staff should have overall responsibility for the care and welfare of the nursery pet.
- Pets are kept clean.
- Pets living quarters are cleaned regularly and waste disposed of in appropriate manner. The staff member responsible for cleaning pet quarters wears an apron and gloves. This should be recorded on the area hygiene record.
- Animals may carry infections so we always ensure that children and staff have thoroughly washed their hands using soap after touching animals or cleaning their quarters. Stocks of hand sanitisers are available in the Nursery and should also be used after touching any animals.
- We will always follow the Health and Safety Executive (HSE) guidelines for protecting health and safety of children and staff.
- Veterinary advice will always be sought on animal welfare or any animal health issues.
- Children are encouraged to handle all pets respectfully and not to poke or torment the pets. Strict supervision at all time and no child is left unsupervised with pets

#### **In the event of an emergency**

- Remove the animal to a secure setting away from the children.
- Keep children calm and safe.
- Notify parent/carers at once.
- Seek medical assistance immediately if needed.

## 8. Suitable People

### a. Recruitment & Staffing

In the event of a staff vacancy arising positions may be advertised internally across the Nursery Settings, on Job Centre Plus, twitter, local collages/schools, in the local press, local post office, Early Years vacancy website or other job seeker websites. Applicants are requested to apply via our website [www.LittlePeopleNurseries.co.uk/our-team/joining-our-team](http://www.LittlePeopleNurseries.co.uk/our-team/joining-our-team)

Existing team members are reminded they may receive a cash incentive for introducing Team Members to the setting. Please contact [Vicky@LittlePeopleNurseries.co.uk](mailto:Vicky@LittlePeopleNurseries.co.uk) to ask if any current vacancies are eligible for the “Introductory bonus”.

### b. The Interview Process

- Candidate is required to complete a Staff Application Form
- Candidate is required to read Pre Interview Information comprising of Job Description, Personal Specification, Equality and Inclusion Policy, Salary Scale etc. which are issued prior to interview
- Candidate attends a 1<sup>st</sup> interview which is “Knowledge and Experience Based”
  - Each candidate will be interviewed by a panel of 2 people, One of whom will be a member of the management team
  - Responses and discussion notes from the interview are logged and scored to enable short listing and feedback for candidate if requested.
  - Candidates knowledge and experience is checked via formal questioning
  - Gaps in employment are questioned
  - The interview includes questions on the candidates health and interests relevant to the role
  - Interview guidance notes will be followed to ensure consistency and equality for all applicants.
- Candidate attends a 2<sup>nd</sup> formal interview at the proposed Nursery Site “Observational Based”
- Candidates who are qualified to level 3 and above will be asked to prepare an activity for a specific age range to carry out during the observation.
  - The candidate is met by the Manager or Deputy which offers opportunity for both parties to ask further questions.
  - Candidate is observed interacting within the room with the children, they are expected to demonstrate excellent communication skills and a genuine affinity with the children as appropriate to the age range selected
  - The observation is supervised by an experienced team member, who feeds back to the office verbally.
  - References are initially taken up verbally, and followed up in writing by a member of the administration team.

### c. New Staff Induction Procedure

- Candidate is required to attend an induction session at Head Office lead by the Senior Management Team. This will be fully paid. This will include:
  - Identity checks
  - Evidence of qualifications and training (copied for file)
  - Application for DBS Disclosure, or existing DBS checked on Update Service
  - Safeguarding Training (Recognising the Indicators of Abuse & Whistleblowing)
  - Discussion around the Key Policies and Procedures including:
    - Safeguarding (including use of Mobile Phones and Cameras in the setting)
    - Positive Behaviour Management
    - Social Networking
    - Appearance and Presentation (including the Smoking Policy)
  - Discussion around Payroll, holiday entitlement, tax reporting and pension scheme etc
  - Introduction to the Senior Management Team and how to ask for help/support



### When Starting Employment

- The new employee is nominated a Mentor, who will assist in their settling into the setting.
- A member of the management team carries out an on-site induction including Health & Safety and the expectations within the setting.
- The Manager/Deputy supervises the completion of the 'Staff Induction Handbook' which is a collection of training logs to be delivered by Key Practitioners within the setting. This details training on all the Key Areas within the setting.
- Appropriate training is arranged for any targeted gaps in knowledge

### d. Staff Qualifications, Training, Support and Skills

At Little People we are committed to staff training and continued professional development.

We work in partnership with a local training provider and offer opportunity for learners to complete a relevant Childcare Qualification at levels 2 & 3 within our setting.

Members of our management team are qualified assessors and provide support and guidance to learners as they progress through the NVQ.

