

# POLICIES & PROCEDURES DOCUMENT

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## **Early learning opportunities statement**

### **Policy statement**

At Conifers Day Nursery, we recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental/carer assistance.

For children whose home language is not English, we will take reasonable steps to:

- Provide opportunities for children to develop and use their home language in play and learning and support their language development at home; and
- Ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring that children are ready to benefit from the opportunities available to them when they begin the year.

We ensure that the educational programmes are well planned and resourced to have depth and breadth across the seven areas of learning. They provide interesting and challenging experiences that meet the needs of all children. Planning is based on a secure knowledge and understanding of how to promote the learning and development of young children and what they can achieve.

We implement the Early Years Foundation Stage (EYFS) set by the Department for Education that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

Direct observation is supplemented by a range of other evidence to evaluate the impact that practitioners have on the progress children make in their learning including:

- evidence of assessment that includes the progress of different groups of children:
- assessment on entry (starting point), including parental/carer contributions
- two-year-old progress checks (where applicable)
- on-going (formative) assessments, including any parental/ carer contributions
- The Early Years Foundation Stage Profile (where applicable) or any other summative assessment when children leave.

We acknowledge parents/carers as primary educators and encourage parental/carers involvement as outlined in our Parents and Carers as Partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

We share information about the EYFS curriculum with parents/carers and signpost them to further support via the following websites:

[www.foundationyears.org.uk/](http://www.foundationyears.org.uk/)



Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## Nursery operational plan

### Policy Statement

At Conifers Day Nursery, we provide quality affordable childcare for the local community. Quality childcare brings benefits for the whole community, enabling parents to return to work and combine employment with family life and enabling employers to retain and recruit employees from the local community.

We want parents to feel confident about the quality of care that is provided for their child in order for them to have no concerns for their child's health, welfare and early learning. To continuously develop our practice, we regularly complete a self-evaluation cycle where we publish our opinions about the quality of our childcare and an action plan to implement emerging good practice from the sector. We welcome parent's opinions and contributions to the self-evaluation process and actively seek feedback through questionnaires, parents' evenings and informal discussion which is recorded.

In order for Conifers Day Nursery to run effectively and efficiently serve local community needs, it is important that we have an operational plan that is implemented, reviewed and revised on a regular basis. This plan is a blueprint for managing the nursery. It describes how the nursery is run and what type of service is provided. It describes the nursery service, the structure of the nursery, who is responsible and guidance on practices and procedures.

The plan is used by the nursery manager, staff, parents and outside agencies as a reference tool for general day-to-day practice and a tool against which to assess the quality of the service provided. We will review this policy on a regular basis using reflective practice, and make and implement any necessary changes following a review.

Suggested contents to be kept in your operational plan:

### **Main index**

#### The Early Years Foundation Stage

- Assessment and Progress Checks
- Care Objectives
- Key Person
- Equal Opportunities and Inclusion.

#### Safeguarding and Child Protection

- Emergency Contacts
- Designated Person(s).

#### Leadership and Management

- Suitable People
- Organisation Structure
- Senior Management Contacts
- Nursery Organisation Structure Chart
- Staff Deployment
- Training Analysis/Chart
- Checklist for New Starters.

#### Health and Medicines

- Names of the Staff who are Paediatric First Aid Trained
- Contingency Plans
- Accident and Medication Procedures.

Managing Behaviour

- Policy and Procedure.

Safety and Suitability of Premises, Environment and Equipment

- Emergency Evacuation Procedures
- Emergency Locations
- Policy and Procedure Documentation
- Health and Safety Documentation
- Daily Operations Statement
- Risk Assessments
- Outings.

Information and Records

- Registration Details for Child
- Occupancy and Daily Records
- Parent Pack
- Complaints and Compliments.

Business planning

- Mission and Vision Statement
- Inspection Report
- Important Information
- Nursery Plans
- Nursery Leaflet.

**Contact numbers**

Contact	Name	Telephone number
Alarms (burglar)		
Builders		
Computer		
Doors		
Electrician		
Electricity supplier		
Environmental health		
Fire and rescue		
Fire equipment		
Fire officer		
33Gas board		
Health visitor		
Health and safety representative		
Hospital		
Insurance helpline		

Local authority early years service		
Local paper		
NDNA legal helpline (NDNA members only)		
NHS Direct		
Pest control		
Ofsted		
Police		
Police Community Support Officer		
Plumber		
Social Services		
Water board		
Waste management		
Window call out		

#### Emergency locations

Water main stop tap	
Gas point	
Fuse box	
Boiler	

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

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Nursery manager signature.....Nursery Deputy Manger Signature.....

**Gifted and Talented Children Policy**

At Conifers day nursery we plan our teaching and learning so that each child can aspire to achieve their full potential.

The purpose of this policy is to help to ensure that we recognise and support the needs of those children in our nursery who have been identified as 'gifted' and/or 'talented' and extend their learning to challenge them further.

'Gifted' refers to a child who has a broad range of achievement at a level well above average, typically in the more academic subjects;

'Talented' refers to a child who excels in one or more specific fields, typically those that call for performance skills, such as sport or music, but who does not necessarily perform at a high level across all areas of learning.

With this in mind we will ensure all children are fully supported and challenged by:

- Working together with parents and carers to establish starting points on entry to nursery
- Observing, assessing and planning activities in line with the individual child's needs and interests
- Providing challenging next steps to enhance the learning opportunities
- Working with the child's school to provide activities that will stretch the child further in line with the child's future curriculum
- Support transitions by providing key information to the next provision

Gifted children in language and literacy:

- Are able to read and respond to a range of texts at a more advanced level
- Use a wide vocabulary and variety of words in conversations and play
- Are able to write fluently and with little support

Gifted children in mathematics:

- Explore a broader range of strategies for solving a problem
- Establish their own strategies for problem solving
- Are able to manipulate numbers in a wide range of ways, e.g. adding, subtracting.

The management monitors all outcomes for children by tracking cohorts and individual children across the whole setting. This will include the gifted and talented children. Management will ensure that all children are progressing at an appropriate rate from their starting points through challenging and supportive activities and opportunities.

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Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

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Nursery manager signature.....Nursery Deputy Manger Signature.....

### Settling in

EYFS: 3.27, 3.73

#### Policy statement

At Conifers Day Nursery, we aim to support parents and other carers to help their children settle quickly and easily by considering the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with all staff. We also want parents to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our staff are aware of the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery.

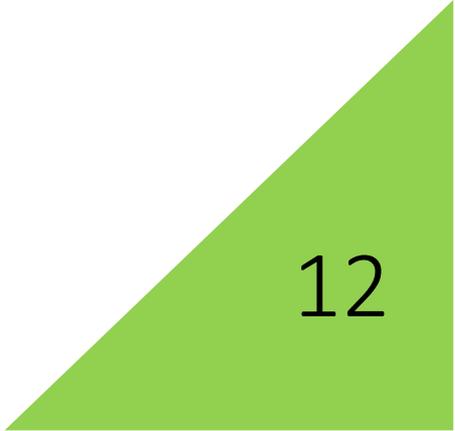
Our nursery will work in partnership with parents to settle their child into the nursery environment by:

- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Providing parents with relevant information about the policies and procedures of the nursery
- Encouraging parents and children to visit the nursery during the weeks before an admission is planned and arranging home visits where applicable
- Planning settling in visits and introductory sessions (lasting approximately 1-2 hours). These will be provided free of charge over a one or two week period, dependent on individual needs, age and stage of development
  - Parents/carers are required to stop for the first 1 hour visit where the child's key person will spend time getting to know the child and the parent/carers, gathering all the information they need about the child and explaining the way the nursery can cater for the child's needs
  - The second induction is generally a few days before the child starts, the parents/carers are encouraged to leave the child for around 4 hours, this gives the key person and child opportunity to bond.
- Welcoming parents to stay with their child during the first few weeks until the child feels settled and the parents feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between staff and parents
- Reassuring parents whose children seem to be taking a long time settling in to the nursery and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a buddy/back-up key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process and attachment
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.



This policy was adopted by: Conifers Day Nursery  
Date: January 2020  
Review to be reviewed: January 2021  
Nursery manager Printed.....Nursery Deputy Manger Printed.....  
Nursery manager signature.....Nursery Deputy Manger Signature.....



**Safeguarding Children/Child Protection Policy**  
**Designated Safeguarding Lead (DSL):- Hannah Reid**  
**Designated Safeguarding Deputy (DSD):- Sheri Devlin-Wilson**  
**Supported by Dimple Patel (director) and all room leaders who are qualified to level 3 in safeguarding.**

EYFS: 3.4-3.18, 3.19, 3.21, 3.22

**Disclaimer from Ofsted: The EYFS requires that a setting's safeguarding policy 'should be in line with the guidance and procedures of the relevant local authority'.**

**Policy statement**

At Conifers Day Nursery, we work with children, parents/carers, external agencies, and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and be safe from any abuse in whatever form. We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting, we strive to protect children from the risk of radicalization, and we promote acceptance and tolerance of other beliefs and cultures (please refer to inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures.

This policy works alongside these other specific policies to cover all aspects of child protection:

- Online safety
- Human Trafficking and Modern Slavery
- Prevent Duty and Radicalisation
- Domestic Violence, Honour Based Violence (HBV) and Forced Marriages
- Looked After Children

**Legal framework and definition of safeguarding**

- Children and young peoples act 2008
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- The Statutory Framework for the Early Years Foundation Stage (EYFS)
- Working Together to Safeguard Children 2018
- What to do if you're worried a child is being abused 2015
- Counter-terrorism and Security Act 2015
- Children and Social Work Act 2017
- Keeping children safe in education 2018
- General Data protection regulation (GDPR) 2018
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.
- Operations encompass 2018

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care

- Taking action to enable all children to have the best outcomes.
- 

(Definition taken from the HM Government document 'Working together to safeguard children 2018).

Sandwell's Multi Agency Threshold document will be used to identify levels of concern and will support appropriate referral pathways. We have a duty to report any suspicions of abuse to the Multi Agency Safeguarding Hub (MASH) The Children and young peoples Act 2008 places a duty on the Local Authorities to investigate such matters.

Early Help in Sandwell is an approach to supporting children and their families by working together to ensure that families receive help as early as possible to stop any needs escalating. All services will work in partnership to identify vulnerable families and improve outcomes for those children and families. If there are indicators of need that cannot be met by a single agency then an 'Early Help Assessment' form may require completion.

COG's (Local Community Operating Groups) – If a case is not progressing or there are other concerns then it may be appropriate to refer these cases in to our COG. These are multi agency information sharing meetings which identify the most appropriate agencies to provide on-going support, discuss gaps in service delivery and deal with more complex cases. The COG provides outcomes to any difficult cases and will further develop town-based and multi-agency working. To make COG referrals we will contact our Early Help Co-ordinator or Locality Social Worker.

We should be aware of any change in a child's behaviour or appearance and react accordingly. A decision must be taken as to whether the situation needs monitoring or whether immediate action is needed. We are responsible for liaising with any allocated family support or social workers for the child and family, the setting has a duty to report or update any issues, concerns or changes with the allocated Social Worker to ensure children remain safe from harm.

**Safeguarding and promoting the welfare of children, in relation to this policy is defined as:**

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action that enables all children to have the best outcomes.

(Definitions taken from HM Government document Working Together to Safeguard Children Act 2018)

**Principles and Values**

- Children have a right to feel secure and cannot learn effectively unless they do so.
- All children regardless of age, gender, race, ability, sexuality, religion, culture, or language have a right to be protected from harm.
- All staff have a key role in prevention of harm, and an equal responsibility to act on any suspicion or disclosure, that may indicate a child is at risk of mistreatment in accordance with the guidance.
- We acknowledge that working in partnership with other agencies protects children, and reduces risk and so we will engage in partnership working throughout the child protection process to safeguard children.
- Whilst the setting will work openly with parents as far as possible, the nursery reserves the right to contact children's social care or the police, without notifying parents if this is in the child's best interests.

**Policy intention**

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image.
- Provide positive role models and develop a safe culture, where staff are confident to raise concerns about professional conduct.
- Support staff to notice the softer signs of abuse and know what action to take
  - Encourage children to develop a sense of independence and autonomy, in a way that is appropriate to their age and stage of development.
  - Provide a safe and secure environment for all children.
  - Promote the tolerance and acceptance of different beliefs, cultures, and communities.
  - Help children to understand how they influence and participate in decision-making, and how to promote British Values through play, discussion, and role modelling.
  - Always listen to children.
  - Provide an environment where practitioners are confident to identify, where children and families may need intervention and seek the help they need.
  - Share information with other agencies as appropriate.

The nursery is aware that abuse does occur in our society, and we are vigilant in identifying signs of mistreatment and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. One of the nursery team may well be the first person to spot changes in a child's behaviour, which may indicate mistreatment or whom a child confides information that may suggest they are being abused.

Our prime responsibility is the welfare and well-being of each child in our care. As such, we believe we have a duty to the children, parents/carers, and staff, to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interests of the child. This includes sharing information with any relevant agencies such as, local authority services for children's social care, health care professionals or the police.

### **Staff Training**

All staff in the nursery are expected to be aware of the signs and symptoms of abuse, and must be able to respond appropriately. All staff are required to attend in house training which is provided annually, alongside external safeguarding training by Sandwell Safeguarding children's board (SSCB) to enable them to fulfil their role. Any updates in national/local guidance or changes in policies will be shared with all staff in meetings.

### **Nursery aims**

- Keep the child at the centre of all we do.
- Ensure staff are trained right from induction to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND) and other vulnerable or isolated families and children
  - Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats, and act on them appropriately in line with national and local procedures.
  - Ensure that all staff feel confident and supported by management and other agencies, to act in the best interest of the child, share information and seek the help that the child requires.
  - Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of any changes to national/local procedures.

- Make any child protection referrals in a timely way, sharing as much relevant information as necessary in line with procedures set out by the Sandwell Safeguarding Children's board/Multi Agency safeguarding hub (MASH).
- Make any referrals relating to extremism to the police or the government helpline in a timely way, sharing relevant information as appropriate.
- Ensure that information is shared only with those people who need to know, to protect the child and act in their best interest.
- Keep the setting safe online using appropriate filters, checks and safeguards, monitoring access at all times
  - Ensure that children are never placed at risk whilst in the care of the nursery staff.
- Identify changes in staff behaviour and act on these as per the Staff Behaviour Policy
  - Take any appropriate action relating to allegations of serious harm or abuse against any person working with children, or living or working on the nursery premises, including reporting such allegations to Ofsted and other relevant authorities.
  - Ensure parents are fully aware of child protection policies and procedures when they register with the nursery, and are kept informed of all updates when they occur.
  - Regularly review and update this policy with staff and parent input, where appropriate and ensure it complies with any legal requirements and any guidance or procedures issued by the Sandwell Safeguarding Children's board Multi agency safeguarding hub (MASH).

We will support children by offering reassurance, comfort, and sensitive interactions.

We will devise activities according to the individual circumstances to enable children to develop confidence and positive self-esteem within their peer group.

### **Designated Safeguarding Lead and Deputy (DSL/D) Responsibilities**

We recognise that staff anxiety around child protection issues can undermine good practice; therefore we have established clear lines of accountability, training, and advice to support the process and individual staff throughout safeguarding procedures. In this setting, any individual can contact the designated safeguarding lead or deputy (DSL/D) if they have concerns about a young person.

DSL is **Hannah Reid, Nursery Manager**, and the deputy DSL (DSD) is **Sheri Devlin-Wilson, Deputy Manager or Dimple Patel- Director**

**Please note that all room leaders are qualified to a level 3 in Safeguarding children**

It is the role of the Designated Safeguarding lead/Deputy to:

- Ensure that she/he receives refresher training at least every two years to keep his or her knowledge up to date.
- Ensure that all staff who work with children undertake the appropriate training, to equip them to carry out their responsibilities for safeguarding children to an outstanding standard.
- To deliver annual in house safeguarding training to all staff, as well as external training from Sandwell safeguarding children's board.
- Ensure that there are effective inductions in safeguarding and child protection, that outline the nurseries expectations for all adults working in the nursery, including students, volunteers, supply agency staff and other outside agencies, which are to be undertaken no more than 5 working days of commencement of their contract.
- Ensure that the names and contact details of the DSL/D are on display for all staff, parents, and visitors.
- Ensure that all important safeguarding telephone contact numbers are displayed clearly and are easily accessible to all staff, in the case that for any reason the DSL/D are not contactable, to ensure there is unwarranted delay in referrals.

- Discuss concerns as required with outside agencies.
- Complete all necessary paperwork and correspondence including referral forms to the Early Help Team or MASH service regarding safeguarding and child protection referrals.
- Ensure that the setting is represented by a DSL/D for Child protection at child protection conferences, core groups and multi-agency meetings about 'children in need'. If neither DSL/D can attend child protection conferences, apologies must be given and a written report must be sent prior to the conference.
- Ensure there is appropriate representation at core groups, when a child is on a child protection plan. If the most appropriate person is the child's key person, there must be joint working with the DSL/D.
- Ensure that there are appropriately trained staff to lead on and that all staff are aware of the Early Help Assessment.
- Ensure that relevant staff are informed and advised about appropriate action when a child is subject to a child protection plan.
- Ensure that welfare records are kept up to date and stored in a secure and confidential place.
- Ensure that safeguarding and child protection records are chronologically recorded, with significant incidents or events highlighted. These records should be reviewed regularly.
- The DSL/D will decide whether the concerns should be referred to children's social care via the MASH service. If it is decided to make a referral this will be discussed with the parents, unless if doing so would place the child at further risk of harm, place a vulnerable adult at risk or compromise any enquiries that may need to be made.
- Ensure that records are transferred when a child changes setting.
- Keep LA, SSCB and other agencies informed about safeguarding and child protection issues as requested.
- Provide guidance to parents/carers, children and staff about obtaining suitable support.
- Discuss with new parents/carers the nurseries safeguarding responsibilities and the role of the DSL/D. Make parents aware of what procedures are used and how they can access the safeguarding and child protection policy.
- To ensure that procedures are in place for recording the details of visitors who come to the nursery, and take security steps to ensure we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the setting.
- To ensure that all visitors/contractors are supervised whilst on the premises, especially when in areas that the children use.
- Ensure all staff receive termly supervision meetings, where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- To support all staff in monitoring the attendance of children on role. When a safeguarding/child protection concern is raised, attendance concerns will be shared with other agencies if required.

### **Staff responsibilities**

- All nursery staff and volunteers need to be alert to the potential abuse of children both within their families and from other sources including members of the community.
- If any staff member is concerned about a child, they should report to the DSL/D immediately. All staff have a duty to respond to suspected or actual abuse of a child.
- To ensure that procedures are in place for recording the details of visitors who come to the nursery, and take security steps to ensure we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the setting.

- To ensure that all visitors/contractors are supervised whilst on the premises, especially when in areas that the children use.
- The member of staff must record information regarding the concerns and ensure the written record is passed to DSL/D immediately. The record must be clear, precise, factual account of the observation, including exactly what the child said if a disclosure was made.
- All staff are to monitor the attendance of children on role. When a safeguarding/child protection concern is raised, attendance concerns will be shared with other agencies if required.
- When concerns have been raised regarding a child or they are subject to any multi-agency work, a written record will be kept securely and separately from the child's main pupil record.
- Whenever a child transfers to another setting, all their records, including safeguarding/child protection files will be sent to the receiving setting in a secure manner in line with the new General Data Protection Regulations 2018 , and relevant agencies will be informed of the new setting that the child has moved to.
- The staff allow for constant supervisions and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adults.

### **Main categories of abuse**

Physical Abuse , Emotional Abuse, Sexual Abuse, Neglect

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

What to do if you're worried a child is being abused (advice for practitioners) 2015.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

### **Indicators of child abuse.**

- Failure to thrive and meet developmental milestones.
- Fearful or withdrawn tendencies.
- Aggressive behaviour.
- Unexplained injuries to a child or conflicting reports from parents or staff.
- Repeated injuries.
- Unaddressed illnesses or injuries.
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

- Low self-esteem
- Wetting and soiling
- Recurrent nightmares
- Aggressive behaviour
- Withdrawing communication
- Habitual body rocking
- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers
- Excessive clinginess

- Persistently seeking attention.

### **Dealing with a disclosure (5 R'S)**

#### **Receive:**

- If a child wants to talk to you, always give them the time to do so, never ask them to come back to you later. Ask them what it is that they want to talk to you about, it is vital that the child can talk openly and disclosure is not prompted. As soon as possible the disclosure that has been made must be logged accurately.
- Never promise confidentiality, inform the child that you are happy to talk to them but if they tell you anything that you believe may be putting them at harm, you will have to talk to someone.
- Listen carefully to the child, do not stop the child when they are freely communicating.
- Where a child is visibly upset or has obvious injury, it is good practice to ask a child why they are upset or how the injury was caused.

#### **React:**

- If you need to clarify information ask open-ended questions e.g. "is there anything you would like to tell me?", "can you explain to me..."
- Never asking leading or suggestive questions e.g. "did she/he do anything that they shouldn't have done?"
- Never ask 'accusing' questions e.g. "why didn't you tell someone earlier?"
- Never criticise the alleged perpetrator, it may be someone that they will continue to live with.
- Never ask the child to repeat their disclosure for any other member of staff; it is your responsibility to share the information.
- These factors may compromise enquiries that need to be made later by children's social care or police.

#### **Reassure:**

- Ensure that the child is aware that they have done the right thing in talking to you and that they have not done anything wrong.
- If you have concerns that the child has been, or is at risk of harm, you must tell them that you will speak to someone that will help.

#### **Record:**

- Make notes as soon as possible after the disclosure has been made using the exact wording the child used.
- Do not record your assumptions and interpretations, just what you have heard or seen.
- Do not destroy original notes, even if you later write things up later in more detail.
- Do not ask a child to write an account or sign any of your documentation as this may compromise enquiries that need to be made later by children social care or police.

All records should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any other witnesses
- Name of the person to whom any concern was reported, with date and time and names of any other person present at the time
- Any discussion held with the parents/carers (where deemed appropriate)

- Signature from yourself and DSL/D informed

**Refer:**

- Immediately inform a DSL/D of the child protection issue, they will then be responsible for putting the appropriate procedures in place and contacting the appropriate agency, if they feel necessary. If for any reason you cannot contact a DSL/D, contact Multi- Agency Safeguarding Hub (MASH) team on 0121 569 3100 for advice.

**Important: Under no circumstances should you leave the nursery without discussing your concerns with someone.**

Please note if you are unhappy with the response you have received from your DSL/D, you are within your right to contact the MASH team service where you will be able to speak to a qualified social worker.