All staff hold a record of their Continuous Professional Development file (CPD) and are offered regular training both in-house and external throughout the year.

All staff are first aid trained at the earliest opportunity and the company arranges full paediatric training is offered to all sites regularly to ensure this is maintained and updated.

### e. Students and Volunteers

We work closely with local training providers and offer work placements for Students enrolled in a formal Childcare Qualification with a college. The acceptance of volunteers in the Nursery Setting follow the same process.

- All students are invited for interview prior to the placement to allow them to fill in a student application with relevant contact details and to discuss the placement further.
- Written confirmation from the learning provider regarding placement details and evidence of a current DBS are checked at the interview.
- A student induction is carried out before placement begins which covers relevant information including health and safety in the workplace, and safeguarding children.
- Students are expected to work a variety of shifts, as discussed with the manager, to cover the beginning and end of the day to ensure they experience a true reflection of the role they are training to fulfil.
- Students are required to wear smart black trousers and shoes, and a plain black sleeved top/cardigan if required. The setting will provide a 'student' tabard to ensure clothing is protected. These will be kept and washed in setting and will be collected from and returned to the office daily.
- Each room has a lead practitioner who will mentor students supported by the Deputy Manager/Supervisor during their placement with us. Lead Practitioners will assist in filling out student progress reports etc as required.
- Students are encouraged to participate in all areas of care, play and learning with support from experienced practitioners and are able to carry out all duties under supervision (except for administering medication) Students are not left unsupervised with the children and are not included in the settings ratios.
- The setting accommodates a maximum of two students at any one time. The students are placed in different areas of the setting to allow sufficient support to be given.

### **f. Visitors**

Little People accept that visitors, both expected and unexpected, will visit the setting. We will prioritise the children in our care, over the needs of the visitor.

Procedure to follow when welcoming visitors

- Visitors are met at the door by a staff member who will ask for the purpose of their visit, and their identity.
- Visitors are asked to sign in to ensure their presence is recorded in case of an emergency evacuation.
- Visitors are given a “Visitors” badge and the relevant members of the staff team are informed that a visitor is on the premises, and the purpose of their visit.
- Visitors must not have unsupervised access to the children in our care.
- The parents are made aware of their role in our security arrangements by way of reminder notices. Should a parent allow an unknown visitor to the setting, they will be approached by a staff member and challenged.
- Whenever possible visitors should make an appointment to visit the setting.
- Visitors must be accompanied by a staff member at all time, with the exception of an Ofsted Inspector, or an Early Years Advisor who may need move around the setting unescorted, observing our staff team. They will not have unsupervised access to our children.

A visitor may be:

- A potential customer or parent who is new to the setting.  
These appointments are usually booked in advance and the Person in Charge is expecting the visit, they remain with the visitor at all times. On occasion a potential customer will call at the setting to view, unannounced, in these circumstances it is at the Person in Charge’s discretion as to whether they are happy to show them around, or ask if they may return at a more convenient time.
- Professional Partners.  
As a setting we pride ourselves on our partnership with other professionals in the community. We welcome visitors in the setting such as the Early Years Support Team, Speech Therapist, Children’s Centre Manager, School teacher. The Professional is supervised by the relevant person in the setting, for example a Speech Therapist will be looked after by the child’s key person.
- An Inspector (e.g. Ofsted, Environmental Health)  
From time to time we are subject to inspections. These are unannounced. The inspector will be asked for Identification at the door and will be lead to the person in charge, who will support them throughout their visit.
- An Educational Visitor  
The setting welcomes visitors who will broaden the children’s learning experiences and help introduce them to the local community. For example we may invite a parent who is a nurse, to come and talk to the children about the job. We may welcome the local church group to perform an Easter Puppet Show. The visitor will be supervised at all times.
- Repairs, Renewals and Deliveries  
Should tradesmen be required to visit the setting to quote on repairs/renewals, or deliver goods, they will be accompanied by a designated staff member. Wherever possible repairs and maintenance is performed out of opening hours.

This list is not exhaustive, and each visitor will be received by the Person in Charge and their needs established with the safety of the children being paramount.

### **g. Behaviour of Staff**

Our staff are expected to act as role models, for the children, parents and other colleagues – further information on expected behaviour, including Peer on Peer abuse, the prevent duty and staff conduct are detailed in the Staff Handbook.

### **h. Behaviour of Visitors, Parents and Carers**

We believe that each person on the premises should be a role model for the children in our care. We will not tolerate any aggressive, abusive, violent or inappropriate behaviour towards employees engaged in their work duties and appropriate action will be taken to protect staff. This may include escorting the person from the premises either temporarily or permanently, and contacting the relevant authorities.