**Different types of abuse and procedures to follow.**

**Peer on peer abuse**

We are aware that peer on peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse, or sexual abuse. We will report this in the same way as we do for adults abusing children, and will take advice from the appropriate bodies on this area

**Domestic abuse**

**What is the definition of domestic abuse?**

[The UK government's definition of domestic abuse](#) is “any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.”

**Physical abuse**

Action needs to be taken if staff have reason to believe there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion, that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child e.g. fleshy parts of arms and legs, back, wrists, ankles, and face.

Many children will have cuts, grazes, and bruises from normal childhood injuries. These should also be logged and discussed with the nursery manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns, scalds, or bites. These are not usual childhood injuries and should always be logged and discussed with the nursery manager.

**Female Genital Mutilation (FGM)**

This type of physical abuse is practised as a cultural ritual by certain ethnic groups, and there is now more awareness of its prevalence in some communities in England, including its effect on the child and other siblings involved. For nurseries caring for older children in their out of school facility i.e. holiday clubs, this may be an area of abuse you could come across. Symptoms may include bleeding, painful genital area, acute urinary retention, urine infections, septicaemia, incontinence, vaginal and pelvic infections, depression, post-traumatic stress disorder as well as other physiological concerns. If you have concerns about a child relating to this area, you should contact the Children's social care team (MASH) immediately in the same way as other types of physical abuse. There is a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18, we will ensure this is followed in our setting.

### **Fabricated illness**

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse, or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

### **Breast Ironing**

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage. Although this is unlikely to happen to children in the nursery due to their age, we will ensure any signs of this in young adults or older children are followed up using the usual safeguarding referral process.

### **Sexual Abuse**

Action needs to be taken if a staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, excessive preoccupation with sexual matters or had inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys, or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed e.g. for nappy changes or when changing after toileting accidents.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional Symptoms could include a distinct change in a child's behaviour. They may become withdrawn or overly extroverted and outgoing. They may withdraw away from an adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser so all symptoms and signs should be looked at together and assessed as a whole.

If a child starts to talk openly to an adult about abuse they may be experiencing, the following procedure must be followed:

### **Procedure**

- All signs of marks/injuries to a child, when they come into nursery or occur during time at nursery, will be recorded as soon as noticed by a staff member.
- The incident will be discussed with the parent/carers at the earliest opportunity, where felt appropriate.
- Such discussions will be recorded and the parent will have access to the records.
- If there are queries regarding the injury, the MASH team will be notified in line with procedures set out by Sandwell Safeguarding Children's Board.
- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to the nursery manager or DSL
- The matter will be referred to the local authority children's social care team (see reporting procedures).

### **Child sexual exploitation (CSE)**

- Working Together to Safeguard Children 2018 defines CSE as "...a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial

advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.”

- We will be aware of the possibility of CSE and the signs and symptoms this may manifest as. If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

### **Adult sexual exploitation**

As part of our safeguarding procedures we will also ensure that staff and students are safeguarded from sexual exploitation.

### **Emotional Abuse**

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

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent/carer, or it may include parents/carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse, misuse of alcohol, or use of drugs by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive, or clingy to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

### **Neglect**

Action should be taken if a staff member has reason to believe that there has been any type of neglect of a child. E.g. By exposure to any kind of danger, including cold, starvation or failure to seek medical treatment for the child when required. Neglect can result in serious impairment of the child's health or development including failure to thrive.

Signs may include, a child persistently arriving at nursery unwashed or unkept, wearing clothes that are too small, particularly shoes that may restrict the child's growth or hurt them, arriving at nursery in the same nappy or underwear they went home in, or a child having an illness, special need or disability that is not being addressed by a parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's need.

Neglect may also be shown through emotional signs e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy because of maternal substance abuse.

### **Reporting Procedures**

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding lead (DSL) as soon as possible.

- Staff will report their concerns to the DSL (in the absence of the DSL they will be reported to the Deputy DSL)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- If appropriate, the incident will be discussed with the parent/carer, such discussions will be recorded and the parent will have access to these records on request

- If there are queries/concerns regarding the injury/information given then the following procedures will take place:

The designated safeguarding lead will:

- Contact the Local Authority children's social care team to report concerns and seek advice. If it is believed a child is in immediate danger, we will contact the police. If the safeguarding concern relates to an allegation against an adult working or volunteering with children, then the DSL will follow the reporting allegations procedure (see below).
- Record the information and action taken relating to the concern raised on a position of trust form and send this via secure email to single point of contact (spoc) at [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk)
- Speak to the parents (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow up with the Local Authority children's social care team if they have not contacted the setting within the timeframe set out in Working Together to Safeguarding Children (2018). We will never assume that action has been taken

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSL or deputy DSL they should call the Local Authority children's social care team or the NSPCC and report their concerns anonymously.

These contact numbers are displayed **in the office and staff room**

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

Staff should make an objective record of any observation or disclosure on a cause for concern for a child/adult form, supported by the nursery management or designated safeguarding lead (DSL). This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the Designated safeguarding leader, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the local authority children's social care team and Ofsted. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. The nursery expects all members of staff to co-operate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

### **Informing parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

### **Confidentiality**

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the local authority.

### **Support to families**

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

### **Allegations against adults working or volunteering with children**

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation, then this should be reported to **Hiren or Dimple Patel- director on [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk) or 07833 333933**

The Local Authority Designated Officer (LADO) and Ofsted will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- If needed a Position of Trust form will be filled in (POT) and sent via secure email to Single point of contact (SPOC) at [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk)
- If as an individual you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted) to determine how this will be handled
- The nursery will follow all instructions from the LADO and Ofsted and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities

- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. Ofsted will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- Founded allegations will be dealt with as gross misconduct in accordance with our disciplinary procedures and may result in the termination of employment, Ofsted will be notified immediately of this decision.
- The nursery will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated
- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents.

### **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.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the further emergency contacts will be used to ensure all parties are safe. This conversation will be recorded down for future records.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded.

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.

### **Looked after children**

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this we ask that we are informed of:

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved

- Any child protection plan or care plan in place for the child in question.

Please refer to the Looked After Children policy for further details.

### **Staffing and volunteering**

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be given contact details for the LADO (local authority designated officer), the local authority children's social care team and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

We have named persons within the nursery who take lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Leads (DSL), there is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

The nursery DSL's liaise with the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

Although, under the EYFS, we are only required to have one designated lead for safeguarding, for best practice and to ensure cover at all times, we have two/three designated leads in place. This enables safeguarding to stay high on our priorities at all times. There will always be at least one designated lead on duty at all times our provision is open. This will ensure that prompt action can be taken if concerns are raised.

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 2014. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as child protection plans for their own children
- This information is also stated within every member of staff's contract
- We use the DBS update service (with staff consent) to re-check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern

- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries such as drones or strangers lingering. We will ensure the children remain safe at all times
- The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy too to ensure any changes are reported to management so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- We use peer on peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly highlighted. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Any concerns are raised with the designated lead and dealt with in an appropriate and timely manner
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be

left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

We also operate a Phones and Other Electronic Devices and Social Media policy which states how we will keep children safe from these devices whilst at nursery. This also links to our Online Safety policy.

### **Immediate Emergency danger actions**

In some cases, emergency actions may be necessary if a child or member of a family is thought to be in immediate danger

- If emergency medical attention is required for a child, an ambulance will be called (999) or, if appropriate, the child will be taken to the nearest Accident and Emergency Department. Parents/carers will be informed as soon as possible.
- If a child is thought to be in immediate danger, the police will be contacted (999) as they alone have the authority to immediately protect a child under police protection powers. A referral to children's social care via the MASH service will be made once the immediate danger has passed.
- This information will be recorded down when it is best convenient in as much accurate detail as possible.

### **Making an external referral**

A referral involves sharing information in line with the MASH criteria to either the Early Help Team, with consent of the parents/carers, children's social care or the police in matters of immediate risk. Parents/carers should be made aware of the referral except in the circumstances outlined in the communication with parent's section. However, inability to inform parents for any reason should not

prevent a referral being made to children's social care via the MASH service. It would then become joint decision with the children's services about how and when the parents should be approached and by whom.

If low-level multi-agency support is required for a child or their family, the DSL/D will, with the consent of the parents/carer, refer to the early help team to enable a team around the family plan to be initiated. This will be targeted multi-agency support to help the family resolve any identified concerns.

### **How to make a referral**

**Step 1-** Refer to Sandwell children's safeguarding threshold document and contact the relevant agency team for advice and to inform them that you will be making a referral, the number is found on the office display board.

**Step 2-** Complete the required paper work i.e. a Multi-Agency Referral Form (MARF) for children's social care or a Early Help Assessment (EHA) for the community operating groups (COG) and submit it to the team as instructed on the form by secure email. The agencies team can email you a form over, or you can access them on the main computer. If a child is at imminent significant/immediate danger and the reporting concerns cannot wait an hour while a MARF is completed, the referrer should contact emergency services on 999 and MASH to inform them of what is happening. A MARF will also need to be completed as soon as possible.

**Step 4-** Accurately record the action agreed following the referral or that no further action is required and the reasons for this decision, noting with whom discussions were held and who made the decisions on the appropriate setting form.

Any documentation should be stored in a secure cabinet in the right folder.

**Green Folder- Watchful eye- is when you have concerns about a child and are keeping an eye on them Internally or the yellow folder- help in hand if a child is known to an external agency i.e. MASH**

### **Communication with parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the MASH team or SSCB does not allow this, this is usually the case when the parent or family member is the likely abuser or where a child will be put at risk of significant harm. In these cases, the investigating officers will inform parents.

### **Confidentiality**

All suspicions, enquires and external investigations are kept confidential, and shared with only those who need to know. Any information is shared in line with guidance and the SSCB.

### **Support to families**

At Conifers Day Nursery, we do our best to build up trusting and supportive relationships with families, staff, students, and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home environment. Parents/carers and families will be treated with respect in a non-judgmental manner, whilst any external investigations are carried out, in the best interest of the child. Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, if appropriate in line with guidance of the SSCB.

### **Managing Visitors in the nursery**

Upon arrival visitors are permitted to ring the buzzer and wait for a member of staff to come to the entrance.

Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Nursery visitors must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building.

All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander

Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Signs are also displayed explaining this.

Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery

The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

If a visitor is a member of an external agency that we are expecting, who has come to visit a child/ family member, they will be required to read the safeguarding card given to them when signing in to ensure they know the procedures to follow, if they have any concerns about a child or adult in the nursery setting during their visit. They will be asked to show their DBS/form of identification. If they are from a professional child care agency they will be given a **yellow** lanyard, which indicates that they are a visitor who has a cleared DBS or works with children.

If the person visiting is a student or someone who does not have a DBS, they will also be required to read the safeguarding card upon arrival or the policy and will be given a **red** Lanyard indicating that they are a visitor who does not have a DBS. At no point should the person wearing a **red** lanyard be left alone with any child at any time.

Staff members are required to wear their **green** lanyards at all times when on the nursery site, which are given to them when starting employment with their ID badges. **Green** lanyards indicate that the person wearing it is an employed member of the nursery and has full DBS clearance.

If a person is wearing a **blue** lanyard this will indicate they are an OFSTED inspector who has come to inspect the nursery.

### **Allegations involving nursery staff/volunteers**

An allegation relates to an adult who works in/with the nursery setting (in a paid or unpaid capacity) who has:

- Behaved in a way that has harmed or may have harmed a child/adult.
- Possibly committed a criminal offence against, or related to, a child/adult.
- Behaved towards a child/adult in a way that indicates he or she would pose a risk of harm if they work regularly or closely with children.

### **CONCERNS ABOUT PERSONS IN POSITION OF TRUST (POT)**

In these circumstances, the allegation will be taken very seriously and the manager, who has responsibility for managing allegations against persons in positions of trust, should be informed immediately. It is not the responsibility of the person receiving the allegation to make any enquiries or discuss the allegation with anyone other than the manager. When an allegation is made the following procedure will take place:

- The allegation will be discussed with the LADO on 0121 569 4770 and a Person in a Position of Trust referral form will be completed and sent by secure email to single point of contact (SPOC) at [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk) The Manager/ referrer will check that referral forms have been received by the LADO and communication logs will detail all discussions and actions.

- Ofsted will be informed. Our provision will seek the advice of Ofsted in regards to ceasing operation (where applicable) in accordance with any investigation requirements.
- MASH will be contacted and a MARF will be completed for the child. A MARF will also be completed for any child of the person in a position of trust who is alleged to have harmed a child. This will be discussed with LADO and MASH.
- The parents will be informed that a referral has been made and reassured that an appropriate investigation will take place.
- We may contact the Quality Early Years and the Childcare Team on 0121 569 4960 if we require support or advice in regards to the situation.
- We will fully co-operate at all times with any external investigation and will take on board any advice given in relation to the allegation. The setting leaders may be asked to attend a Position of Trust meeting and act upon any advice given.
- If the allegation is founded, we may need to dismiss staff, dependent upon outcomes of position of trust investigations. The owner may be required to contact the DBS to report information.
- If not proven we will follow the advice given by LADO.
- If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to **Hiren/Dimple Patel nursery directors** [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk) or **07833 333933**
- Childcare providers have a responsibility to report any allegations against a person in a position of trust to LADO via a position of trust form, this then needs to be securely emailed to [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk)
- If the concern relates to possible abuse of children, you should also contact MASH.

To reduce the risk of allegations, all staff should be aware of working practices and should be aware of the nursery expectations, which will be explained in their induction and outlined in their employee's handbook.

If you have safeguarding or child protection concerns relating to the parents/carers of children and you are aware that they work with children, young people, or vulnerable adults, you must inform the DSL/D. This will allow for consideration to be given as to whether the position of trust process needs to be applied. If it is decided that the allegation meets the threshold for safeguarding, SSCB procedures will be followed. If it is decided that the allegation does not meet the safeguarding threshold, it will be handed back to the manager for consideration via internal procedures. After any discussions with outside agencies the alleged person will be made aware.

### **Safe recruitment**

Our policy is to provide a secure and safe environment for all children. Before starting employment at Conifers Day Nursery, it is requirement of the setting that ALL employees register with the Disclosure and Barring Service before starting employment with us.

Volunteers are never left alone with the children or any other adult who may be present in the nursery, regardless of whether they have a DBS clearance.

Before recruiting staff (whether paid or unpaid) the following should be considered:

- The application process should include the organisations commitment to safeguarding in the job description and any other documentation.
- Thorough checks should be made of an applicant's identity, work history, references, and any gaps in employment.
- Proof of qualifications should be obtained.
- Checks with Disclosure Barring Service should be undertaken and on the update service. Management will check the status of this regularly.
- A probationary period and regular supervisions of the new employee should take place.

- References should be obtained and verified.
- All staff members, volunteer/student should be given regular opportunities to declare changes that may affect their ability to care for children. This includes information about their health, medication or about changes in their home life. E.g. if someone in their household has committed an offence or being involved in an incident that means they are disqualified from working with children.

**Disqualification by association**

A change in the law means that Disqualification by Association will only apply on domestic premises. However, Disqualification under the Childcare Act 2006, still applies to staff themselves. Staff will be given the opportunity throughout their time at the nursery to disclose the information that may affect them being employed at the nursery.

**Inductions**

During inductions staff will be made aware of their expectations to safeguarding children. They will be given a copy of important contact details, which may be useful to them, should they feel it necessary to report any safeguarding concerns independently.

All relevant information will be outlined in their staff handbooks, and a copy of the policies and procedures and job descriptions will be given to each of them. The staff are required to read and return a signed form back to the nursery to show that they have understood all policies and procedures and their job role of the nursery.

**Contact telephone numbers**

Sandwell Quality Early Years and Childcare team - 0121 569 4970  
 Local Authority designated officer (LADO)- 0121 569 4770  
 Emergency Duty Team (out of hours reporting concerns)- 0121 569 2355  
 NSPCC 0800 800 5000  
 Emergency police- 999  
 Office for Standards in Education (OFSTED) Helpline- 0300 123 1231  
 Multi-agency Safeguarding Hub (MASH) Team- 0121 569 3100  
 Prevent Duty Reporting- 020 7340 7264  
 Community operating groups (COG)  
 Oldbury- 0121 569 7295  
 West Bromwich- 0121 569 7293  
 Rowley- 0121 569 7296  
 Smethwick- 0121 569 7297  
 Tipton- 0121 569 7291  
 Wednesbury- 0121 569 7294  
 Sandwell Safeguarding children’s board- 0121 569 3100  
 Government helpline for extremism concerns – 020 7340 7264

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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## Prevent Duty and Radicalisation policy

EYFS: 3.4, 3.6, 3.7

### **Extremism – the Prevent Duty**

Working Together to Safeguard Children (2018) defines extremism. It states “Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist”

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child, family member or adult working with the children in the setting, comments causing concern or actions that lead staff to be worried about the safety of a child in their care.

Alongside this we will be alert to any early signs in children and families who may be at risk of radicalisation, on which we will act and document all concerns when reporting further.

The NSPCC states that signs of radicalisation may be:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

We will tackle radicalisation by:

- Training all staff to understand what is meant by the Prevent Duty and radicalisation
- Ensuring staff understand how to recognise early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure our nursery is an inclusive environment, tackle inequalities and negative points of view and teach children about tolerance through British Values
- Using the Government document Prevent Duty Guidance for England and Wales<sup>1</sup>

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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Nursery manager signature.....Nursery Deputy Manger Signature.....

**Modern Slavery and Human Trafficking Policy**

EYFS: 3.6, 3.7

**Legislation**

The Modern Slavery Act, received Royal Assent on 26 March 2015. The act consolidates slavery and trafficking offenses and introduces tougher penalties and sentencing rules.

**Background**

Child trafficking and modern slavery is becoming a more frequent form of child abuse. Children are recruited, moved, transported and then exploited, forced to work or are sold on.

Modern slavery is a term that covers:

- Slavery
- Servitude and forced or compulsory labour
- Human trafficking.

Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual and emotional abuse. This policy should be used alongside the following policies to ensure all children, staff, parents and visitors are fully safeguarded:

- Safeguarding and child protection
- Whistleblowing
- Equality and inclusion

For an adult or child to have been a victim of human trafficking there must have been:

- Action (e.g. recruitment, transportation, transfer, harbouring or receipt of a child for the purpose of exploitation)
- Means (threat or use of force, coercion, abduction, abuse of power or vulnerability) There does not need to be “means” for children as they are not able to give informed consent
- Purpose (e.g. sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs).

**Procedure:**

When a concern is raised about slavery or trafficking then we will follow our safeguarding procedure. If the child (or adult) is at risk of immediate harm then the police will be called, otherwise the local authority will be contacted and the referral process will be followed as per the safeguarding procedure.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....



## Domestic Abuse, Honour Based Violence and Forced Marriage policy

EYFS: 3.4, 3.6, 3.7

The UK's cross-government definition of domestic abuse is:

"Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This abuse can encompass but is not limited to

- ✓ psychological
- ✓ physical
- ✓ sexual
- ✓ financial
- ✓ emotional.

The Serious Crime Act 2015 section 76 created a new offence of "controlling or coercive behaviour in an intimate or family relationship".

The Domestic Violence, Crime and Victims 04 extended provisions to help stop domestic abuse and created the new offence of "causing or allowing the death of a child or vulnerable adult". This Act was amended in 2012 by the Domestic Violence, Crime and Victims (Amendment) Act 2012 to include 'causing or allowing serious physical harm (equivalent to grievous bodily harm) to a child or vulnerable adult'.

Where domestic abuse is taking place in a child's home the child is at risk of harm, whether they witness the violence or not. This may take the form of physical abuse, sexual abuse, emotional abuse or neglect. At conifers day nursery we ensure that if there are any signs or symptoms that domestic abuse may be occurring we act without haste and follow our main safeguarding / child protection policy

Signs may include:

- Visible signs of injury on the adult being abused
- Changes in behaviour of the adult(s) and child – e.g. the abused adult may become withdrawn, show low levels of self-esteem
- One adult being visibly worried about what their partner may say in a certain situation (e.g. if the child has become dirty or injured at nursery)
- One adult becoming scared of their partner
- Adults becoming isolated from their friends or family
- Signs of abuse in the child (as per the main safeguarding policy).

As part of our duty to keep children safe we provide the following:

Support leaflets and numbers for females and males who may be experiencing domestic abuse

### Operation Encompass

Operation Encompass is a police and Education early intervention safeguarding partnership that supports children and young people exposed to Domestic Abuse. It aims to ensure Schools and childcare providers are notified in a timely manner of any Domestic Abuse incident where child/ren are present or registered at the address. This early notification should mean that, in the majority of cases,

schools and settings are alerted in readiness for the children arriving at school/nursery the first working day following an incident.

Due to Data Protection 2018 we are unable to know the victim's name as we do not have consent at this point. Police powers allows the child's details to be shared with their school due to the Safeguarding and emotional wellbeing of the child that has been exposed to Domestic Abuse. Police do not need consent to share this under the following powers:

1. Section 10 and 11 (2) of the Children Act 2004
2. General Data Protection Regulations 2018
3. Common Law
4. Human rights Act 1998, Schedule 1, Article 8

The child may not be fully aware there was an incident (especially if they were not present) so we therefore respectfully request that you do not discuss anything with children at this point. We would ask that you discretely check on the child/ren and ask key personnel (need to know basis) to monitor the child throughout the day. Should the child be upset, wish to discuss something or shows other visible signs of the adverse effect of the incident please normal Multi agency safeguarding hub (MASH) procedures will apply.

There is no need to contact MASH unless you feel you have additional information or have a genuine safeguarding concern for that child. Advice can be sought and a MARF submitted if required. Please be reassured that when the domestic abuse agenda is triaged in the morning all cases are rated Red Amber and Green. Those cases that are Red or Amber are given priority and Schools/ settings will be contacted by MASH to gather/share further information.

#### **Rating scale:-**

Red – Level 4 (Section 47, Single Assessment)

Amber – Level 3 (Single Assessment)

Green – (NFA, Universal Services)

Parents are notified when signing their child up to this nursery about this intervention scheme in their registration pack. Police are sharing the information directly with schools and childcare providers using legislation and powers that are in place to safeguard the welfare of children and young people. Therefore, if parents wish to make a complaint about the scheme they should be sign posted to their local police station to make a complaint.

#### **Honour based Violence**

'Honour' based violence (HBV) is a type of domestic abuse which occurs in the name of so called 'honour'. Some families believe that certain actions bring shame on the family and may react with punishment. This may be rejecting a forced marriage, having a relationship not approved by the family, wearing the wrong clothing or wearing makeup. This can happen in families from a variety of cultures and countries and also happens within the UK.

Signs of HBV may include changes in behaviour of the person undergoing the violence, changes in how they dress or act and also in comments they make.

If signs of HBV are present in a parent or staff member within the nursery then we will act and follow our safeguarding policy to keep children safe in the environment as well as seeking support for the adult involved.

#### **Forced Marriage**

We are aware arranged marriages are part of some cultural practices. We also recognise there is a clear distinction between a marriage in which the both parties are willing and able to give an informed consent to, and a marriage which is forced. Forced marriage is a criminal offence.

A forced marriage is a marriage in which one or both spouses do not and/or cannot consent to the marriage and duress is involved. If we become aware of a forced marriage occurring then we will report it to the appropriate body. If the person is under the age of 18 then we will report it to the children's social care team as this is a child protection issue. We will follow our safeguarding reporting procedure.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

### Online Safety Policy

EYFS: 3.4-3.18, 3.19, 3.21, 3.22

Our nursery is aware of the growth of internet use and the advantages this can bring. However, it is also aware of the dangers and strives to support children, staff and families in using the internet safely.

Keeping Children Safe in Education 2018 states “The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

- ✓ content: being exposed to illegal, inappropriate or harmful material;
- ✓ contact: being subjected to harmful online interaction with other users; and
- ✓ conduct: personal online behaviour that increases the likelihood of, or causes, harm”

The Designated Safeguarding Lead is ultimately responsible for online safety concerns. All concerns need to be raised as soon as possible to **Hannah Reid**

Within the nursery we aim to keep children (and staff) safe online by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are on all our devices, e.g. computers, laptops and any mobile devices
- Keeping passwords safe and secure, not sharing or writing these down. These will be changed at least every term to keep the devices secure
- Ensure management monitor all internet activities in the setting
- Locking away all nursery devices at the end of the day
- Ensuring no social media or messaging apps are installed on nursery devices
- Management reviewing all apps or games downloaded to tablets to ensure all are age appropriate for children and safeguard the children and staff
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF [www.iwf.org.uk](http://www.iwf.org.uk))
- Ensuring children are supervised when using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Not permitting staff or visitors access to the nursery Wi-Fi
- Integrating online safety into nursery daily practice by discussing computer usage ‘rules’ deciding together what is safe and what is not safe to do online
- Talking to children about ‘stranger danger’ and deciding who is a stranger and who is not, comparing people in real life situations to online ‘friends’
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- Under no circumstances should any member of staff, either at work or in any other place, make, deliberately download, possess, or distribute material they know to be illegal, for example child sexual abuse material
- We abide by an acceptable use policy, ensuring staff only use the work IT equipment for matters relating to the children and their education and care. No personal use will be tolerated
- Children’s screen time is monitored to ensure they remain safe online and have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning.

- The nursery is aware of the need to manage our digital reputation, including the appropriateness of information and content that we post online, both professionally and personally. This is continually monitored by the setting's management.

All electronic communications between staff and parents should be professional and take place via the official nursery communication channels, e.g. the setting's email addresses and telephone numbers. This is to protect staff, children and parents.

If any concerns arise relating to online safety then we will follow our safeguarding policy and report all online safety concerns to the DSL.

The DSL will make sure that:

- All staff know how to report a problem and when to escalate a concern, including the process for external referral if they feel it is needed
- All concerns are logged, assessed and actioned upon using the Nursery's Safeguarding procedure
- Parents are offered support to help them talk about online safety with their children using appropriate resources
- Parents are signposted to appropriate sources of support regarding online safety at home and are fully supported to understand how to report an online safety concern.
- The Professionals Online Safety Helpline (0344 381 4772 or [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)) is shared with all staff and used if any concerns arise
- Refer to <https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations-for-managers> to ensure all requirements are met in order to keep children and staff safe online
- Share <https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-guidance-for-practitioners> with the wider team to help them to keep themselves safe online, both personally and professionally

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
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### **Intimate Care Policy**

EYFS: 3.1, 3.6, 3.27 3.20 3.64

#### **Policy Statement**

At Conifers Day Nursery, we believe that all children need contact with familiar, consistent carers, to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held, and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, giving first aid treatment and specialist medical support, where required.

To maintain the child's privacy, we will carry out most of these actions on a one-to-one basis, wherever possible, by the child's key person, with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines, and safeguard them against any potential harm, as well as ensuring the staff member involved is fully supported, and able to perform their duties safely, and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key persons system in nursery, (please refer to key person policy) and ensuring all parents understand how this works.
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks.
- Training all staff in appropriate methods for intimate care routines, and arranging specialist training where required i.e. specialist medical support.
- Ensuring children are afforded privacy during intimate care routines whilst balancing this with the need to safeguard children and staff. No nappies will be changed or intimate routines take place behind closed doors
- Conducting thorough inductions for all new staff, to ensure they are fully aware of all nursery procedures relating to intimate care routines.
- Following up procedures through supervision meetings and appraisals, to identify any areas for development or further training.
- Working closely with parents/carers on all aspects of the child's care and education is laid out in the parent and carers as partners policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the child's parent/carer, to discover all the relevant information relating to this additional support, to enable the staff to care for the child's individual needs fully.
- Ensure that all staff have up to date knowledge of safeguarding and child protection, and know how to protect children from harm. This will include the ability to identify signs and symptoms of abuse, and how to raise these concerns following the procedures set out in the Safeguarding and Child Protection policy.
- Operating a whistle blowing policy to help staff raise any concerns about their peers or managers, and helping staff develop confidence in raising concerns to safeguard the children in the nursery.
- Conducting working practice observations on all aspects of nursery operations, to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines.
- Conducting regular risk assessments on all aspects of the nursery operation, including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines, and has put appropriate safeguards in place to ensure the safety of all involved.

If any parent/carer or member of staff has concerns or questions about intimate care procedures or individual routines, please inform the manager at the earliest opportunity.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**safe and Respectful Care**

EYFS: 3.1, 3.6

**Policy Statement**

At Conifers Day Nursery, we believe that all children need to feel safe, secure, and happy. This involves nursery staff being responsive to the children’s needs, whilst maintaining professionalism. This includes giving children cuddles and changing children’s nappies or clothes.

To promote good practice and to minimise the risk of allegations we have the following guidelines:

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave doors open, and to stay in sight. It is the duty of all staff and the managers to ensure that children are appropriately comforted and to monitor practice.
- When changing children’s nappies or soiled/wet clothing, we leave doors open, where appropriate.
- We discourage inappropriate behaviour such as over tickling, over boisterous play, or inappropriate questions such as asking children to tell them that they love them, and we ask staff that if this is observed to report this to the nursery manager.
- Staff are respectful of each other and the children and families in the nursery, and do not use inappropriate language or behaviour, including during break times.
- All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices.

If a parent/carer or member of staff has concerns or questions about safe care and practice procedures or behaviour they consider inappropriate, including between staff members, they are urged to see the manager at the earliest opportunity. Management will challenge inappropriate behaviour in line with the supervision/disciplinary or whistleblowing procedures.

If the concern relates to the manager and/or nursery owner then parents should contact Office for Standards in Education (OFSTED) Helpline- 0300 123 1231 or Multi-Agency Safeguarding Hub (MASH) Team- 0121 569 3100.

If any parent/carer or member of staff has concerns or questions about care procedures or individual routines, please inform the manager at the earliest opportunity.

This policy was adopted by: Conifers Day Nursery

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## **Mobile Phone and Electronic Device Use**

EYFS: 2.1 & 3.4

This policy refers to all electronic devices able to take pictures, record videos, send or receive calls and messages. This includes cameras, mobile telephones, tablets and any recording devices including smartwatches. More and more devices are technically, capable of connecting us to the outside world. We will adapt the policy to include all devices we deem required to safeguard children.

Re – Fit bits: It is recommended that you amend this policy at your discretion depending on what the device is capable of doing, e.g. ones that receive calls and messages are not allowed but ones that only count steps are.

### **Mobile phones and other devices that accept calls, messages and video calling**

At Conifers Day Nursery we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education.

To ensure the safety and well-being of children we do not allow staff to use personal mobile phones, smartwatches and/or fitbits during working hours.

We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings.

This policy should be used in conjunction with our online safety policy to ensure children are kept safe when using the nursery devices online

Staff must adhere to the following:

- Mobile phones/smartwatches/fitbits are either turned off or on silent and not accessed during your working hours
- Mobile phones/smartwatches/fitbits can only be used on a designated break and then this must be away from the children
- Mobile phones/smartwatches/fitbits should be stored safely in staff lockers or the office at all times during the hours of your working day
- No personal device is allowed to be connected to the nursery wifi at any time
- The use of nursery devices, such as tablets, must only be used for nursery purposes
- The nursery devices will not have any social media or messaging apps on them
- Any apps downloaded onto nursery devices must be done only by management. This will ensure only age appropriate and safe apps will be accessible to staff or children using them
- Passwords / passcodes for nursery devices must not be shared or written down
- During outings, staff will use mobile phones belonging to the nursery wherever possible, to take photos or make contact with parents
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use. If a device is needed to be taken home due to unforeseen circumstances then the person taking this device home must ensure it is securely stored and not accessed by another other individual and returned to nursery as soon as practically possible

### **Parents' and visitors' use of mobile phones and smartwatches**

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day. However parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

If you are found to be using your phone inside the nursery premises you will be asked to finish the call or take the call outside.

We do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Visitors are requested to leave their mobile phones or smart watches in the safety of the office where they will be locked away safely.

Parents are requested not to allow their child to wear or bring in devices that may take photographs or record videos or voices. This includes smart watches with these capabilities, such as Vtech. This ensures all children are safeguarded and also protects their property as it may get damaged or misplaced at the nursery.

### **Photographs and videos**

At Conifers Day Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings (including CCTV) taken of children in our nursery are only done with prior written permission from each child's parent and only share photos with parents in a secure manner. We obtain this when each child is registered and we update it on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press; and for security in relation to CCTV and the different social media platforms we use. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take any photographs or recordings of a child on their own information storage devices e.g. cameras, mobiles, tablets or smartwatches and may only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parents' wishes are met and children are safeguarded.

Photographs or videos recorded on nursery mobile devices will be transferred to the correct storage device to ensure no images are left on these mobile devices.

Parents are not permitted to use any recording device or camera (including those on mobile phones or smartwatches) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission on a consent form for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites/areas without permission from parents of all the children included in the picture, if one parent/carer of a child says no we will announce that photos cannot be taken before the event starts.

### **Applicable for settings using Online Learning Journals only**

At conifers Day Nursery we use tablets in the rooms to take photos of the children and record these directly on to their electronic learning journeys. We ensure that these devices are used for this purpose only and do not install applications such as social media or messaging sites on to these devices.

We also do routine checks to ensure that emails and text messages (where applicable) have not been sent from these devices and remind staff of the whistleblowing policy if they observe staff not following these safeguarding procedures.

In the event of an emergency, personal mobile phones may be used in the privacy of the nursery office, with permission from the manager. Staff members must ensure that family members, or other people who may need to contact them during working hours, have the nursery telephone number 0121 558 2998 to make contact in case of emergency.

Members of staff are asked to take the nursery mobile outings with them to take photos and make contact with parents.

Parents/carers are not permitted to use their mobile devices on the nursery site, and will be asked to politely leave the nursery until their phone call/usage has finished. Parents will not be given entrance to the nursery setting whilst using their mobile device until they have ended the call. Parents are also not to use any recording device or camera (including those on mobile phones or smartwatches) on the nursery premises, without consent from the manager.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

## Social Networking

EYFS: 3.4

Social media is becoming a large part of the world we live in and as such at Conifers day nursery we need to make sure we protect our children by having procedures in place for safe use.

We use Facebook to share pictures of the activities the children have accessed at nursery. In order to safeguard children we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer
- Not allow others to post on our Facebook page, i.e. only management can post on the page, only parents / family / carers who have been invited to join the group can view and comment on the posts
- Monitor comments on all posts and address any concerns immediately.

### **Staff use of social media**

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents or children.

- When using social networking sites such as Facebook or Instagram staff must:
  - Not name the setting they work at
  - Not make comments relating to their work or post pictures in work uniform
  - Not send private messages to any parents/family members
  - If a parent ask questions relating to work via social networking sites, then staff should reply asking them to come into the setting or contact the managers
  - Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language)
  - Report any concerning comments or questions from parents to the managers/safeguarding lead
  - Follow the staff behaviour policy
  - Not post anything that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
  - Not belong to our closed Facebook group if linked to a personal account
  - Not like or share any of our Facebook posts
  - Not be connected to the nursery Facebook / Instagram account in any manner
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

### **Parents and visitors' use of social networking**

All electronic communications between staff and parents should be professional and take place via the official nursery communication channels, e.g. the setting's email addresses and telephone numbers. This is to protect staff, children and parents.

We promote the safety and welfare of all staff and children and therefore ask parents and visitors not to post, publically or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

We ask parents **not to:**

- Send friend requests to any member of nursery staff
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g. Christmas concert photographs or photographs from an activity at nursery)

We ask parents to:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents policy, complaints procedures and grievance policy).

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Whistleblowing**

EYFS: 3.4 – 3.18 and 3.22

### **Policy Statement**

At Conifers Day Nursery, we expect all our colleagues, both internal and external, to be professional always and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

### **Legal framework**

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1998 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that one of the following is being, has been, or is likely to be, committed:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or
- Concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.'

Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

### **Disclosure of information**

If, during your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you MUST use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed

- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be endangered
- That the environment, has been, is being, or is likely to be damaged
- That information tending to show any of the above, has been, is being, or is likely to be deliberately concealed.

**Disclosure procedure**

- If this information relates to child protection/safeguarding then the nursery child protection and safeguarding policy should be followed.
- Where you reasonably believe one or more of the above circumstances listed above has occurred, you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to **Hiren Patel, nursery business owner** [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk) **07833 333933**
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager/owner
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not acting in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- All staff will be given the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team, safeguarding partners and Ofsted in their induction so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed, these numbers are also displayed in the office.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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### **Looked after children**

EYFS: 3.1, 3.2, 3.4, 3.6, 3.20

#### **Policy statement**

At Conifers Day Nursery, we are committed to providing a welcoming and inclusive quality environment for all children and families. All staff in our provision are committed to doing all that they can to enable 'looked after' children in our care to achieve and reach their full potential.

#### **Definition and legal framework**

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Children and social care Act (2017)
- Adoption and Children Act (2002)
- Children and Young Persons Act (2008)
- Children and Families Act (2014).

Members of staff at our setting recognise that children who are being looked after have often experienced traumatic situations; physical, emotional, or sexual abuse or neglect. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons for children to be taken into care of the local authority. Whatever the reason, a child's separation from their home environment and family signifies a disruption in their life, that has an impact on their emotional well-being. Most local authorities do not place children under five with foster carers who work outside the home; however, there are instances when this does occur or where the child has been placed with another family member who works. It is not appropriate for a looked after child who is under two years to be placed in a day care setting in addition to a foster placement.

#### **Our policy**

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with the carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there are a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under local authorities' assessment frameworks or Early Help Assessment (EHA) and to any multi-agency

meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key person will attend meetings as appropriate.

**The designated person** for 'looked after children' is **Hannah Reid, Nursery Manager or Sheri Devlin-Wilson, Deputy Manager**

Each child is allocated a key person. The key person will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals (where applicable).

The key person will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any special needs will be supported.

In addition, the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The settling in process for the child is agreed and will be the same as for any other child, with the foster carer taking the place of the parent, unless otherwise agreed.

In the first two weeks after settling-in the child's wellbeing is the focus of observation, their sociability, and their ability to manage their feelings with or without support

Concerns about the child will be noted in the child's file and discussed with their foster carer, if the concerns are about the foster carers treatment of the child, the concerns will be recorded and reported to the social worker

Regular contact should be maintained with the social worker through planned meetings that will include the foster carer

The key person and designated 'looked after' person will work together to ensure any onward transition to school or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

### Private Fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if a disabled child) who is cared for and provided with accommodation etc. for more than 28 days and where the care is intended to continue by someone other than:

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The Local Authority.

It is a statutory duty for us to inform the local authority where we are made aware of a child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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Signature.....

## **Separated families**

EYFS: 3.27, 3.72

### **Policy Statement**

At Conifers Day Nursery, we recognise that when parents separate it can be a difficult situation for all concerned. We understand that emotions may run high and this policy sets out how we will support the all parties in within the nursery including our staff team. The key person will work closely with the parents to build close relationships which will support the child's/children's emotional wellbeing and report any significant changes in behaviour to the parent. Parents will be signposted to relevant services and organisation for support for the whole family.

### **Parental responsibility**

While the law does not define in detail what parental responsibility is, the following list sets out some of the key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child in a respectable way
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

### **England**

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. However, a father has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

### **Nursery registration**

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

**We will:**

- Ensure the child’s welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child’s attendance at the nursery where we have seen a copy/have a copy attached to the child’s file
- Provide information on the child’s progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent’s separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.

**We ask parents to:**

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key person away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Acceptable IT Use

This Information and Communications Technology (ICT) Acceptable Use Policy describes the rights and responsibilities of staff using resources, such as computers, the internet, land line and mobile telephones, and other electronic equipment. It explains the procedures you are expected to follow and makes clear what is considered acceptable behaviour when using them.

These facilities are a vital part of our business and should be used appropriately and in the best interests of the nursery.

### **Security and passwords**

Passwords for our systems are confidential and must be kept as such. You must not share any passwords with any other person; in particular you must not allow any other staff member to know your password.

### **Email**

We expect all staff to use their common sense and good business practice when using email. As email is not a totally secure system of communication and can be intercepted by third parties, external email should not normally be used in relation to confidential transactions.

Emails must not be used to send abusive, offensive, sexist, racist, disability-biased, sexual orientation based or defamatory material, including jokes, pictures or comments which are potentially offensive. Such use may constitute harassment and/or discrimination and may lead to disciplinary action up to and including summary dismissal. If you receive unwanted messages of this nature, you should bring this to the attention of your Manager.

### **Internet access**

You must not use the internet facilities to visit, bookmark, download material from or upload material to inappropriate, obscene, pornographic or otherwise offensive websites. Such use constitutes misconduct and will lead to disciplinary action up to and including summary dismissal in serious cases.

Each employee has a responsibility to report any misuse of the internet or email. By not reporting such knowledge, the employee will be considered to be collaborating in the misuse. Each employee can be assured of confidentiality when reporting misuse.

### **Personal use of the internet, email and telephones**

Any use of our electronic communication systems (including email, internet and telephones) for purposes other than the duties of your employment is not permitted.

Emergency personal calls need to be authorised by the manager and where possible, be made on your own personal mobile phone outside the nursery.

Disciplinary action will be taken where:

- the privilege of using our equipment is abused; or
- unauthorised time is spent on personal communications during working hours.

### **Data protection**

When using any of our systems employees must adhere to the requirements of the General Data Protection Regulation 2018 (GDPR). For more information see our Data Protection and Confidentiality Policy.

### **Downloading or installing software**

Employees may not install any software that has not been cleared for use by the manager onto our computers or systems. Such action may lead to disciplinary action up to and including summary dismissal in serious cases.

**Using removable devices**

Before using any removable storage media which has been used on hardware not owned by us (e.g. USB pen drive, CDROM etc.) the contents of the storage device must be virus checked.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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**Quality Provision Policy**

At Conifers day nursery we aim to provide high quality care and education for all children. High quality care leads directly to better outcomes for children and this is what we are all aiming for.

As part of our quality practice we will do the following to ensure children receive the best care and education:

- Ensure high expectations for children to realise the best outcomes
- Ensure all staff know what is meant by quality practice and how to deliver it
- Create a quality vision that all staff can follow
- Deliver high quality practice and teaching that makes a difference on a daily basis to children's outcomes.
- Ensure a solid understanding of the importance of pedagogy and child development amongst all practitioners
- Value continuous professional development in all staff and access a variety of training and development to support the needs of the children in the nursery
- Evaluate the effectiveness of training and link to the outcomes for children
- Ensure all staff are confident in their roles and have the training they need to be able to perform these roles
- Conduct regular supervision meetings with all team members to ensure all staff are supported to be the best they can be
- Use peer on peer observations to share, discuss and improve practice across the setting
- Monitor all practice and feedback ideas for improvement
- Ensure all planning, observation, assessment and next steps are linked to each individual child's needs and interests and are evaluated for effectiveness
- Undertake a quality programme to ensure all quality is embedded throughout the nursery
- Engage with families and carers and link across the home learning environment and other carers to provide consistency of care and education
- Operate a robust and embedded evaluation process across the whole setting that includes all parties such as practitioners, children, parents and external partners. We tackle poor performance using our staff procedures to ensure high quality remains forefront at all times.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
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### **Late collection and Uncollected child**

EYFS: 3.25, 3.40, 3.65, 3.66

#### **Policy statement**

In the event that a child is not collected by an authorised adult by their expected collection time, Conifers Day Nursery put into practice agreed procedures. The child will receive a high standard of care to cause as little distress as possible, with no outdoor clothes being put on until they are ready to be collected. At Conifers Day Nursery, we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow in the nursery terms and conditions if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including a photograph/clear description of the person collecting the child, the planned time of arrival, their name, relationship to the child, their contact number.
- This designated person must know the individual child's safety password before the nursery hand over the child into their care. This is the responsibility of the parent.
- This is recorded on a chart

#### **Late collection fee**

Where a child is left at nursery beyond the time they were to be collected on a first instance a warning will be given and recorded and parents will be reminded that all children must be collected on time. If a child is at nursery beyond their collection time thereafter the warning has been given, a late charge fee of £2 per minute will be applied, which can be paid in cash or by card and must be paid within 7 days of the late collection. The ultimate cost of consistent late collections and failure to pay the late fee is the forfeit of the child's nursery place. This is recorded on a child late record chart.

#### **Uncollected child**

If a child has not been collected from the nursery 10 minutes after agreed collection time, we initiate the following procedure:

- The nursery manager must be informed
- A minimum of two staff members must remain with the child
- Staff should attempt to contact parents/carers
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- If no contact with parent/carers was successful 30 minutes after agreed collection time staff will attempt to contact the emergency contacts stated on the child's registration form. In the event that attempts to contact emergency contacts fails, 45 minutes after collection time MASH will be informed or the child's social worker if they are known to one.
- Senior staff members will seek advice from the local services regarding contacting emergency services
- Staff will record the late or non- collection of the child for the child's personal file.
- If this issue is a regular occurrence the nursery will review this and outside agencies will be informed and staff will work in partnership with parents/carers to address the issue

- Under no circumstance will nursery staff go to look for the parent, nor leave the setting premises with the child.
- Ofsted will be informed

Please note: Depending on the circumstances, the nursery reserves the right to charge parents for the additional hours worked.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

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### **Visits and outings**

EYFS: 3.65, 3.66

#### **Policy statement**

At Conifers Day Nursery, we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' permission for children to be included in such outings.

#### **Procedures**

Visits and outings are carefully planned using the following guidelines, whatever the length or destination of the visit:

- A full risk assessment and a plan will be put in place for the outing always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will lease with the place we are going to and gather any risk assessments and documentation they have to support our outing. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children.
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required including wipes, nappies if needed water etc
- The fully charged nursery mobile will be taken on the trip with the parents/carers contact mobile numbers, if it is a big group trip and all staff are going we will take contact numbers on paper with us. The nursery mobile contact number will be handed out to parents if parents attend the trip with us.
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets, we provide children with labels to wear that contain the name and setting telephone number or an allocated emergency mobile number that a member of staff has, but not the name of the child
- Children will be easily identified by staff when on a trip by use of named blue hi visibility jackets that are clearly labelled with the nursery logo and contact numbers on.
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

#### **Risk assessment/plan for the day**

The full risk assessment will be displayed for parents to see before giving consent. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of departure and arrival

- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip, i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff contact numbers
- Risk assessments are reviewed and updated by the trip leader before leaving the nursery and signed.
- Method of transportation and travel arrangements (including the route)
- Emergency procedures
- Financial arrangement

### **Use of vehicles for outings**

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained
- Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (PCV) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, child seats and booster seats are used
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

### **Lost children**

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.



Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Missing child from nursery outing**

EYFS: 3.65, 3.73

**Policy statement**

At Conifers Day Nursery, we are committed to promoting children’s safety and welfare. This includes where children are on outings and visits. We carry out regular head counts of children throughout any outing or visit. In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The designated person in charge will immediately inform the police
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will then inform the nursery who will contact the child’s parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager’s responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

**Missing child from nursery setting**

EYFS: 3.62, 3.73

**Policy statement**

At Conifers Day Nursery, we are committed to promoting children’s safety and welfare. In the unlikely event of a child going missing within/from the nursery, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- If the child is not found within 10 minutes, the manager will call the police and follow police guidance. The parents of the missing child will also be contacted immediately
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Alcohol and substance misuse**

EYFS: 3.19

### **Policy Statement**

At Conifers Day Nursery, we are committed to providing a safe environment that helps to ensure the welfare of the children in our care. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for children.

### **Alcohol**

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police/children's social services may be called.

If anyone arrives at the nursery in a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. are asked not to bring alcohol on to the nursery premises.

### **Substance misuse**

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, will be asked to leave the premises immediately. If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow. If they are a parent the nursery will judge if the parent is suitable to care for the child. The nursery may call the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children/child protection procedure and the police may be called.

The nursery will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs or if they are driving or may drive when under the influence of illegal drugs.

If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to work, they must inform the nursery manager as soon as possible to arrange for a risk assessment to take place.

### **Safeguarding/child protection**

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding/child protection procedures, contact social services and the police.



Staff will do their best to prevent a child from travelling in a vehicle driven by them and if necessary the police will be called.

Where an illegal act is suspected to have taken place, the police will be called.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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## **Monitoring staff behaviour policy**

### **Policy statement**

At Conifers Day Nursery, we take the safety and welfare of our children and staff seriously. This policy ensures staff behave in an appropriate manner to act as a role model for all children in their care. Within this policy we will also ensure that any changes to staff behaviours or ways of working are closely monitored, discussed, and supported to ensure all children are safeguarded throughout their time here.

### **Expected staff behaviour**

Within our nursery we expect our staff to:

- Put our children first, their safety, welfare and ongoing development is the most important part of their role
- Behave as a positive role model for the children in their care by remaining professional at all times and demonstrating caring attitudes to all
- Work as part of the wider team, cohesively and openly
- Be aware of their requirements under the EYFS Statutory Framework and the nursery policies and procedures designed to keep children safe from harm whilst teaching children and supporting their early development
- React appropriately to any safeguarding concerns quickly and concisely in accordance to the nursery / Local authority procedures and training received
- Not share any confidential information relating to the children, nursery or families using the facility
- Maintain the public image of the nursery and do nothing that will pull the setting into disrepute
- Ensure that parental relationships are professional and external social relationships are not forged. If a relationship exists prior to the child starting at the setting, discussions with management will be held to ensure the relationship remains professional. No staff should be linked to parents on social media during their time at nursery
- Adhere to the Mobile Phone and Other Electronic Device and Social Networking policy

### **Monitoring staff behaviour**

Within the nursery we:

- Conduct regular peer observations using all staff and management, during which we will look at interactions with children and their peers
- Have regular supervisions with all staff in which ongoing suitability will be monitored and recorded
- Use a whistleblowing policy that enables team members to discuss confidentially any concerns about their colleagues
- Operate staff suitability forms and clauses in staff contracts to ensure any changes to their suitability to work with children are reported immediately to management
- Ensure all new staff members are deemed suitable with the appropriate checks as detailed in the safeguarding policy.

Some behaviour that may cause concern and will be investigated further:

- Change in moods
- Sudden change in religious beliefs / cultural beliefs (may be a sign of radicalisation)
- Changes in the way of acting towards the children or the other members of the team (becoming more friendly and close, isolation, avoidance, agitation etc.)
- Sudden outbursts
- Becoming withdrawn

- Secretive behaviours
- Missing shifts, calling in sick more often, coming in late
- Standards in work slipping
- Extreme changes in appearance.

**Procedures to be followed:**

If we have a concern about changes in staff behaviour within the nursery, an immediate meeting will be called with the individual and a member of management to ascertain how the person is feeling. We will aim to support the staff wherever possible and will put support mechanisms in place where appropriate.

Ultimately, we are here to ensure all staff are able to continue to work with the children as long as they are suitable to do so, but if any behaviours cause concern about the safety or welfare of the children then the procedure on the safeguarding policy will be followed as in the case of allegations against a team member and the Local Authority Designated officer (LADO) will be called, a position of trust form will be filled in and sent via secure email to single point of contact (spoc) [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk)

All conversations, observations and notes on the staff member will be logged and kept confidential.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Supervision of Visitors**

EYFS: 3.62

**Policy statement**

At Conifers Day Nursery, we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. Where applicable, visitors' identity should be checked, e.g. Ofsted inspectors or colleagues attending in a professional capacity such as speech and language therapists. Visitors are informed of any relevant policies including the safeguarding, fire evacuation procedure and mobile phone, camera and other recording devices policy including use of smartwatches where applicable. We ask that all belongings are left in the office before going into the nursery.

All visitors are given and should wear a visitor's badge to identify themselves to staff and parents within the nursery.

The badges will be colour co-ordinated

- green identifies employed staff members with DBS
- Yellow identifies a visitor with a DBS
- Red identifies a visitor without a DBS
- Blue-Ofsted inspector

A member of staff must accompany visitors in the nursery always whilst in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

**Security**

- Staff must check the identity of any visitors they do not recognise before allowing them into the main nursery. Visitors to the nursery must be recorded in the Visitors' Book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to wander
- Parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Supervision of children**

EYFS: 3.28

**Policy statement**

At Conifers day nursery, we aim to protect and support the welfare of the children in our care at all times. The nursery manager is responsible for all staff, students and relief staff receiving information on health and safety policies and procedures in the nursery in order to supervise the children in their care suitably.

**Supervision**

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff. Monitoring staff deployment across the setting regularly to ensure children's needs are met
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Staff will support children to identify, minimise and manage risks in their play
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs, including having one member of staff supervising large outdoor play equipment at all times
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating; monitoring toddlers and babies closely and never leaving babies alone with a bottle. Babies are always bottle fed by a member of staff
- Supervising sleeping babies/children and never leaving them unattended
- Never leaving babies/children unattended during nappy changing times
- Supervising children carefully when using scissors or tools, including using knives in cooking activities where this is required
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to visits and Outings policy)
- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle and a member of staff MUST supervise the children at all times.

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This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
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Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature...

## Alone Working

EYFS: 3.4-3.18, 3.19, 3.21, 3.22

### Policy Statement

At Conifers Day Nursery, we aim to ensure that no member of the team is left alone working in either a room alone or within the building at any time. However, there may be occasions when this isn't always possible due to:

- Toilet breaks
- Lunch cover
- Nappy changes
- Comforting a child that may be unwell in a quiet area
- Following a child's interest, as this may lead staff away with a child to explore an area
- Supporting children in the toilet area that may have had an accident
- The duties some team members have, e.g. management, opening and closing the setting, carrying out cleaning or maintenance at the settings and staff operating outside operating hours.

We always ensure that our staff to child ratios are maintained to the best that we can.

It is the responsibility of both the employee and their manager to identify the hazards and minimise the risks or working alone.

Considerations when deciding on lone working include how lone workers manage with a variety of tasks such as talking to parents and supervising activities whilst maintaining the safety and welfare of children and ensuring that each member of staff required to work alone has the training and/or skills for the role; e.g. paediatric first aid certificate, child protection/safeguarding training and competency, food hygiene training and if children younger than school reception age are present; hold a level 3 qualification.

Public liability insurance for lone working will be sought where applicable.

Employees/managers' responsibilities when left in a room alone include ensuring:

- To complete a risk assessment for staff working alone
- Ratios are maintained
- There is someone to call on in an emergency if required
- The member of staff and children are safeguarded at all times (relating to additional policies as above).

Employee's responsibilities when left in the building alone:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work
- To ensure they have access to a telephone at all times in order to call for help if they need it, or for management to check their safety if they are concerned
- Ensure that the building remains locked so no one can walk in unidentified
- Report any concerns for working alone to the management as soon as is practicably possible.

Management's responsibilities when left in the building alone:

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation

- To ensure that the employee has the ability to contact them or a member of the team event if their lone working is outside normal office hours (i.e. access to a phone, contact numbers of someone they can call)
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call
- To ensure that employees have the ability to access a telephone whilst lone working
- If reporting in arrangements have been made and the employee does not call in, to follow it up.

Risk assessments are also completed for these occasions including hazards and risks and how these are controlled.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

### Lock down procedure

#### Policy statement

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.

#### Procedure

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:

#### Panic button will be pressed

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 wherever safe to do so.

All individuals will keep 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, in some cases children may be asked to hide with staff members. The blinds will be closed and the doors will be locked and we will inform the community centre when it is safe to do so.

The manager will ensure all children, staff and visitors are accounted for and safe before checking the current situation and gathering 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 one to one 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.

Please note that this will be practiced throughout the year, to ensure our staff and children know what to do in the case of an intruder.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Critical incident**

### **Policy statement**

At Conifers Day Nursery, we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- 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 text message at the earliest opportunity, e.g. before the start of the nursery day.

Please note that unfortunately, in the rare occasion that a critical incident is to happen and the nursery is forced to close, nursery fees are still required to be paid as normal.

### **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. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

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 follow our operational plan and provide care in another location

### **Fire**

Please refer to the fire safety policy.

### **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. Alarm systems are used and in operation during all hours the nursery is closed.

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; see the arrivals and departures policy for more details. 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. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

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.

Evacuation locations should we need them are:

**-The Old Church Smethwick – located opposite the nursery entrance**

**-Uplands Primary school**

**-Thimblemill Library**

If the nursery is evacuated, parents will be contacted and informed of their location as soon as it is safe to do so.

### **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 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.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## **British Values**

### **Policy statement**

The fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs are already implicitly embedded in the 2017 EYFS and are further clarified below, based on the Fundamental British Values in the Early Years guidance.

Promoting British values as defined by DFE – which are already embedded in our day-to-day work with children. We plan specific 'lessons' to teach children British values they are included in everything we do. Britain has undergone rapid economic and social change in the last few decades and we live in an increasingly diverse society. We teach our children that it is possible to live together peacefully, each of them are a valuable part of our multicultural world.

Teaching children more about the world in which they live and developing their understanding of life in modern Britain. We plan to carry out activities which incorporate; different festivals and the meaning to this; respecting others and that all people have a voice and are heard; being kind and helpful to our friends and generally we teach and talk about being part of the local community.

### **4 areas**

**Democracy**, or making decisions together (through the prime area of Personal, Social and Emotional Development)

- As part of the focus on self-confidence and self-awareness, practitioners encourage children to see their role in the bigger picture, encouraging them to know that their views count, to value each other's views and values, and talk about their feelings, for example, recognising when they do or do not need help.
- Practitioners support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children are given opportunities to develop enquiring minds in an atmosphere where questions are valued.

**Rule of law**, or understanding that rules matter (through the prime area of Personal, Social and Emotional Development)

- Practitioners ensure that children understand their own and others' behaviour and its consequence.
- Practitioners collaborate with children to create rules and the codes of behaviour, for example, the rules about tidying up, and ensure that all children understand rules apply to everyone.

**Individual liberty, or freedom for all** (through the prime areas of Personal, Social and Emotional Development, and Understanding the World)

- Children should develop a positive sense of themselves. Staff will provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
- Practitioners encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example discussing in a small group what they feel about transferring into Reception Class.

**Mutual respect and tolerance**, or treating others as you want to be treated (through the prime areas of Personal, Social and Emotional Development, and Understanding the World)

- Practitioners create an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.
- Children should acquire tolerance, appreciation and respect for their own and other cultures; know about similarities and differences between themselves and others, and among families, faiths, communities, cultures and traditions.
- Practitioners encourage and explain the importance of tolerant behaviours, such as sharing and respecting other’s opinions.
- Practitioners promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children’s experiences and providing resources and activities that challenge gender, cultural or racial stereotyping.

**At conifers Day Nursery, it is not acceptable to:**

- actively promote intolerance of other faiths, cultures and races
- fail to challenge gender stereotypes and routinely segregate girls and boys
- isolate children from their wider community
- fail to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## Access and storage of information

EYFS: 3.68 – 3.71

### Policy statement

At Conifers Day Nursery, we have an open access policy in relation to accessing information about the nursery and parents/carers' own children. This policy is subject to the laws relating to data protection and document retention and the Information Commissioner's Office Guidance.

Parents are welcome to view the policies and procedures of the nursery which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the file in reception area, or on the nursery website. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the nursery's communications policy.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to General Data Protection Regulations 2018 laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. A copy of the certificate can be viewed at in the office area. All parent/carer, child and staff information is stored securely according to the requirements of General Data Protection Regulations 2018 registration, including details, permissions, certificates and photographic images. We will ensure that staff members understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

The nursery's records and documentation that are required to be kept and stored by current legislation are performed in accordance with minimum legal archiving requirements. We currently archive these records for at least 24 years to ensure we are covered for any child protection concerns. All storage of records and documentation are stored according to GDPR regulation 2018 requirements.

Nursery records and documentation that are not required to be kept are deleted or destroyed in line with the current data protection laws and our Privacy Notice which can be found in the office area.

If Parents have a specific deletion or retention request regarding any data that we hold, please raise a query in writing and we will respond formally to your request.

This policy will be reviewed annually and amended according to any change in law/legislation.

**Please note: The external nursery site areas are protected by CCTV, which is managed by the Dorothy Parkes Centre Please be aware that his may be accessed by third parties such as emergency services if needed.**

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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## **Data Protection and Confidentiality**

EYFS: 3.69, 3.70

### **Policy statement**

At Conifers Day Nursery, we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with General Data Protection Regulations 2018 principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and Data Protection Act 2018.

### **Legal requirements**

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR), Data Protection Act 2018 and the Freedom of Information Act 2000 with regard to the storage of data and access to it.

### **Procedures**

It is our intention to respect the privacy of children and their families and we do so by:

- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring staff, students and volunteer inductions include an awareness of the importance of confidentiality and that information about the child and family is not shared outside of the nursery other than with relevant professionals who need to know that information. It is not shared with friends and family, discussions on the bus or at the local bar. If members of staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of all of our important policies and are given a handbook at their induction.
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission
- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

- Where possible electronic copies of documents and also have a manual file.
- Annually we scan nursery documents and children's file of children who are no longer at the nursery on to the nursery computer, where only management can access them, this allows us to keep an electronic copy for the required amount of time where only management can access them
- Staff members have individual passwords for use on PC's and passwords are not shared with other members of staff, except in cases of emergency.
- Our staff discuss general progress and well-being of children together in meetings, but more sensitive information is restricted to the nursery manager and the child's key person, and is shared with other staff on a need to know basis.
- We do not discuss children with staff who are not involved in the child's care, nor with other parents or anyone else outside of the setting.
- Discussions with other professionals take place in the office, which is a confidential space, no conversations should take place in the nursery room

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

### **General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance**

In order to meet our requirements under GDPR we will also undertake the following:

1. We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
2. We will use your data only for funding, signing your child up on our online systems or communication reasons and only contact you in an emergency or when we need to use your information for something. We will not share or use your data for other purposes.
3. Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).

### **Staff and volunteer information**

- All information and records relating to staff will be kept confidentially in a locked cabinet
- Individual staff may request to see their own personal file at any time.

**The data protection named person is: Sheri Devlin Wilson supported by Hannah Reid**

**We are members of the ICO and our certificate is displayed in the office and staff room**

### **Hints and tips**

For more information on data protection visit <https://ico.org.uk/>

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: May 2019

Review to be reviewed: May 2020

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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## Information sharing

### Policy Statement

Practitioners need to understand their organisation's position and commitment to information sharing. They need to have confidence in the continued support of their organisation where they have used their professional judgement and shared information professionally.'

Information Sharing: Guidance for Practitioners and Managers (DCSF 2008).

We recognise that parents have a right to know that the information they share with us will be regarded as confidential, as well as to be informed about the circumstances when, and the reasons why, we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it, or to whom it relates, if it is in the public interest. That is when:

- It is to prevent a crime from being committed or to intervene where one may have been, or to prevent harm to a child or adult; or
- Not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the back-up of the management team. The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is reasonable cause to believe that a child may be suffering, or is at risk of suffering or significant harm.
- To prevent significant harm arising to children and young people or adults, including the prevention, detection and prosecution of serious crime.

### Procedures

Our procedure is based on the seven golden rules for information sharing as set out in Information Sharing: Guidance for Practitioners and Managers (DCSF 2008).

1. Remember that the Data Protection Act is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.

In our setting we ensure parents:

- receive information about our Information Sharing Policy when starting their child in the setting and that they sign our Registration Form to say that they understand the circumstances in which information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult;
  - have information about our Safeguarding Children and Child Protection Policy;
  - have information about the other circumstances when information will be shared with external agencies, for example, with regard to any special needs the child may have or transition to school.
3. Seek advice if you are in any doubt, without disclosing the identity of the person where possible.

Our staff discuss concerns about a child routinely in supervision and any actions are recorded in the child's file.

Our manager routinely seeks advice and support from their line manager about possible significant harm.

Our Safeguarding Children and Child Protection Policy sets out the duty of all members of our staff to refer concerns to our manager or deputy, as designated person, who will contact children's social care for advice where they have doubts or are unsure.

Our managers seek advice if they need to share information without consent to disclose.

4. Share with consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.

We base decisions to share information without consent on judgements about the facts of the case and whether it is 'in the public interest'.

Our guidelines for consent are part of this procedure.

Our manager is conversant with this and she can advise staff accordingly.

5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.

In our setting we:

- record concerns and discuss these with our designated person and/or designated officer from the management team for child protection matters;
- record decisions made and the reasons why information will be shared and to whom;
- follow the procedures for reporting concerns and record keeping as set out in our Safeguarding Children and Child Protection Policy.

6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.

Our Safeguarding Children and Child Protection Policy and Children's Records Policy set out how and where information should be recorded and what information should be shared with another agency when making a referral.

7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Where information is shared, we record the reasons for doing so in the child's file; where it is decided that information is not to be shared that is recorded too.

When parents choose our setting for their child, they will share information about themselves and their families. This information is regarded as confidential. Parents have a right to be informed that we will see their consent to share information in most cases, as well as the kinds of circumstances when we may not seek their consent, or may override their refusal to give consent. We inform them as follows:

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our prospectus.
- Parents sign our Registration Form at registration to confirm that they understand this.

- We ask parents to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.

We consider the following questions when we need to share: –

- Is there legitimate purpose to us sharing the information?
- Does the information enable the person to be identified?
- Is the information confidential?
- If the information is confidential, do we have consent to share?
- Is there a statutory duty or court order requiring us to share the information?
- If consent is refused, or there are good reasons for us not to seek consent, is there sufficient public interest for us to share information?
- If the decision is to share, are we sharing the right information in the right way?
- Have we properly recorded our decision?

Consent must be informed - that is the person giving consent needs to understand why information will be shared, what will be shared, who will see information, the purpose of sharing it and the implications for them of sharing that information.

Consent may be explicit, verbally but preferably in writing, or implicit, implied if the context is such that sharing information is an intrinsic part of our service or it has been explained and agreed at the outset.

We explain our Information Sharing Policy to parents.

### **Separated parents**

Consent to share need only be sought from one parent. Where parents are separated, this would normally be the parent with whom the child resides. Where there is a dispute, we will consider this carefully.

Where the child is looked after, we may also need to consult the Local Authority, as 'corporate parent' before information is shared.

All the undertakings above are subject to our paramount commitment, which is to the safety and well-being of the child. Please also see our Safeguarding Children and Child Protection Policy.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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**Parents/carers as partners**

EYFS: 1.10, 3.27, 3.72, 3.73

**Policy Statement**

At Conifers Day Nursery, we believe that parents/carers and staff need to work together in a close partnership in order for children to receive the quality of care and early learning to meet their individual needs. We welcome parents/carers as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents/carers in an open and sensitive manner to include them as an integral part of the care and early learning team within the nursery.

The key person system supports engagement with all parents/carers and will use strategies to ensure that all parents/carers can contribute to their child's learning and development. Parents/carers contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. Parents/carers are encouraged to support and share information about their children's learning and development at home. The key person system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents/carers as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents/carers to trust their own instincts and judgement regarding their own child
- Welcome all parents/carers into the nursery at any time and provide an area where parents/carers can speak confidentially with us as required
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are provided in different formats to suit each parent's/carers needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parent/carers are aware of the nursery's policies and procedures. A detailed parent/carers prospectus will be provided and our full policy documents will be available to parents/carers in the main entrance of the office at all times on the nursery website
- Maintain regular contact with parents/carers to help us to build a secure and beneficial working relationship for their children
- Support parents/carers in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training
- Create opportunities for parents/carers to talk to other adults in a secure and supportive environment through such activities as open days, parents'/carers evenings and a parents'/carers forum
- Inform parents/carers about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters and the nursery website
- Operate a key person system to enable parents/carers to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs both in nursery and at home. Parents/carers are given the name of the key person of their child and their role when the child starts

- Inform parents/carers on a regular basis about their child's progress and involve them in shared record keeping. Parents/carers evenings will be held at least twice a year. The nursery will consult with parents/carers about the times of meetings to avoid excluding anyone
- Actively encourage parents/carers to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents/carers e.g. password protected email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc.
- Consider and discuss all suggestions from parents/carers concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents/carers to contribute their own skills, knowledge and interests to the activities of the nursery including signposting to relevant services, agencies and training opportunities
- Inform all parents/carers of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents/carers
- Make sure all parents/carers have access to our written complaints procedure
- Share information about the Early Years Foundation Stage, young children's learning in the nursery, how parents/carers can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) /carers and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and accommodate any special requirements wherever possible and practical to do so
- Inform parents/carers how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents/carers. We will do this through regular feedback via questionnaires, suggestion system and encouraging parents/carers to review working practices. We will evaluate any responses and publish these for parents/carers with an action plan to inform future, policy and staff development.

**Please note: The nursery site is monitored by CCTV and audio recording. Please be aware that this may be accessed by third parties when needed e.g. emergency services**

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

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## **Accidents and first aid**

\_EYFS: 3.25, 3.50, 3.51

### **Policy statement**

At Conifers Day Nursery, we aim to protect children at all times. We recognise that accidents or incidents may sometimes occur. We follow this policy and procedure to ensure all parties are supported and cared for when accidents or incidents happen; and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

- All staff at Conifers Day Nursery are required to have paediatric first aid certificates. These are to be displayed in the nursery along with the location of first aid boxes.
- First aid treatment is only to be carried out by a qualified first aider
- First aid boxes are easily accessible to staff but are out of reach of children and checked and refilled termly.
- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there were no witnesses. They must record it on an Accident Form and report it to the nursery manager. Other staff who have witnessed the accident may also countersign the form and, in more serious cases, provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report, informed of any first aid treatment given and asked to sign it on the same day, or as soon as reasonably practicable after
- The nursery manager reviews the accident forms termly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns will be investigated by the nursery manager and all necessary steps to reduce risks are put in place
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- Any serious accident files will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- If a child receives a bang to the head or a serious injury, parents/carers must always be informed immediately over phone call, it is then the parents/carers decision if they wish to take them to seek medical attention.
- The nursery manager/registered provider will report any accidents of a serious nature to Ofsted and the local authority children's social care team (as the local child protection agency), where necessary. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed. Notification must be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring.

### **Head injuries**

If a child has a head injury in the setting then we will follow the following procedure:

- Calm the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see below)
- If the skin is not broken we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child
- If the skin is broken then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury
- Complete the accident form

- Keep the child in a calm and quiet area whilst awaiting collection
- We will follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries we will follow our first aid training.

### **Transporting children to hospital procedure**

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

\*If a child has an accident that may require hospital treatment but not an ambulance and you choose to transport children within staff vehicles Citation advise you consider the following in your policy:

- Requesting permission from parents
- Ratio requirements of the setting being maintained
- The age and height of the child, in regard to will they need a car seat? Further guidance can be found at [www.childcarseats.org.uk/types-of-seat/](http://www.childcarseats.org.uk/types-of-seat/)
- There are some exceptions for needing a child seat depending again on their age. Further guidance can be found at [www.childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles/#under-three](http://www.childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles/#under-three)
- With the fitting of the car seat, we also need to ask has the individual had training in carrying in carrying this out?
- Is this transport covered under business insurance, so a call to your insurance company will be needed, or do they have business insurance on their vehicle?
- Safeguarding of the child needs to be looked at. In certain situations e.g. A designated member of staff should be appointed to plan and provide oversight of all transporting arrangements and respond to any difficulties that may arise. Wherever possible and practicable it is advisable that transport is undertaken other than in private vehicles, with at least one adult additional to the driver acting as an escort. Staff should ensure that their behaviour is safe and that the transport arrangements and the vehicle meet all legal requirements. They should ensure that the vehicle is roadworthy and appropriately insured and that the maximum capacity is not exceeded
- Emergency procedures, e.g. what happens if the child's health begins to deteriorate during the journey.

### **First aid**

The first aid boxes are located in:

**1 in each base room**

**1 in office**

**1 Light weight kit for outings and trips**

**1 in community centre kitchen**

These are accessible at all times with appropriate content for use with children.

The appointed person responsible for first aid checks the contents of the boxes regularly **Hannah Reid or Sheri Devlin-Wilson** and replaces items that have been used or are out of date.

The staff first aid box is kept **in the office on top of the fling cabinet**; this is kept out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept in them.

All first aid trained staff are listed in every room. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid. A first aid box is taken on all outings.

### **Food Safety and play**

Children are supervised during meal times and food is adequately cut up to reduce choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used. These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays,

- Playdough
- Cornflour
- Dried pasta, rice and pulses.

Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. Fruits and Vegetables. Children will be supervised during these activities

If food is to be used during an activity a risk assessment will be done for the food that they are using and be filed away in the risk assessment folder.

### **Personal protective equipment (PPE)**

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff members are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

### **Dealing with blood**

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood.
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

### **Needle punctures and sharp injuries**

We recognise that injuries from needles, broken glass and so on may result in blood-borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.



At Conifers Day Nursery, we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Administering Medication**

EYFS: 3.19, 3.44, 3.45, 3.46

### **Policy statement**

At Conifers Day Nursery, we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

The nursery WILL NOT administer any medication unless prior written consent is given for each and every medicine.

### **Illness**

- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the Nursery Manager will decide if the child is fit to be left at the nursery.
- For information on infection control and infectious diseases visit the Public Health England website and view their document titled 'Health protection in schools and other childcare facilities'.
- If the child is deemed well enough to stay at the setting, the parent/ carer must be asked if any kind of medication has already been given, at what time and in what dosage and this will be recorded.

### **Administration**

- As a general guideline before administering medication to a child the staff member should:
  - Wash their hands
  - Ensure a drink is available if appropriate (some medication can irritate and damage the throat and oesophagus if administered without a drink)
  - Check the label on the medication: name of child, dose, route of administration (e.g. by mouth, into ear/eye, rubbed on the skin), any special instructions and expiry date and ensure this is the same information on the Medication Form
- If there is any doubt about any procedure staff should not administer, but seek advice from parent/ carer or health professional
- If a child refuses the medication, they must not be forced. Staff can try to encourage them or perhaps get someone else to try. Under no circumstances should staff attempt to hide the medicine in food or drink, unless there is express written permission from parents to do so
- It is normally considered poor practice to give medicines covertly, although in rare cases where the health professionals judge that it is in the child's interests to do so, this is acceptable. Some children do find tablets difficult to swallow so may be given them, with their full knowledge, in, for example, a spoonful of jam. Even in these circumstances parents must give written instructions as some medicines can react with certain foods it is advisable they have sought advice from their pharmacist before doing this.

## Medication

### **Children taking medication must be well enough to attend the setting**

- Medicines must be in their original containers and will be stored in a lockable cupboard, the medication must be clearly labelled with the child's name and expiry date.
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then check the medication date and note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each medication. The parents will be asked to sign a consent form stating the following information. No medication can be given without these details
  - The full name and date of birth of the child
  - The name and expiry date of medication
  - The last time the medication was given
  - The dosage and times to be given in the setting and the period it will be given for
  - The method of administration
  - How the medication should be stored
  - Any possible side effects
  - Parent/carers signature, printed name and the date signed.
- Where the medication is an adrenaline pen or inhaler (where there may be only occasional emergency use), it will have the expiry date of the medication recorded and a long term health care plan will be put in place.
- For non-prescription medication the nursery reserve the right to determine the number of days the medication will be given before requesting parents/ carers further input or the advice of a healthcare professional. This will be based upon the individual child and condition.
- If at any time there is any doubt regarding the administration of medication to a child, practitioners will stop and check with the Nursery Manager before continuing.
- We will accept written permission once for a whole course of medication or for the ongoing use of a medication under the following circumstances:
  1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
  2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
  3. Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- No child may self-administer. Where children can understand when they need medication, for example asthma, they should be encouraged to tell their key person or a member of staff what they need. However, this does not replace staff vigilance in knowing and responding appropriately when a child needs medication
- At the time of administering the medicine, a first aid qualified member of staff will offer it in a manner acceptable to the child at the directed time and in the directed form along with another member of staff acting as a witness to ensure that the medication is given accurately from the

information provided on the bottle. (It is important to note that staff working with children are not legally obliged to administer medication)

- If the child refuses to take the appropriate medication, then a note will be made on the form
- Where medication is “essential” or may have side effects, discussion with the parent will take place to establish the appropriate response.
- After administering the medication staff will record accurate information in our medication form each time it is given for our record. Parents/carers will be shown this record at the end of the day and asked to sign that they acknowledge the administration of the medication. The medication form records
  - The name of the child
  - Name of medication
  - Date and time
  - Dosage and method
  - Signature of the person administering the medication and the witness
- If the nursery feels the child would benefit from further medical attention, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
  
- An emergency nursery supply of fever relief (e.g Calpol) and anti-histamines (e.g. Piriton) will be stored on site. This will be checked at regular intervals by the designated trained first aider to make sure that it complies with any instructions for storage and is still in date.
- If a child does exhibit the symptoms for which consent has been given to give the emergency non-prescription medication during the day, the nursery will make every attempt to contact the child’s parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form. Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms, e.g. for an increase in temperature the nursery will remove clothing, use fanning, tepid cooling with a wet flannel. The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions e.g. eczema prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child’s name
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- The nursery DOES NOT administer any medication unless prior written consent is given for every medicine.

### **Medication Prescribed by a Doctor, Dentist, Nurse or Pharmacist**

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription only medicine will be given when prescribed by the above and only for the person named on the dispensing label on the bottle/container for the dosage stated
- Medicines must be in their original containers
- For all medication the parent/carer must give prior written permission for the administration of each and every medication. Written permission will be accepted once for a whole course of medication or for the ongoing use of a particular medication required for long term use
- The parent/ carer will complete the relevant form to enable the nursery to administer the medication(s) required. The form will include;
  - Child’s name, date of birth
  - Name and strength of medication
  - Dose

- Any additional requirements (such as to be taken with food)
  - Expiry date whenever possible
  - Dispensing date
  - The written permission is only acceptable for the medication listed and cannot be used for similar types of medication, e.g. if the course of antibiotics changes
  - Parents must notify the nursery IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
  - Any change in the details listed above must be recorded on a new form with counter signature from parent / carer
  - The nursery will only administer as per the information listed on the form
  - At each visit the child's parent/ carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed, and counter signed by parent/ carer
  - When the child is picked up from the setting, the parent/ carer must be given an update as to the times and dosage given throughout the day. The parent's signature must be obtained confirming this information has been given
  - At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form
- N.B. It is important to note that staff working with children are not legally obliged to administer medication
- If the child refuses to take the appropriate medication a note will be made on the form. Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response. This will be documented on the form accordingly.

**Non-prescription Medication (also known as over the counter medicine) can now be given on the nursery site as long as the following guidelines are followed**

- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery
- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescribed medication for a short initial period and only if necessary. After this time parents / carers will be advised to seek medical advice
- The nursery reserve their right to refuse to administer medication if they feel that the child does not need the medication or deem further medical attention is required
- For all medication the parent/carers must give prior written permission for the administration of each and every medication
- Medicines must be in their original containers
- This also applies to non-prescription creams or ointments for skin conditions e.g. Sudocrem
- The parent / carer will complete the relevant form to enable the nursery to administer the medication(s) required. The form will include:
  - Child's name and date of birth
  - Name and strength of medication
  - Dose
  - Any additional requirements (such as to be taken with food)
  - Expiry date whenever possible
  - Length of treatment (will not be exceeded)
- The written permission is only acceptable for the medication listed and cannot be used for similar types of medication
- Parents must notify the nursery IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
- Any significant changes in the details listed above must be recorded on a new form and countersigned by the parent/ carer

- The nursery will only administer as per the information listed on the form
- At each visit the child's parent/carer will be asked if there have been any changes to the requirements stated on the form. If there have been changes, a new form must be completed and counter-signed by the parent/carer
- When the child is picked up from the setting, the parent / carer must be given an update as to the times and dosage given throughout the day. The parent's signature must be obtained confirming this information has been given
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form.

### **Emergency Medication**

- At new registration of a child to the setting, parents will be asked if they are happy to give consent to 'emergency' treatment being given. This would be only deemed necessary for specific circumstances. Parents/ carers will be asked to complete a form to give consent. This form will include:
  - The circumstances in which 'emergency' medication will be given e.g. High temperature (above 37.8°C)
  - The specific medication (drug name) e.g. Paracetamol
  - Dose to be administered will follow the guidance on the original container e.g. following age / dosage instructions
  - Statement that medication will only be given if the nursery is unable to contact the parent
- An 'emergency' nursery stock of medication may be kept on site
- Stock medication will be kept in accordance with manufacturer's instructions on the container (e.g. cool dark place, out of the reach of children)
- Stock will be checked at regular intervals by the designated trained first aider to ensure there is ample supply and is still within its expiry date
- If a child experiences symptoms of illness, attempts will be made to contact the child's parents before administering 'emergency' medication
- Where parents cannot be contacted the Nursery Manager will take the decision as to whether the child is suitable to receive the 'emergency' medication based on the symptoms and medical history of the child given at registration
- Administering 'emergency' non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms. The child will be closely monitored until the parents collect the child.

### **Injections, Epi-pens, pessaries, suppositories, and long term medical conditions**

As the administration of some medication represents intrusive nursing or specially trained staff to administer, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication. Parents may be required to fill out a long-term health care plan which will be reviewed regularly by the child's key worker. Risk assessments for trips/outings will include arrangements for taking medication and advice is sought from the child's GP if necessary where there are concerns.

### **Staff Fitness to Work & Staff Medication**

- All nursery staff have a responsibility to work with children only where they are fit to do so

- Staff must not work with children if they are infectious or too unwell to meet children’s needs. This includes circumstances where medication taken by staff affects their ability to care for children, for example, where it makes a person drowsy
- If staff members believe their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their line manager immediately
- The nursery manager / person’s line manager/registered provider will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment
- Where staff may occasionally or regularly need medication, any such medication must be kept in the person’s locker/separate locked container in the staff room or nursery room. If the medication is required to be accessed in an emergency, such as an asthma inhaler, this should be easily accessible but safe from children
- In all cases medication must be stored out of reach of children. It must not be kept in the first aid box. It will be clearly labelled with the name of the member of staff.

**Storage**

- All medication will be stored as directed or in the medicine cabinets provided
- All medication for children must have the child’s name clearly written on the original container, with a label that is legible and not tampered with or they will not be given. All prescription medications should have the pharmacist’s details and notes attached to show the dosage needed and the date the prescription was issued and kept in a closed cabinet, which is out of reach of all children.
- Emergency medication, such as inhalers and Epi-pens, will be within easy reach of staff in case of an immediate need, but will remain out of children’s reach, medication such as these will require a long-term health care plan to be filled in and reviewed regularly
- Any out of date medication will be handed back to the child’s parent/carer
- Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children in a marked plastic box if not solely used for medicines.

**Disposal of Medication**

- Tablets and capsules are occasionally dropped on the floor or spat out. In this case we will place the tablet in a labelled envelope and hand to the parents to be disposed of later
- In no circumstances should it be flushed down the toilet or thrown in the bin
- When a child leaves the setting, ceases to need medication or if a medicine has passed its expiry date, we will return any unused quantity to the parents. If this is not possible
- then we will take it to a local pharmacist for safe disposal.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Allergies and Allergic reactions**

EYFS: 3.47, 3.45

### **Policy statement**

At Conifers Day Nursery, we are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

### **Our procedures**

- Our staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register displayed in the room and on display in the office
- Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and shares this assessment with all staff. This risk assessment will be kept in the child's personal file and a copy in the room the child is based in
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook/ food supplier and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating will be monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first-aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register
- Emergency Piriton and calpol will be on the nursery site. With parental consent which is found in the child's personal file, this medication can be given in an emergency. i.e. first time the allergy has happened or if temperatures become dangerously high, parents will be informed of this decision before any medication is given via telephone.
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

### **Transporting children to hospital procedures**

The nursery manager/staff member must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child, taking with them any relevant information such as registration forms, relevant medication sheets, medication, the nursery phone to keep in contact with parents and the nursery and the child's comforter

- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Immunisations

### Policy statement

At Conifers Day Nursery, we expect that children are vaccinated in accordance with the government's health policy and their age. We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children/staff/parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated, due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record, information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

### Staff vaccinations policy

It is the responsibility of all staff to ensure they keep up-to-date with their vaccinations, as recommended by the NHS vaccination schedule and keep the nursery informed.

If a member of staff is unsure as to whether they are up-to-date, then we recommend that they visit their GP or practice nurse for their own good health.

### Emergency information

We keep emergency information for every child and update it annually with regular reminders to parents in newsletters, at parents' evenings and a reminder notice on the Parent Information Board.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

### Infection control

EYFS: 3.44, 3.45, 3.46

#### Policy statement

At Conifers Day Nursery, we promote the good health of all children attending through maintaining high hygiene standards and reducing the chances of infection being spread. We follow the health protection in schools and other childcare facilities guidance which sets out when and how long children need to be excluded from settings, when treatment/medication is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from moving around the nursery. Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs, encourage independence if age appropriate
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Ask parents and visitors to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well
- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff members are also requested to stay at home if they are contagious.

In addition:

- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery

- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Sickness and illness**

EYFS: 3.44, 3.45, 3.46

### **Policy statement**

At Conifers Day Nursery, we promote the good health of all children attending. To help keep children healthy and minimise infection, we do not expect children to attend nursery if they are unwell. If a child is unwell it is in their best interest to be in a home environment with adults they know well rather than at nursery with their peers.

### **Our procedures**

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

- We follow the guidance given to us by health protection in schools and other childcare facilities and advice from our local area infection control unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles, and chicken pox, to protect other children in the nursery
- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time, we care for the child in a quiet, calm area using our paediatric first aid knowledge
- If a child has a temperature, they are kept cool by removing top clothing and sponging their head with a cool flannel but kept away from drafts.
- The child's temperature is taken using a thermometer which is kept in the first aid box
- If the child's temperature does not go down and is worryingly high, emergency temperature control medication with parental consent which can be found in the child's personal file, parents will be informed of this decision and will be required to sign a medication record once arrived.
- In extreme cases of emergency an ambulance is called for and the parent is informed
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify Ofsted as soon as possible and in all cases within 14 days of the incident where we have any child or staff member with food poisoning. We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection and make a record of this.
- We ask that children on antibiotics remain at home for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell)
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable
- Sometimes activities such as sand and water play and self-serve snacks where there is a risk of cross contaminations may be suspended during the duration of any outbreak.

**Please note:** That if a child is absent from the nursery, payments are still required as normal and children are not able to change days they attend nursery to make up for the days they have been absent.

### **Meningitis procedure**

If a parent informs the nursery that their child has meningitis, the nursery manager will contact the Infection Control (IC) Nurse for their area. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify any of the appropriate authorities including Ofsted if necessary.

### **HIV/AIDS/Hepatitis procedure**

HIV virus, like other viruses such as hepatitis A, B, and C, are spread through bodily fluids. Hygiene precautions for dealing with body fluids are the same for all children and adults. We:

- wear single use vinyl gloves and aprons when changing children's nappies, pants and clothing that are soiled with blood, urine, faeces, or vomit
- Bag soiled clothing for parents to take home for cleaning
- Clear spills of blood, urine, faeces, or vomit using mild disinfectant solution and paper towels. Any cloths used are disposed of.
- Clean any tables and other furniture, furnishings or toys affected by blood. Urine, Faeces, or vomit using disinfectant

We would like to know if a child is HIV positive or if they have AIDS or any other serious illness so that we can provide as much help as possible. This will be treated as privileged information and will be passed on only to those who need to know. We would also like to know if any immediate members of the family are HIV positive or are suffering from AIDS or any other major health problems so that we can offer our fullest support.

Any member of staff who is HIV/AIDS positive is required to make this known to the nursery manager. As is the case with all major illnesses, all colleagues will be advised so that due support can be given. Based on current advice, normal hygiene practice and precautions are deemed sufficient to afford appropriate protection to children and adults alike.

### **Nits and head lice**

We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair, if treatment is needed we recommend also treating all the family.

Nits and head lice are not an excludable condition, although in exception cases we may ask a parent/carer to keep the child away until infestation has cleared.

### **Transporting children to hospital procedure**

The nursery manager/staff member must:

- Call for an ambulance immediately if the sickness is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter and a nursery mobile to inform parents/carers and the nursery of what is happening
- Inform a member of the management team immediately
- Remain calm. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident, members of staff will be given time to calm down and speak to management about any support they feel they need.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

### **Sun and heat protection**

#### **Policy Statement**

At Conifers Day Nursery, we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Key persons will work with the parents of their key children to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine
- Children must have a clearly labelled sun hat which will be worn always whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date
- Parents are requested to consider what clothing is weather appropriate e.g. light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun by displays around the nursery and during times such as circle time
- Shade will be provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to.

#### **Vitamin D**

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles.

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin D from being out in the sun daily for short periods with their hands or other body parts uncovered. Sun cream will stop the ultraviolet B (UVB) rays from reaching your skin, so part of your body should be uncovered and not have sun cream on. At nursery we find the right balance to protecting children from sunburn as well as allowing the skin to access the sun for the vitamin D benefits, e.g. hands will be left without sun cream, but children will be fully monitored to ensure no hands are burnt.

The benefits will be discussed with parents and their wishes will be followed with regard to the amount of sun cream applied.

#### **Heat Exhaustion and Heat stroke**

We ensure that the weather conditions are considered when events are planned. Heat exhaustion and heat stroke are two potentially dangerous conditions, following prolonged exposure to high heat or direct

sun light, as well as prolongs physical exercise. Nursery staff members hold paediatric First Aid qualifications and are aware of the signs and symptoms of being unwell and identifying the potential cause.

**Heat Exhaustion-** This is where the body becomes very hot and water/salt is lost from the body. This leads to the symptoms below as well as feeling generally unwell.

**Heat Stroke-** This is where the body can no longer cool itself down and the person's body temperature becomes dangerously high. Sun stroke is caused when a person has prolonged exposure to direct sun light.

It is vital that heat exhaustion is spotted and treated as soon as possible, as this could lead to heat stroke and become dangerous. Heat stroke is less common but more serious. It can put strain on the brain, heart, lungs, liver and kidneys and can be life threatening

### **Procedures**

Prior to events taking place, where physical exercise is on the agenda i.e. sports days, staff will carry out a risk assessment to ensure that the event is well planned and potential risks identified with procedures in place for staff to follow. Management and senior staff ensure that all staff are aware of the risk assessment and all staff are responsible for the safety and welfare of the children, parents, students, volunteers, themselves, and others who are taking part in the event.

During events staff members must always remain alert to the physical changes in behaviour in others and ensure children are hydrated and cool as much as possible. Where the area becomes too hot, staff will ensure there is a break in activity where children are able to cool down and bodies are able to recover from physical activity.

Signs and symptoms of heat exhaustion and heat stroke can develop very quickly over a matter of minutes or more gradual, over several hours or days

### **Signs and symptoms are as follows:**

- Tiredness and weakness
- Feeling faint and dizzy
- A decrease in blood pressure
- A headache
- Muscle cramps
- Feeling and or being sick
- Heavy sweating
- Intense thirst
- A fast pulse
- Urinating much less or having extremely dark urine

If the above symptoms are left untreated, heat stroke can develop. These may include confusion, disorientation, seizures (fits) and loss of consciousness.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Adverse weather**

EYFS: 3.58

**Policy statement**

At Conifers Day Nursery, we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves. If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via text message and put an announcement on the nursery website.

Our nursery is an all-weather nursery, however we will not take children outdoors where we judge that weather conditions make it unsafe to do so.

**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. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will decide 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 follow our operational plan and provide care in another location.**

**Snowfall**

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day, we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other severe weather, we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored, we will contact Ofsted to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

Please note that unfortunately, in the rare occasion that the nursery is forced to close due to adverse weather, nursery fees are still required to be paid as normal.

**Heat wave**

Please refer to our sun and heat protection policy.

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 Date: January 2020  
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 Nursery manager Printed.....Nursery Deputy Manger Printed.....  
 Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Healthy work place**

### **Policy statement**

At Conifers Day Nursery, we are committed to providing a workplace which supports and encourages a healthy staff team through staff training, health and safety awareness and supervisions.

### **Dress code**

Staff must follow our dress code at all times. The dress code is detailed in your employee handbook and on display in the office

### **Staff breaks**

It is the responsibility of the nursery manager to ensure that all staff working five hours or more take a break of 20 minutes, 30 minutes or 60 minutes dependant on hours worked and ensuring that ratios are maintained.

Staff under 18 require a break of 30 minutes in circumstances where they work 4.5 hours a day. All breaks should be taken away from an employee's normal work area (where this is applicable).

### **Personal hygiene**

Staff must follow the personal hygiene code at all times and encourage children to adopt the same good personal hygiene code themselves.

All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses, messy play activities and after contact with animals.

After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

### **Cleaning**

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is an essential element of this practice. The nursery will be cleaned daily and regular checks will be made to the bathrooms. These will be cleaned at least daily (more if necessary i.e. at lunch time). The nappy changing facility will be cleaned after every use and potties will be cleaned out after every use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

### **Kitchen**

Staff are made aware of the basic food hygiene standards through appropriate training and this is reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after every use
- Oven to be cleaned out regularly and recorded
- Freezers to be cleaned out every three months and recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the manager/cook and last thing at night

- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets will have labelled with a day dot when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with anti-bacterial spray
- Only appropriate coloured kitchen cloths to be used (please follow the chart on the wall). These must be washed daily on a hot wash
- All plugs to be pulled out of their sockets at the end of each day and switches switched off where practicable (with the exception of the fridge and freezer)
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times.

### **Baby room**

- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37°C) and tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines, we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water and reheat
- Bottles and teats will be thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)
- Content of bottles will be disposed of after two hours
- A designated area is available for mothers who wish to breastfeed their babies or who wish to express milk
- Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- All dummies will be stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers will be washed out daily.

### **Nursery**

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Regular toy washing rotas must be established in all rooms and recorded. Toys should be washed with sanitising fluid
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Staff are requested to use the appropriate coloured mop for the task or area (see chart on wall) and mop heads should be washed in a separate wash at least weekly
- Face cloths should be washed on a hot wash after every use and not shared between children

- Chairs must be cleaned thoroughly after every use. Straps and reins must be washed weekly or as required
- Every child should have its own sleeping sheet which should be washed at the end of every week or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

**Staff rooms**

- It is the responsibility of every member of staff to ensure that their staff room is kept clean and tidy
- Fridges must be cleaned out weekly
- Microwave to be cleaned after every use
- Surfaces to be wiped down daily
- All implements used for lunch or break to be washed and tidied away.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

**Special consideration for employees**

**Policy Statement**

At Conifers Day Nursery, we recognise that certain employees such as young persons, new and expectant mothers and persons with a disability may require special consideration.

**Legal requirements**

The nursery follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. Our Health and Safety Policy has regard to any employees requiring special consideration at the commencement of employment and during the course of it. The following procedure is followed.

**Procedure**

The nursery manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the nursery or when their condition or disablement comes to light
- Carries out any risks assessments relating to the occupation of such workers
- Agrees with the worker any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance as long as its meets requirements
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

**Disabilities**

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

**Part-time and fixed-term work**

Part-time and fixed-term employees should be treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is justified.

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**Bereavement**

**Policy Statement**

At Conifers Day Nursery, we recognise that children and their families may experience grief and loss of close family members or friends or their family pets whilst with us in the nursery. We understand that this is not only a difficult time for families, but it may also be a confusing time for young children, especially if they have little or no understanding of why their parents are upset and why this person/pet is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and family preferences:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand any potential changes in behaviour of a child who may be grieving themselves
- The key person and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation
- The child may need extra support or one-to-one care during this difficult time. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty, where possible the child's key person
- We will be as flexible as possible to adapt the sessions the child and family may need during this time.

We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may also be rare occasions when the nursery team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

- The Samaritans:** [www.samaritans.org](http://www.samaritans.org) 116 123  
**Priory:** [www.priorygroup.com](http://www.priorygroup.com) 08452 PRIORY (08452 774679)  
**Child Bereavement UK:** [www.childbereavementuk.org](http://www.childbereavementuk.org) 01494 568 900  
**Cruse Bereavement Care:** <https://www.cruse.org.uk/> 0808 808 1677  
**British Association of Counselling:** [www.bacp.co.uk](http://www.bacp.co.uk) 01788 578328  
**SANDS:** [www.uk-sands.org](http://www.uk-sands.org)

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## **Grievance procedure**

### **Policy statement**

At Conifers Day Nursery, we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have a policy and procedures that set out our process.

### **Legal obligations**

Our obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website [www.acas.org.uk](http://www.acas.org.uk)

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25%, or reduced by 25% if the employee does not comply.

### **Objectives and guiding principles**

We recognise that an employee needs to feel that his or her grievance has been fully investigated and has received a fair hearing. The employee also needs to understand the reasons for the decision made by the manager who heard their grievance. The employee should then be given the opportunity to appeal against the decision. Their appeal should be submitted in writing and should be investigated and heard by someone more senior to the person who heard the initial grievance. The person allocated to hear the employee's appeal should be able to take a fresh and independent look at the issue. In our organisation, the individual's immediate manager deals with the grievance initially separately before being passed on to the owner of the nursery.

ACAS advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance.

Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

This procedure applies to all employees regardless of length of service.

Our nursery believes that all employees should be treated fairly and with respect. We encourage all employees to try to resolve any grievance with the individual concerned on an informal basis, as most grievances can be resolved quickly through discussion. Your line manager will assist you with this if you feel this is the best route for you.

If this does not resolve the problem you should initiate the formal process below.

### **Grievance process**

#### **Stage 1**

##### **Making your grievance**

- You should put your grievance in writing and forward it to your line manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your

grievance is unclear, you may be asked to clarify your complaint before any meeting takes place

- If your complaint relates to an issue with your line manager, the grievance may be sent to the nursery owner
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

## **Stage 2**

### **The grievance hearing**

The hearing will be held as soon as is reasonably possible following any investigations, and within five days working days of the receipt of your written complaint. It will be conducted by your line manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

You should ensure that you attend the meeting where possible. If you are unable to attend because of circumstances beyond your control, you should inform your line manager as soon as possible and a further meeting will be re-arranged as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

During the hearing you will be given the opportunity to explain your complaint. Your explanations should focus on the complaint and not on irrelevant issues. The manager conducting the hearing will inform you if they believe the key issues are not being focused on. They may also set a reasonable timeframe for the meeting; this will be determined by the nature and complexity of your complaint.

The hearing may be adjourned to allow further investigations to take place. Following the meeting, you will be informed in writing of the outcome within five working days, where reasonably practicable, and told of any action that the nursery proposes to take as a result of your complaint, if applicable. If it is anticipated that further investigation is required and therefore the outcome cannot be provided within this timeframe, we will inform you as to when you can expect to receive the outcome.

If you are dissatisfied with the outcome, you may make a formal appeal in writing to Hiren or Dimple Patel [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk) or 07833 333933 nursery owner, stating your full grounds of appeal, within five working days of the date on which the decision was sent or given to you.

## **Stage 3**

We will hold an appeal meeting within 14 working days of receiving the appeal, where reasonably practicable. This will be dealt with impartially by a more senior manager who has not previously been involved in the case. You will have the right to bring a companion, as explained above.

We will confirm our final decision in writing, usually within seven working days of the appeal hearing, where reasonably practicable. There is no further right of appeal.

### **Grievances linked to disciplinary matters**

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.



Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has been completed.

If a grievance has any bearing on the disciplinary proceedings, it will be dealt with as part of the disciplinary hearing or disciplinary appeal, as appropriate

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This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Disciplinary procedure**

### **Policy statement**

At Conifers Day Nursery, we follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedure that set out our process.

### **Legal obligations**

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website [www.acas.org.uk](http://www.acas.org.uk)

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

### **Objectives and guiding principles**

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action.

This procedure does not form part of any employee's contract of employment and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

The procedure applies to all employees regardless of length of service.

Minor conduct issues can often be resolved informally between the employee and their line manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against you).

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

### **Promotions**

At conifers day nursery, we encourage internal staff to go for promotions when new roles become available. When a staff member is appointed a new role, a new contract will be issued and the employee will be informed that they will be on a 6 month probationary period from the start date of their promotion. This is to trial the staff member in the role before offering them the job.

### **The procedure**

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential.

Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary they may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.

### **Stage 1: Investigation**

- We will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary hearing should be held
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against the employee. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents
- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances and if the employee wishes to be accompanied they should contact **Hiren/Dimple patel or Hannah Reid** [info@conifersdaynursery.co.uk](mailto:info@conifersdaynursery.co.uk) or **07833 333933** to discuss the reasons for their request
- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against them, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. They will be sent any copies of evidence which may be referred to in the hearing (e.g. witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings).

### **Suspension**

- If we believe that you may be guilty of misconduct, which we consider (at our absolute discretion) to be serious misconduct, where relationships have broken down, or where we have any grounds to consider that our property or responsibilities to other parties are at risk, or where we consider in our absolute discretion that your continued presence at the Company's premises would hinder an investigation, we will be entitled to suspend you on full pay
- Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened
- Any such period of suspension is not a punishment, nor considered as disciplinary action against you, nor does it imply that any decision has been taken about your case.

### **Stage 2: Invite to disciplinary hearing**

- We will hold the disciplinary meeting to discuss the allegations. The employee will have the right to bring a companion to the meeting and a companion may be a work colleague or trade union representative. The employee must inform us prior to the meeting who their chosen companion is. If their companion is unreasonable, for example, there may be a conflict of interest, we may require the employee to choose someone else
- If the employee or their companion is unable to attend the meeting the employee should inform us immediately and we will arrange an alternative time and date. The employee must make every effort to attend the meeting and failure to do so without good cause may be treated as misconduct in itself.

### Disciplinary hearing

- During the meeting we will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case
- We may adjourn the disciplinary meeting if we need to carry out further investigations and the employee will be given reasonable opportunity to consider new information
- The employee will be notified of the decision in writing, usually within **seven** working days of the hearing
- If the employee persistently fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal.

### Appeal

- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing and the letter should be sent to **Hiren Patel and Hannah Reid** within five working days from the date the decision was communicated to them
- The appeal meeting will be conducted impartially by a [more senior] manager or professional, where possible, who has not previously been involved in the case
- The employee will be able to bring a companion to the meeting and the companion may be a work colleague or trade union representative (as stated above)
- We may adjourn the appeal hearing if further investigations need to be carried out and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened
- We will inform the employee in writing of our final decision as soon as possible, usually within **five** working days of the appeal hearing.

There is no legal right to appeal beyond this stage.

### Disciplinary penalties

In the first instance, where less serious offences are concerned, we are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employee's personnel file with a time scale for improvement or to not re-offend.

[Note: the right to a verbal warning is not part of the ACAS code. Many employers use verbal warnings as a first stage but you may prefer to use a written warning as the first stage depending on the circumstances.]

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

### First written warning

A first written warning may be authorised by the nursery manager, deputy manager or owner. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record.

### **Final written warning**

A final written warning may be authorised by the Nursery Manager, deputy manager or owner. It will usually be appropriate for:

- a. misconduct where there is already an active written warning on the employee record,
- b. misconduct that we consider is sufficiently serious, to warrant a final written warning even though there are no active warnings on the employee record.

### **Dismissal**

Dismissal may be authorised by the Nursery Manager, deputy manager or owner. It will usually only be appropriate for:

- a) any misconduct during the employee probationary period;
  - b) further misconduct where there is an active final written warning on the employee record; or
  - c) any gross misconduct regardless of whether there are active warnings on the employee record.
- Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out below.

### **Levels of authority**

Nursery Managers (including officer in charge) have the authority to suspend an employee pending investigation. Only the officer in charge and higher management has the authority to dismiss an employee as set out above.

### **Gross misconduct**

In the case of gross misconduct, the nursery reserves the right to dismiss an employee without notice (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for so doing.

### **Duration of warnings**

Under normal circumstances warnings will be valid for the following time periods, although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issue:

- Verbal warning - six months
- First written warning - six months
- Final written warning - 12 months.

On expiry, warnings will be disregarded for future disciplinary purposes.

### **Alternatives to dismissal**

In some cases we may, at our discretion, consider alternatives to dismissal. These may be authorised by the Nursery Manager, deputy manager or owner and will usually be accompanied by a final written warning. Examples include:

- Demotion
- A period of suspension without pay
- Loss of seniority
- Loss of overtime.

### **Examples of gross misconduct**

Examples of what would constitute a gross misconduct offence include:

- Theft or the unauthorised possession of property belonging to the nursery, its employees or customers
- Assault on any employee or persons associated with the nursery

- Breach of confidentiality i.e. the divulging of confidential information relating to the nursery, its employees, or clients
- Dishonesty, including the use of any funds, expenses, or allowances for any other purpose than that for which they have been delegated by the nursery
- Being under the influence of drugs or alcohol whilst on duty
- Serious or persistent breaches of safety rules
- Fraud including falsification of work records and expense claims
- Signing/clocking in or out for another employee
- Physical assault or abuse towards a child e.g. hitting a child in chastisement or harsh disciplinary actions
- Discrimination/harassment in any way against a person
- Persistent failure to follow nursery documentary systems and procedures
- Unauthorised absence from work/unacceptable attendance levels
- Obscene language or other offensive behaviour
- Negligence in the performance of the employee duties.

Further behaviour that could constitute gross misconduct is not limited by the above list.

**Examples of misconduct**

Examples of what would constitute a misconduct offence include:

- Minor breaches of our policies including the Sickness Absence Policy, Mobile Phone, Smartwatches and Social Networking Policy, and Health and Safety Policy
- Minor breaches of the employee contract
- Damage to, or unauthorised use of, our property
- Poor timekeeping
- Time-wasting
- Refusal to follow instructions
- Excessive use of our telephones for personal calls
- Excessive personal email or internet usage
- Smoking in no smoking areas.

N.B. Some of the misconduct offences above may be dependent on the circumstances and having followed a detailed investigation, also be classed as gross misconduct offences.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

### **Equality and diversity**

EYFS: 1.6, 1.7, 2.3, 3.20, 3.27, 3.28, 3.67, 3.73

#### **Policy Statement**

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

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

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

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

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

- Recruiting, selecting, training and promoting individuals on the basis of occupational skill requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity

- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

### **Admissions/service provision**

The nursery is accessible to all children and families in the local community and further afield.

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

### **Recruitment**

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

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

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

At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

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

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

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

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

### **Staff**

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

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

### **Training**

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

### **Early learning framework**

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

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

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

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

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Dealing with discriminatory behaviour

EYFS: 3.1, 3.2, 3.52

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

### Types of discrimination

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

### Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

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

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

### Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults (depending on the nature of what is written)
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people pertaining to the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions

- Patronising words or actions.

### **Our procedures**

We tackle discrimination by:

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

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

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

If the behaviour shown by an individual is deemed to be radicalised, we will follow our procedure as detailed in our Safeguarding Policy in order to safeguard children and families concerned.

### **Nursery staff**

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in nursery.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour, and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## staff development and training

EYFS: 3.20 – 3.26

### Policy statement

At Conifers Day Nursery, we value our staff highly. We believe that personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. It underpins all aspects of positive interactions and activities planned for children.

In the interests of the nursery, the children, their families and the individual we give every staff member the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children. A comprehensive and targeted programme of professional development ensures practitioners are constantly improving their understanding and practice. High-quality professional supervision is provided, based on individual performance related targets, consistent and sharply focused observation and evaluations of the impact of staff's practice.

We ensure that majority of staff are qualified to Level 3 (or equivalent) or above in childcare and education or Early Years Educator. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. Where necessary, staff will be supported to achieve a suitable level 2 qualification in Maths and English (as defined by the Department for Education on the Early Years Qualifications List) for the completion of the Early Years Educator.

We strongly promote continuous professional development and all staff have individual training records and training plans to enhance their skills and expertise, which are based on discussions at supervision meetings and appraisal meetings.

To facilitate the development of staff we:

- Coach, mentor, lead and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through ongoing communication, involvement and a no blame culture to enhance nursery practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and empower staff
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and activity planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide regular in-house training relevant to the needs of the nursery
- Carry out regular supervision meetings with all staff. These provide opportunities for staff to discuss any issues particularly concerning children's development or well-being including child protection concerns, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Staff appraisals are carried out termly where objectives and action plans for staff are set out, while also identifying training needs according to their individual needs
- Develop a training plan that sets out the aims and intended outcomes of any training, addressing both the qualification and continuous professional development needs of the nursery and individual staff

- Carry out training need analyses for all individual staff, the team as a whole, and for the nursery every six months
- Promote a positive learning culture within the nursery
- Offer annual team building training
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff and assign a 'work buddy' to coach, mentor and support new staff
- Offer ongoing support and guidance
- Offer varied information sources including membership of local and national organisations, resources, publications and literature to all staff.
- Staff will fill out a training evaluation based on the training they have been to and then will feed back to members of the team in a staff meeting.

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This policy was adopted by: Conifers Day Nursery

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### **Staff supervisions**

EYFS: 3.21, 3.22

#### **Policy Statement**

At Conifers Day Nursery, we implement a system of supervision for all of our staff following their induction and probation period. Supervision is part of the nursery's overall performance management system and promotes a culture of mutual support, teamwork and continuous improvement. It encourages the confidential discussion of sensitive issues including the opportunity for staff and their managers to:

- Discuss any issues – particularly concerning children's development or well-being, including child protection concerns
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Develop their own skills in order to progress in their role
- Discuss any concerns relating to changes in personal circumstances that might affect an individual's ability/suitability to work with children.
- We also discuss any positives during the supervisions

The frequency of supervision meetings is termly or according to individual needs. A template agenda is used in all meetings to ensure consistency across the nursery. This clearly sets out who does what and the timeframe, i.e. what the manager is responsible for and what the practitioner needs to do.

There should always be something that a member of staff can discuss, e.g. a particular child's development, strengths or concerns. However, if there are times where staff may be struggling to identify areas to discuss in a supervision we will ask them to identify three things they have enjoyed about their job/done well since the last supervision and one thing they have least enjoyed/requires further improvement.

There may be times when supervision may be increased for members of the team as and when needed, i.e. if they have particular concerns about a child or if they are going through personal circumstances at home, for new starters, staff returning after long-term illness, on request from staff.

It is the responsibility of the manager to plan time to ensure that all staff have supervisions. At Conifers Day Nursery, supervisions are carried out by the Manager/Deputy manager. If for any reason a supervision is cancelled a new date will be rearranged within 7 days.

All members of staff responsible for carrying out supervisions are trained and supported prior to carrying these out.

Supervision meetings also offer regular opportunities for members of staff to raise any changes in their personal circumstances that may affect their suitability to work with children. This should include any incidents resulting in a reprimand, caution or prosecution by the police, any court orders or changes to their health.]. These changes are recorded as a declaration on the individual member of staff's supervision form and appropriate action is taken, where applicable, in line with the safeguarding/child protection and disciplinary procedure.

Staff have responsibility to ensure that they are available for supervision meetings and that the necessary paperwork is complete. Information shared in supervision sessions is confidential. The supervision process will be evaluated once/twice a year through staff feedback and is used as part of the overall performance monitoring system at the nursery.



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Nursery manager signature.....Nursery Deputy Manger Signature.....

### **Suitability of staff**

EYFS: 3.9-3.18, 3.20-3.26

#### **Policy Statement**

At Conifers Day Nursery, we are committed to ensuring that all staff, including students and volunteers are suitable to work with or be in regular contact with children. We have systems in place to ensure that this includes deciding about suitability, as part of the recruitment process and monitoring continued suitability, as part of regular staff or student supervision.

The nursery manager is responsible for ensuring that all staff and students have an enhanced check with the Disclosure and Barring Service (DBS), and that the results of such a check are assessed as part of a decision on suitability. Where possible staff will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort staff may work in the nursery before these checks are completed as long as they are supervised at all times by staff who already hold an enhanced check and the check has been applied for.

All nursery staff will be informed of any staff awaiting enhanced DBS clearance.

Staff awaiting these checks will **never**:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by staff holding an enhanced check
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Be involved in looking at a child's learning and development log, but can contribute to it
- Have access to children's personal details and records.

While adhering to the above list, we recognise that it is vital that the staff member awaiting an enhanced disclosure is made to feel part of the team and we support them in participating fully in every other aspect of the nursery day.

We recognise that the enhanced DBS disclosure is only one part of a suitability decision and nursery management will ensure every individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery. We act on any information that comes to our attention that suggests someone may no longer be suitable for their role.

All students will also receive an interview to ensure they are suitable for the nursery and an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised to ensure they receive the appropriate support, training, and information they may require.

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Staff Absence Management

### Policy statement

At Conifers Day Nursery, we encourage all our employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness. By implementing this policy, we aim to strike a reasonable balance between the pursuit of our business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

### Principles

We aim to provide a healthy working environment and demonstrate commitment to health, safety and the welfare of staff in order to maximise attendance.

Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

Staff are expected to sign In and out of the nursery with our electronic signing in and out machine. This helps us to monitor attendance.

### Exclusion periods for contagious illnesses

Working with children means that you are in contact with illnesses which can be highly contagious. We take the health of children and staff very seriously; therefore, if you have any contagious illness you must adhere to the same exclusion periods as children. This will ensure that you are able to recover appropriately, and that this illness is not passed on to other staff, children or parents. The manager will advise you of any exclusion times required (see the sickness and illness and infection control policies).

### Sickness absence reporting procedure

Reporting sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action.

1. On your first day of absence, you must:
  - Telephone the manager who is on the early shift before **7AM**
  - Give brief details of your illness and your expected length of absence.
  - Telephone and speak to someone yourself. Text message and emails are not an acceptable form of communication for this purpose.
  - Please contact the manager **BEFORE 7AM** to allow management to sort shifts
  - Please contact the nursery **before 3pm** if you are still not feeling well and unable to come in the next day
2. On returning to work you must complete a copy of a return to work form. This should be signed by nursery management and a conversation should be had to ensure the staff member is fit enough to return to work.
3. For absences of more than seven consecutive days, you must provide a sick note completed by a qualified medical practitioner for the period of absence.

During the return to work interview the following will be discussed:

- The reason for absence

- Whether adjustments to the role (on a temporary or more permanent basis) are required and what they are. These might include adjusted work patterns, start and finish times and changes of duties
- Future requirements and expectations, e.g. improved attendance
- The return to work interview should be recorded and signed by both the manager and employee and a copy attached to the employee's file.

Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager.

Throughout any stage of discussions on sickness absence, employees may be accompanied by a work colleague.

The abuse of sick leave and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedure.

### **Sickness/illness for your child**

In the unfortunate event that your child is sick, and this requires you to have a day absent from the nursery this will also be recorded. If this is the situation and you have overtime or annual leave days, you can use these to cover this day. If neither of these are an option because you have not accumulated the amount needed the day will be taken as unpaid.

### **Frequent and/or persistent short-term sickness absence**

Short-term absence may be short periods of one or two days occurring frequently.

Absence of this nature can be identified by one of the following indicators and should be classed as a trigger:

- Four self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year
- Patterns of absence over a period, e.g. an individual regularly taking Mondays or Fridays off
- Where an employee's attendance record is significantly worse than those of comparable employees, or absence problems have gone on for a considerable length of time.

### **Long-term sickness absence**

For the purposes of the policy, long-term sickness absence is defined by the nursery as absences lasting over one month.

Where absences have lasted over 10 working days or more, the manager should contact the member of staff concerned to obtain an initial assessment of the problem and to offer any further help or assistance.

At this point and where felt appropriate after further assessment of the problem, the manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting should:

- Seek to confirm the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the nursery's concern regarding their health and necessary absence from work
- Consider offering alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- Give consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these

- Advise the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the nursery to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or, following return to work, the attendance record does not improve, a subsequent meeting should be arranged. At this point, unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of capability or suitability to work with children might have to be considered, taking into account any medical information available.

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the nursery will:

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through occupational health
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health
- Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the Owner, Hiren/Dimple Patel, making sure the capability procedure has been exhausted.

### **Occupational health**

The nursery reserves the right to request employees to attend an appointment with an Occupational Health Advisor (e.g. consultant, GP) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, or where it is necessary to seek an expert medical opinion as to whether or not the employee can fulfil their job role or whether any reasonable adjustments should be made to the employee's role.

The nursery will seek to engage the services of an independent Occupational Health Advisor in situations where expert medical opinion is required and work with them to identify the best course of action in circumstances of sickness absence.

### **Access to medical records**

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners

- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee wishes to have access
- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the nursery requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sickness absence, staff are entitled to the support of and/or representation by a work colleague or recognised trade union representative.

### **Annual leave and sick pay**

Where an employee falls sick or is injured while on annual leave, the nursery will allow the employee to take sick leave and take the annual leave at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity must be fully certificated by a qualified medical practitioner
- The employee must contact the manager as soon as he/she knows that there will be a period of incapacity during the pre-planned annual leave in accordance with the Sickness Absence Reporting Procedure
- The employee must submit a written request no later than five days after returning to work setting out how much of the annual leave period was affected by sickness and the amount of leave that the employee wishes to take at another time
- Where the employee is overseas when he/she falls sick or is injured, evidence must be produced that the employee was sick by way of either a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.

Where the employee fulfils all of the above conditions, we will allow the employee the same amount of annual leave as the amount lost due to sickness or injury.

### **Sickness or injury shortly before a period of planned holiday**

If an employee is ill or is injured before the start of a period of planned annual leave, we will agree to the employee postponing the annual leave dates to another mutually agreed time. Any period of sickness absence will then be treated in accordance with the employer's normal policy on sickness absence.

The employee must submit a written request to postpone the planned annual leave and this must be accompanied by a letter from his/her doctor confirming that he/she is unfit to take the annual leave.

### **Replacement annual leave dates**

Where it is agreed that an employee can take replacement annual leave at a later time, the employee should nominate replacement annual leave dates as soon as possible, with the dates being subject to the agreement of the employee's line manager in the usual way.

Employees should endeavour to take any replacement annual leave within the same holiday year as the days lost as a result of sickness or injury. In the event that part or all of the annual leave is lost due to incapacity towards the end of the nursery's holiday year and there is insufficient time left during that year for the replacement annual leave to be taken, the employee will be permitted to carry over the

replacement annual leave to the next holiday year. However, this leave must be taken as early in the new holiday year as possible.

**Serious illness/injury of an employee’s immediate family**

This will be looked at on an individual basis and your manager will agree with you a reasonable period of paid leave time initially, with additional unpaid leave if a significant amount of time off is required. You need to also consider taking holiday/TOIL and working flexibly i.e. making adjustments to the length of the working day, changes in hours/days worked etc.

**Death of a member of an employee’s immediate family**

This leave applies on the death of an employee’s spouse, life partner, parent, brother, sister, grandparent, dependant or other relative for whom the employee has special responsibility or has had special ties.

Generally, the amount of time off required will be at the manager’s discretion, but it is advisable to either;

- 1 Set a defined amount of paid/unpaid time, or
- 2 Remove this in its entirety and deal with the request as holiday and/or under the emergency time off provisions of the **Employment Rights Act 1996 (s.57a)**

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

## Anti-bribery Policy

### Legislation

The Bribery Act 2010 creates a new offence which can be committed by an organisation which fails to prevent persons associated with them from committing bribery on its behalf but only if that person performs services for you in business. It is unlikely that the organisation will be liable for the actions of someone who simply supplies goods to you.

There is full defence if it can be shown that there are adequate procedures and risk assessments in place to prevent bribery.

At Conifers Day Nursery we have adopted this policy to ensure that we have adequate procedures in place that are proportionate to the bribery risks we face.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our dealings wherever we operate. We are also committed to implementing and enforcing effective systems to counter bribery.

### **What is a bribe?**

A bribe is a financial or other advantage offered or given:

- to anyone to persuade them to or reward them for performing their duties improperly or;
- to any public official with the intention of influencing the official in the performance of his/her duties.

### **Gifts and hospitality**

A 'gift' is defined as any item, cash, goods, or any service which is offered for personal benefit at a cost, or no cost, that is less than its commercial value.

You should consider the following if a gift is offered:

- Whether it is appropriate to accept it:
- Decline gifts unless to do so would cause serious embarrassment; and
- Discuss the position with the manager or owner if the gift clearly has a value in excess of £25

Parents may wish to thank nursery staff for looking after their children with Christmas gifts or gifts when the child leaves the nursery. This is perfectly understandable. Each staff member is reasonable for deciding if this gift is appropriate to accept and if it should be shared with the wider team. If in any doubt discuss this with the manager.

The nursery will not accept gifts from service providers. This may be deemed as a bribe to maintain a contract. The nursery will remain transparent and open at all times.

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This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Staff working with own children/ close relation**

**Policy statement**

At Conifers Day Nursery, we understand the potential stresses of staff returning to work after having a baby or working in the same environment as your child or a close relation. We wish to support all employees in this position and request the member of staff meet with the nursery manager and room leader, where appropriate, to discuss the needs of all parties.

We believe our staff should remain neutral and treat all children with the same regard. It is generally not appropriate for staff to care for their own children or those of a close relative whilst working in the nursery.

However, we recognise that this may not always be possible. We will also try to accommodate the wishes of any staff member with a child or close relative in the nursery and come to an agreement which suits us all. This agreement is based on the following principles:

- Where staff work in the same room as their child or close relation, there is an agreed set of guidelines between the nursery and the member of staff setting out the expectations of working with their child/close relation. These include a clear statement that during their time at nursery the child is in the care of the nursery and it is the nursery that retains responsibility for the child and their care
- Where this agreement is not working or is impacting on the care of the child or other children in the room, the manager and member of staff will reassess the situation
- Staff caring for another staff member’s child will treat them as they would any other parent/child. No special treatment will be offered to any child or parent who has connections with the nursery.

Where the manager assesses that the agreement is not working and/or there is an impact on the care of the children in the room because of the staff member’s relationship with their child or close relation:

- The manager will consider moving the staff member if possible and not the child. This will enable the child to be in the appropriate age/stage group and to continue to forge consistent relationships with other children in this group
- Where the staff member is in another room, there will be an agreement between the staff member, manager, and room leader about contact with the child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the room routine and the upset a visit may cause the child when their parent leaves the room again
- If there are staff shortages resulting in the movement of staff, the staff member will be placed in a different room to that of their child or close relation, wherever possible
- Where a staff member’s baby requires breastfeeding, the nursery will adapt the above guidelines to suit both the baby’s and mother’s needs. Cover will be provided during this time.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
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Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

**Volunteers**  
EYFS: 3.20, 3.29

**Policy statement**

At Conifers Day Nursery, we recognise the immense benefits that volunteers bring to the nursery. In return, we hope to give volunteers an opportunity to share their skills in a different environment and to undertake new experiences.

**Status of volunteers**

A volunteer is not an employee and will not have a contract of employment with the nursery. We will, however, insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency, safety and quality of care and early learning for the children. Volunteers will be supervised at all times.

**Training**

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection, , paediatric first aid (where applicable) and health and safety training. The purpose of this is to enable the volunteer to be supported and enhance their development in their voluntary role within our team.

**Policies and procedures**

Volunteers are expected to comply with all the nursery’s policies and procedures. The volunteer’s induction process will include an explanation of this.

**Confidentiality**

Volunteers should not disclose information about the nursery, staff, children, and families as stated in the confidentiality policy and should follow the nursery confidentiality procedure at all times.

**Volunteer’s induction pack**

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of the volunteering policy
- A confidentiality statement which will require reading, signing, and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures.

**Volunteer support**

The nursery has a designated officer who will take the volunteer through their induction and support and advise them throughout their time in the nursery. Our designated officer for volunteers is Hannah Reid or Sheri Devlin Wilson

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This policy was adopted by:	Conifers Day Nursery
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Nursery manager signature.....	Nursery Deputy Manger Signature.....

### Young worker

EYFS: 3.4-3.18, 3.20, 3.29

#### Policy statement

At conifers day nursery, we support young workers and apprentices as we foster and shape the workforce of the future. We recognise that qualifications and training make an important contribution to the quality of the care and education we provide. As part of our commitment to quality, we offer placements to students undertaking early years qualifications and training. We also offer placements for school pupils on work experience.

The EYFS (2017) sets out the requirements for young people working in a setting and we will adhere to these requirements at all times.

All apprentices/students must have a full DBS clearance and will be given a full induction to the nursery where they will be informed of who the safeguarding leads are

Apprentices/students aged 16 and over who are attending our setting on a long term placement and undertaking early education training, will be monitored and assessed to determine their competence levels. If we believe that they are demonstrating the high levels of competence and responsibility we expect from our staff then we may consider including them in our staff ratios.

Student undertaking qualifications courses at our setting on a short term basis are not counted in ratios

Any young person in the setting under the age of 18 is considered a child by law, therefore should not be left alone with any children in the setting. We will provide each young person with a mentor/buddy within the setting that can support their well-being and we will be vigilant towards their safety and well-being. Any safeguarding concerns will be dealt with according to our safeguarding policies procedures.

Within our nursery we expect our young staff to:

- Read, understand and adhere to all policies
- Take part in our ongoing staff suitability procedures. Declare any reasons why their suitability to work with children may change during their placement
- Share any safeguarding concerns they may have with their buddy/mentor or the safeguarding officer
- Maintain a high standard of work, behaviour, appearance and attendance whilst with the nursery
- Undertake a full induction conducted by the nursery
- Access training as required by the management
- If studying whilst with the setting, undertake all tasks required by the tutor to keep up to date with the course. If your coursework falls behind at any point your placement in the setting will be at risk
- Ensure that the nursery environment is safe and secure for all children at all times and report any issues as they arise
- Help with the day to day running of the nursery by undertaking tasks as determined by the supervisors and management
- Take part in staff meetings and all staff training as required by the nursery.
- Be professional and pleasant when talking to parents/carers

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date: January 2020

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

### **Safe recruitment of staff**

EYFS: 3.9 – 3.20, 3.29

#### **Policy statement**

At Conifers Day Nursery, we are vigilant in our recruitment procedures aiming to ensure all people working with children are suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

#### **Legal requirements**

- We abide by all legal requirements relating to safe recruitment set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations
- We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the child protection/safeguarding policy for further information.

#### **Advertising**

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced DBS check and at least two independent references for every new employee. We also include the requirement for an additional criminal records check (or checks if more than one country) for anyone who has lived or worked abroad.

#### **Interview stage**

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- We work towards offering quality of opportunity by using non-discriminatory procedures for staff recruitment and selection
- We welcome applications from all sections of the community.
- All shortlisted candidates will receive a job description.
- The manager will decide the most appropriate people for the interview panel. There will be at least two people involved and both are involved in the overall decision making
- At the start of each interview all candidates' identities will be checked using, for example, their passport and/or photo card driving licence. All candidates will be required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care
- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a particular age group in the nursery interacting with the children, staff and where appropriate parents

- The manager and deputy will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery
- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

### **Starting work**

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files
- Prior to employment staff are offered a health check questionnaire will be given to the employee. Staff are asked if they feel they are medically and physically fit to work at the nursery regularly. The nursery reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role. Please see the absence management policy for more details about how the nursery manages health problems including access to medical records
- All new starters, other than those who have registered for the continuous updating service (see below), will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back clear. Further to this, the new starter will not be allowed to take photographs of any child, look at their learning and development log or change the nappy of any child without an up-to-date enhanced DBS check (whether supervised or not)
- An additional criminals records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad
- The nursery will record and retain details about the individual including staff qualifications, identity checks carried out and the vetting process completed. This will include the disclosure and barring service reference number, the date the disclosure was obtained and details of who obtained it. The nursery will not retain copies of the disclosure itself once the employment decision is taken
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion taking into account the following:
  - seriousness of the offence or other information
  - accuracy of the person's self-disclosure on the application form
  - nature of the appointment including levels of supervision
  - age of the individual at the time of the offence or other information
  - the length of time that has elapsed since the offence or other information
  - relevance of the offence or information to working or being in regular contact with children.
- If the individual has registered on the DBS system since 17 July 2013, managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign (either application form, contract or separate form) to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children. All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a 'mentor/ buddy' who will introduce them to the way in which the nursery operates

- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children/Child Protection policy and procedure, emergency evacuation procedures, equality policy and health and safety issues
- The new member of staff will have regular meetings with the manager and their mentor during their induction period to discuss their progress.

**Ongoing support and checks**

- All members of staff will update a health declaration on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions/review meetings. Management may require this more regularly where health circumstances change. There are more details about how the nursery deals with any health problems in the absence management policy
- The nursery manager and owner will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. Please see the Disciplinary Policy for further details
- Every member of staff will have at least two meetings a year with the manager: a formal appraisal and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as evaluate and discuss their performance in the previous six months
- The manager, deputy and room leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback
- The nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

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This policy was adopted by:  
Date:

Conifers Day Nursery  
January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Human resources personnel**

EYFS: 3.9 – 3.13

**Policy statement**

At Conifers day nursery, we aim to have a high quality staff team that act at all times in the best interests of children’s safety and welfare. To achieve this we have a range of policies to support the recruitment, development and retention of staff.

The nursery’s policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development
- The requirements of the Early Years Foundation Stage
- The needs of the children, including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential
- Equal pay for work of equal value
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- A full job description is given to every member of staff
- All interviews will follow our recruitment procedures to ensure safe and fair and non-discriminatory recruitment occurs
- The provision of a statement of terms and conditions and contract for every member of staff in employment (contract to be received by new employee within two months of commencement of employment)
- Prior to commencement of employment, the successful applicant shall be provided with an offer letter (conditional on an enhanced Disclosure and Barring Service (DBS) clearance) with the induction procedure and any details of other information relevant for their first day of work
- New members of staff will be provided with copies of all the policies and procedures and we will ensure their understanding and adherence to these over an induction period
- Discrimination or harassment of any member of staff relating to sex, race, sexual orientation, gender, gender reassignment, age, religion or belief and disability will not be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the nursery.

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This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Conflict between parents/carers and staff**

**Policy statement**

At Conifers Day Nursery, we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising

In the unlikely event that a parent starts to act in an aggressive or abusive way at the nursery, our policy is to:

- Direct the parent away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Act in a calm and professional way, ask the parent to calm down and make it clear that we do not tolerate aggressive or abusive language or behaviour
- Contact the police if the behaviour escalates
- Once the parent calms down, the member of staff will then listen to their concerns and respond appropriately
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience, and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

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This policy was adopted by: Conifers Day Nursery  
Date: January 2020

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Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Complaints and complements**

EYFS: 3.74, 3.75

### **Policy Statement**

At Conifers Day Nursery, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Parents will also be provided with opportunities to share their opinions regularly through questionnaires, parent's evenings and parent committee meetings. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's senior member of staff/room leader. Most complaints can be resolved amicably and informally at this stage

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns to the nursery managers.

#### **Stage 3**

If the issue is still not resolved following a meeting with management parents/carers are asked to bring the complaint in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS and report back to the parent within **28 days**. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

#### **Stage 5**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member/nursery owner to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

**Stage 6**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

**Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

**By post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

## Health and safety

EYFS: 3.25, 3.28, 3.29, 3.30, 3.44, 3.45, 3.46, 3.47, 3.50, 3.51, 3.54, 3.55, 3.56, 3.57, 3.63, 3.64, 3.65, 3.66

### Policy statement

At Conifers day nursery, we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

### Legal framework

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including:

- The requirements of the Statutory Framework for the Early Years Foundation Stage (EYFS) 2017
- The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control Of Substances Hazardous to Health Regulation (COSHH)
- Any guidance provided by Public Health England, the local health protection unit, the local authority environmental health department, fire authority or the Health and Safety Executive.

### Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working practices amongst staff and children
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery with safe entry and exit routes
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth, including undertaking appropriate risk assessments
- Maintain a safe environment for those with special educational needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate response by the management.

We believe the risks in the nursery environment are low and we will maintain the maximum protection for children, staff and parents. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times
- Daily risk assessments are carried out of all rooms and recorded
- Health and safety posters are displayed in the nursery office
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Have the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic changing facilities
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Wear protective clothing when cooking or serving food
- Prohibit certain foods that may relate to children's allergies, e.g. peanuts are not allowed in the nursery
- We follow the EU Food Information for Food Consumers Regulations (EU FIC). These rules are enforced in the UK by the Food Information Regulations 2014 (FIR). We identify the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed
- Follow the allergies and allergic reactions policy for children who have allergies
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provide appropriately stocked first aid boxes and check their contents regularly
- Ensure children are supervised at all times
- Ensure no student or volunteer is left unsupervised at any time
- Ensure staff paediatric first aid certificates are on display (or made available to parents).

### **Responsibilities**

The designated Health and Safety Officer in the nursery is **Hiren Patel supported by Hannah Reid**

The employer has overall and final responsibility for this policy being carried out at:

**Conifers Day Nursery**

**Dorothy parkes centre  
Church road  
Smethwick  
B67 6EH**

The nursery manager/deputy nursery manager will be responsible in his/her absence.

All employees have the responsibility to cooperate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures).

Whenever a member of staff notices a health or safety problem which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the \*senior member of staff in the area/\*deputy manager/\*manager.

Daily contact, monthly staff meetings and health and safety meetings provide consultation between management and employees. This will include health and safety matters.

### **Health and safety training**

Person responsible for monitoring staff training is **Hannah Reid**

Health and safety is covered in all induction training for new staff.

#### **Training table:**

<b>Area</b>	<b>Training required</b>	<b>Who</b>
Paediatric First aid	Course/ external agency	All staff
Dealing with blood	In house training/course	All staff
Safeguarding/Child protection	In house training/course	All staff
Care of babies	In house training/course	Half of the staff working with under 2's
Risk assessment	In house training/course	All staff
Fire safety procedures	In house training	All staff
Use of fire extinguisher	In house training/course	All staff where possible
Food hygiene	In house training/course	All staff
Allergy awareness	In house training/course	All staff
Manual handling	In house training/course	All staff
Stress awareness and management	In house training/course	All staff
Changing of nappies	In house training	All staff
Fire warden duties	External course	Fire Warden

Medication requiring technical or medical knowledge e.g. Epi Pen	External course	As required
SENCO	External course	SENCO
Supervision and appraisal	External course	Manager and deputy

At present, at least one member of staff on duty MUST hold a full paediatric First Aid certificate in the nursery and when on outings. In addition to this, all newly qualified entrants to the early years workforce who have completed a level 2 and/or level 3 qualification on or after 30 June 2016, must also have either a full PFA or an emergency PFA certificate within three months of starting work in order to be included in the required staff: child ratios at level 2 or level 3 in an early years setting

All trained first aiders must be listed in the first aid policy and displayed in the nursery.

### **Health and safety arrangements**

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- These are reviewed at regular intervals and when arrangements change
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our outings policy
- All equipment, rooms and outdoor areas will be checked thoroughly by staff before children access them or the area. These checks will be recorded and initialled by the staff responsible. Unsafe areas will be made safe/removed from the area by this member of staff to promote the safety of children. If this cannot be achieved the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water
- The nursery will adhere to the Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- We review accident and incident records to identify any patterns/hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents will receive these updates, as with all policy changes, as and when they happen
- Staff and parents are able to contribute to any policy through the suggestion scheme and during the regular meetings held at nursery.

### **Windows**

- Low level windows are marked with a stamp that indicates they are made from materials that prevent accidental breakage

- We ensure that windows are protected from accidental breakages or vandalism from people outside the building by ensuring there is a safe distance between windows and public areas.
- We ensure that any blind cords are secured safely and do not pose a strangulation risk for young children

**Electrical/ Gas**

- Electrical items are PAT tested by a registered electrician
- All electrical/gas equipment conforms to safety requirements and is checked regularly by the (Dorothy Parkes centre) DPC
- We have under floor heating in DPC nursery and a regular boiler in the expansion house which is regularly checked and maintained
- There are sufficient sockets in our setting to prevent overloading
- We switch electrical devices off from the plug when not in use
- We ensure the hot water temperature is controlled to prevent scalds
- Lighting and ventilation is adequate in all areas of our setting
- Our electrical and boiler cupboard are not accessible to the children

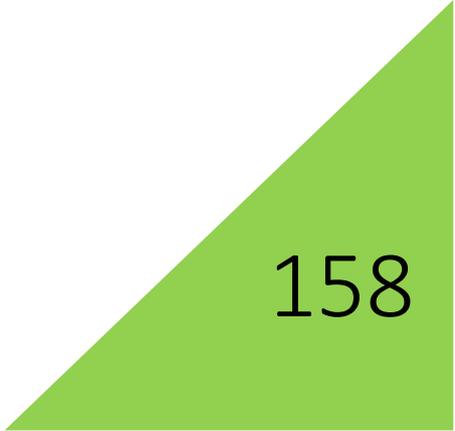
**Outdoor area**

- Our outdoor area is securely fenced. All gates and fences are childproof and safe
- Our outdoor area is checked daily for safety and cleared of any rubbish, animal droppings and any other unsafe items before it is used by the children
- All equipment is covered or stored away after use to prevent collection of rainwater
- The outdoor sandpit is covered when not in use and cleaned regularly
- We ensure children wear suitable clothing for the weather condition and type of outdoor activities
- We supervise outdoor activities at all times and staff are always vigilant

The policy is kept up to date and reviewed especially when the nursery changes in nature and size. It is revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....



## Health and Safety in the Office

### Policy statement

At Conifers Day Nursery, we take the welfare of our employees seriously and put safeguards in place to help protect the health and safety of all employees. This includes any staff who are required to undertake office duties as part of their role including sitting at a computer.

We carry out risk assessments to assess any health and safety risks to employees carrying out office duties and provide appropriate equipment for their role.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eyestrain
- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- Good lumbar support from the office seating
- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing.

If an employee requires additional support, please let the manager know as soon as possible.

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This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature

## Outdoor play

### Policy statement

At Conifers Day Nursery, we are an all-weather nursery and we are committed to the importance of daily outdoor play and the physical development of all children regardless of their age and stage of development. We provide outdoor play in all weathers. Where possible and appropriate, we make outdoor activities accessible to children with learning difficulties and disabilities to ensure inclusive use of the outdoor area.

We recognise that children need regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively. We also refer to The Chief Medical Office guidance on physical activity. Children are given time slots on a daily basis where they can explore the outdoors. Our pre-school has periods throughout the day where there becomes a free flow between the nursery garden and indoors. This gives our pre-school the independence and opportunities to make a choice as to where they would like to do their activities.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of experiences and resources which help children to develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We ensure all areas are safe and secure through close supervision and the use of robust risk assessments and safety checks. Where possible and appropriate, we plan and encourage play that helps children understand and manage risks. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively. We also ensure all children are suitably dressed for the type of weather they will be playing in.

We obtain parental permission before any child leaves the nursery during the day. This includes short outings into the local community. There is more information in the outings policy.

We plan all outdoor play opportunities and outings to complement the indoor activities and provide children with purposeful activities that support and follow individual children's interests. There is a balance of both adult-led and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours.

### Outdoors and Asthma

We understand that in some cases certain types of weather can have an impact on different types of asthma. If a child suffers with asthma and has an inhaler on site, a long-term healthcare plan will be put in place and regularly reviewed termly. If there is a specific requirement that will prevent a child from having an asthma attack, the nursery will require written medical advice on how best to avoid the situation. The nursery will then follow the advice given and put plans in places to ensure the welfare and safety of the child is a priority.

Where activities take place away from the setting (e.g. in the local wood) then a mobile phone and first aid kit will be taken to ensure the safety of children at all times. A trained paediatric first aider will be present when away from the main setting.  
car

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and Safety

- Sun Care
- Caring for Babies and Toddlers
- Lost Child Policy
- Parents and Carers as Partners
- Supervision of Children
- Safeguarding and Child Protection
- Outings.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Equipment and resources**

EYFS: 3.54, 3.64

**Policy statement**

At Conifers Day Nursery, we believe that high-quality care and early learning is promoted by providing children with safe, clean, stimulating, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the nursery, including in our outdoor areas, we will:

- Provide play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)
- Provide a sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children’s individual needs and interests
- Provide resources which promote all areas of children's learning and development
- Select books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and do not stereotype
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- Store and display resources and equipment where all children can independently choose and select them
- Check all resources and equipment before first use to identify any potential risks and again regularly at the beginning of every session and when they are put away at the end of every session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- Keep an inventory of resources and equipment. This records the date on which each item was purchased and the price paid for it
- Evaluate the effectiveness of the resources including the children’s opinions and interests
- Encourage children to respect the equipment and resources and tidy these away when play has finished. This is into a designated place via the use of silhouettes or pictures the children can match the resource to

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Fire and emergency evacuation

EYFS: 3.54, 3.55, 3.56

### Please note:

Fire evacuation point:- rear of nursery garden on the car park

Evacuation locations should we need them in the case of a serious incident are:

-The Old Church Smethwick – located opposite the nursery entrance

-Uplands Primary school

-Thimblemill Library

### Policy statement

At Conifers Day Nursery, we make sure the nursery is a safe environment for children, parents, staff and visitors through our fire safety policy and procedures.

Hiren and Dimple Patel and Hannah Reid work alongside the Dorothy Parkes Centre to ensure the nursery premises are compliant with fire safety regulations, including following any major changes or alterations to the premises and seeks advice from the local fire safety officer as necessary.

The Nursery manger and Centre manager has overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the re rsals.

The manager has received training in fire safety and will carry out a fire risk assessment-

Our fire safety risk assessment focuses on the following

- Electrical plugs, wires and sockets
- Electrical items
- Gas boilers
- Cookers
- matches
- Flammable materials
- Flammable chemicals
- Means of escape
- Anything else identified

We are a rent premises, and we will ensure we have a copy of the fire safety risk assessment that applies to the building and that we contribute to regular reviews

The manager and centre fire marshal checks fire detection and control equipment and fire exits in line with the timescales in the checklist below.

### Fire checklist

	Who checks	How often
Escape route/fire exits (all fire exits must be clearly identifiable)	Manager / senior staff member on shift	Daily

Fire extinguishers and blankets	Dorothy Parkes centre	Monthly
Evacuation pack	Manager / senior staff member on shift	Daily
Smoke/heat alarms	Dorothy Parkes centre	Monthly
Fire alarms	Dorothy Parkes centre	Monthly
Fire doors closed, in good repair, doors free of obstruction and easily opened from the inside	Manager / senior staff member on shift	Daily

### **Registration**

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the visitor's book. These records must be taken out along with the register and emergency contacts list in the event of a fire.

### **No smoking policy**

The nursery operates a strict no smoking policy – please see this separate policy for details.

### **Fire drill /emergency procedure**

On discovering a fire:

- Calmly raise the alarm by breaking the alarm glass
- Immediately evacuate the building under guidance from the manager on duty/ fire marshal
- Using the nearest accessible exit lead the children out, assemble at the rear car park of the nursery garden
- Close all doors behind you wherever possible
- Staff must support children on the stairs, no running, staff must also ensure the car park is secure and gates are shut and monitored throughout the evacuation time
- Wait for emergency services and report any unaccounted persons to the fire service/police.

If you are unable to evacuate safely:

- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the manager of your location and the identity of the children and other adults with you.

The manager/fire marshal/Shift leader is to:

- Pick up the children's register, staff register, mobile phone, walkie talkies, visitor book and fire bag/evacuation pack, (nappies, wipes and blankets)
- Telephone emergency services: dial 999 and ask for the fire service
- **In the fire assembly point area – car park located at the rear of the nursery garden**, check the children against the register
- Account for all adults: staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.
- Time how long it took for the evacuation to happen by taking stop watch

**Remember**

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## **Risk Assessments**

### **Policy statement**

At Conifers Day Nursery, we promote the safety of children, parents, staff and visitors by reviewing and reducing any risks.

### **Risk assessments**

Risk assessments document the hazards/aspects of the environment that needs to be checked on a regular basis, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

The nursery carries out written risk assessments regularly (at least annually). These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance. All outings away from the nursery are individually risk assessed and adequately staffed with paediatric first aid trained practitioners. For more details refer to the visits and outings policy.

This policy is based on the five steps below:

1. identification of risk: where is it and what is it?
2. Who is at risk: staff, children, parents, cooks, cleaners etc
3. Assessment as to whether the level of risk is high medium low. This takes into account both the likelihood of it happened as well as the possible impact if it did
4. Control measures to reduce/eliminate risk: what will you need to do, or ensure others will do, in order to reduce that risk?
5. Monitoring and review: How do you know if what you have said is working, or is thorough enough? If it is not working, it will need to be amended, or maybe there is a better solution

### **Procedures**

- Management undertake training and ensure staff and volunteers have adequate training in health and safety matters
- The risk assessment is written and reviewed regularly
- We maintain lists of health and safety issues, which are checked daily before the nursery opens for sessions, as well as those that are checked on a termly basis when a full risk assessment is carried out.
- Electricity and gas safety checks are carried out annually along with the DPC checks and records are kept
- Risk assessments that are carried out include relevant aspects of fire and food safety for all areas of premises

### **Risk assessments are carried out for**

- changing children
- room areas
- Preparation and serving food/drink
- Children with allergies
- Cooking activities with children

- Supervising outdoor play and indoor climbing equipment
- Sleep time
- Assessment, use and storage of equipment for disabled children
- The use and storage of substances which may be hazardous to health, such as cleaning chemicals
- Visitors to the setting who are bringing equipment or animals as part of children's learning experiences
- And following any incidents involving threats against staff or volunteers

**Off site activities also require a risk assessment.**

Activities include:

- Children's outing
- Forrest schools
- Home visits
- Other off site duties such as attending meetings and banking etc

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This policy was adopted by:

Conifers Day Nursery

Date:

January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Special educational needs and disabilities**  
**SEND**

This policy has been created with regard to:

- The SEND Code Of Practice 2015
- Children and Families Act 2014 (Part 3)
- Equality Act 2010
- Working Together to Safeguard Children (2018)
- EYFS

**Special Educational Needs and Disability (SEND) code of practice.**

The nursery has regard to the statutory guidance set out in the Special Educational Needs and Disability code of practice (DfE 2015) to identify, assess and make provision for children's special educational needs.

At Conifers Day Nursery, we use the SEND Code of Practice (2015) definition of Special Educational Needs and Disability:

A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.

A child of compulsory school age or a young person has a learning difficulty or disability if he or she:

- has a significantly greater difficulty in learning than the majority of others of the same age, or
- has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

**Policy Statement**

At Conifers Day Nursery, we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs.

We are committed to working in partnership with parents in order to meet their child's individual needs and develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

The nursery will undertake a Progress Check of all children at age two in accordance with the Code of Practice. The early years provider will also undertake an assessment at the end of the Early Years Foundation Stage (in the final term of the year in which a child turns five) to prepare an EYFS Profile of the child

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs; any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

### **Aims**

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice on the identification and assessment of any needs not being met by the universal service provided by the nursery
- Ensure that all children are treated as individuals/equals and are supported to take part in every aspect of the nursery day according to their individual needs and abilities
- Include all children and their families in our provision
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn at an accelerated pace e.g. gifted and talented children are also supported
- Encourage children to value and respect others
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs and Disabilities Co-ordinator (SENCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs and Disabilities (SEND) and the SEND Code of Practice
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Identify the specific needs of children with special educational needs and/or disabilities and meet those needs through a range of strategies
- Ensure that children who learn quicker, e.g. gifted and talented children are also supported
- Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the education, health and care authorities, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Encourage children to value and respect others

- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

Our nursery Special Education Needs and Disabilities Co-ordinator (SENCO) is **Sheri Devlin-Wilson, deputy manager who is also supported by Hannah Reid Nursery Manager**

The role of the SENCO In our setting includes:

- ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- advising and supporting colleagues
- ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- liaising with professionals or agencies beyond the setting
- taking the lead in implementing the graduated approach and supporting colleagues through each stage of the process.

She/he works closely with the child's key worker and all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs practice and policy of the nursery, always making sure plans and records are shared with parents.

### Methods

We will:

- Designate a named member of staff to be the SENCO and share their name with parents
- Have high aspirations for all children and support them to achieve to their full potential
- Develop respectful partnerships with parents and families
- Ensure parents are involved at all stages of the assessment, planning, provision and review of their child's care and education and where possible include the thoughts and feelings voiced by the child
- Signpost parents and families to our Local Offer in order to access local support and services
- Undertake formal Progress Checks and Assessments of all children in accordance with the SEND Code of Practice January 2015
- Provide a statement showing how we provide for children with special educational needs and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with SEN and/or disabilities is the responsibility of all members of staff in the nursery through training and professional discussions
- Set out in our inclusive admissions practice on how we meet equality of access and opportunity
- Make reasonable adjustments to our physical environment to ensure it is, as far as possible suitable for children and adults with disabilities using the facilities
- Provide a broad, balanced, aspirational early learning environment for all children with SEN and/or disabilities and differentiated activities to meet all individual needs and abilities
- Liaise with other professionals involved with children with special educational needs and/or disabilities and their families, including transition arrangements to other settings and schools. (See our transitions policy).
- Use the graduated response system to assess, plan, do and review to ensure early identification of any SEND
- Ensure that children with special educational needs and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Review children's progress and support plans every 4 weeks, work with parents to agree on further support plans

- Provide privacy of children with special educational needs and/or disabilities when intimate care is being provided
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. additional support reviews, Education and Healthcare (EHC) plans, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages

Monitor and review our policy and procedures annually

### **Effective assessment of the need for early help**

Local agencies should work together to put processes in place for the effective assessment of the needs of individual children who may benefit from early help services.

Children and families may need support from a wide range of local agencies.

Where a child and family would benefit from coordinated support from more than one agency (e.g. education, health, housing, police) there should be an inter-agency assessment. These early help assessments, should identify what help the child and family require to prevent needs escalating to a point where intervention would be needed via a statutory assessment under the Children and young persons act Act 1989.

The early help assessment should be undertaken by a lead professional who should provide support to the child and family, act as an advocate on their behalf and coordinate the delivery of support services. The lead professional role could be undertaken by a General Practitioner (GP), family support worker, teacher, health visitor and/or special educational needs coordinator. Decisions about who should be the lead professional should be taken on a case by case basis and should be informed by the child and their family.

### **For an early help assessment to be effective:**

- the assessment should be undertaken with the agreement of the child and their parents or carers. It should involve the child and family as well as all the professionals who are working with them;
- a teacher, GP, health visitor, early years' worker or other professional should be able to discuss concerns they may have about a child and family with a social worker in the local authority. Local authority children's social care should set out the process for how this will happen; and
- if parents and/or the child do not consent to an early help assessment, then the lead professional should make a judgement as to whether, without help, the needs of the child will escalate. If so, a referral into local authority children's social care may be necessary via the single point of contact by secure email to [access\\_team@sandwell.gcsx.gov.uk](mailto:access_team@sandwell.gcsx.gov.uk).

If at any time it is considered that the child may be a child in need as defined in the Children and young persons Act 2008, or that the child has suffered significant harm, or is likely to do so, a referral should be made immediately to local authority children's social care. This referral can be made by any professional. Working together to safeguard children 2018

### **Graduated Approach**

We follow the SEND Code of Practice (2015) recommendation that, in addition to the formal checks above, nurseries should adopt a graduated approach to assessment and planning, led and coordinated by a SENCO. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs or disability

This graduated approach will be led and coordinated by the SENCO and appropriate records will be kept according to the Code of Practice.

### **Assess**

In identifying a child as needing SEN support, the key person, working with the SENCO and the child's parents, will carry out an analysis of the child's needs. This initial assessment will be reviewed regularly to ensure that support is matched to need. Where there is little or no improvement in the child's progress, more specialist assessment may be called for from specialist teachers or from health, social services or other agencies beyond the setting. Where professionals are not already working with the setting, the SENCO will contact them, with the parents' agreement.

### **Plan**

Where it is decided to provide SEN support, and having formally notified the parents, the key person and the SENCO, in consultation with the parent, will agree the outcomes they are seeking, the interventions and support to be put in place, the expected impact on progress, development or behaviour, and a clear date for review. Plans will take into account the views of the child.

The support and intervention provided will be selected to meet the outcomes identified for the child, based on reliable evidence of effectiveness, and provided by practitioners with relevant skills and knowledge. Any related staff development needs should be identified and addressed. Parents will be involved in planning support and, where appropriate, in reinforcing the provision or contributing to progress at home.

### **Do**

The child's key person will be responsible for working with the child on a daily basis. With support from the SENCO, they will oversee the implementation of the intervention agreed as part of SEN support. The SENCO will support the key person in assessing the child's response to the action taken, in problem solving and advising on the effective implementation of support.

### **Review**

The effectiveness of the support and its impact on the child's progress will be reviewed in line with the agreed date. The impact and quality of the support will be evaluated by the key person and the SENCO in full consultation with the child's parents and taking into account the child's views. Information will be shared with parents about the impact of the support provided.

Assess - The key person works with the setting SENCO and the child's parents and brings together all the information, then analyses the child's needs.

Plan - The key person and the SENCO will agree, in consultation with the parent, the outcomes they are seeking for the child, the interventions and support to be put in place, the expected impact on progress, development and behaviour and finally a date for review.

Do - The child's key person implements the agreed interventions or programmes

Review - On the agreed date, the key person and SENCO working with the child's parents, and taking into account the child's views, will review the effectiveness of the support and the impact of the support on the child's progress. They will then evaluate the impact and quality of support on the child.

### **Education and Health Plan (EHC)**

Some children and young people may require an EHC needs assessment in order to decide whether it is necessary to develop an EHC plan. The purpose of an EHC plan is to make adjustments and offer support to meet the special educational needs of the child, to secure the best possible outcomes for them across education, health and social care.

The local authority will conduct the EHC needs assessment and take into account a wide range of evidence, including

- evidence of the child's developmental milestones and rate of progress
- information about the nature, extent and context of the child's SEN
- evidence of the action already being taken by us as the early years provider to meet the child's SEN
- evidence that, where progress has been made, it has only been as the result of much additional intervention and support over and above that which is usually provided
- evidence of the child's physical, emotional and social development and health needs, drawing on relevant evidence from clinicians and other health professionals and what has been done to meet these by other agencies.

We will then work with the local authority and other bodies to ensure that the child receives the support they need to gain the best outcomes

### **Our process:-**

#### **Stage 1**

Where a practitioner or SENCO identifies a child with special educational needs, the nursery will assess and record those needs and provide a number of key actions to help the child. As part of this process, the nursery will consult with parents and seek any additional information from external professionals. The targets for the child, any teaching strategies or changes to provision, are set out in an Individual Education Plan (IEP). The plan will be continually under review in consultation with the child and his/her parent(s). This stage will involve a cycle of assessment, planning and review in increasing detail, with increasing frequency, to identify the best ways of securing and maintaining progress.

All records and documentation will be filed away in a securely locked cabinet in the correct folder,

**Green- Watchful eye- Children who we are observing and internally keeping our eye on**  
**Yellow- Help in hand- When a child has been referred to an external agency and there is support in place**

**Red- Human Bridge- When a child has been given a diagnosis**

#### **Stage 2**

This is where a practitioner or SENCO, in consultation with the child's parents, decide external support services are required usually following a review of the IEP. The nursery will share its records on the child with those services so that they can advise on any IEP targets and appropriate strategies to help the child.

### **Statutory assessment**

If the help given through an IEP is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved, to request a statutory assessment by the local authority. This may lead to the child receiving an education, health and care plan.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## **Conflict Resolution with Parents and Aggressive Behaviour**

At Conifers Day Nursery, we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

If as a parent you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure.

In the case of a parent emailing, calling or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

### **Abusive Calls**

The call taker receiving an abusive call will ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call. Any abusive calls will be logged with an outline of the conversation.

### **Abusive Emails**

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

### **Social Media**

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the event that any person inside the nursery starts to act in an aggressive manner at the nursery, our policy is to:

- Direct the person away from the children and into a private area, such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour
- If the aggressive behaviour continues or escalates we will contact the police in order to ensure the safety of our staff team, children and families
- If the person calms down and stops the aggressive behaviour a member of staff will listen to their concerns and try to resolve the issue
- Following an aggressive confrontation an incident form will be completed detailing the time, reason and any action taken
- Any aggressive behaviour from a parent could result in the withdrawal of a place for the child/ren. Parents will be informed, by the management team, in writing within 3 days of any incident that involved aggressive or threatening behaviour to their staff
- Management will provide support and reassurance to any staff member involved in such an incident
- Management will signpost parents to organisations/professionals that can offer support if applicable
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Date: January 2020

Review to be reviewed: January 2021

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## **Key person Policy**

### **Policy statement**

A key worker is allocated to a child before they start nursery. The key person ensures that within the day to day demands of the setting, each child for whom they have special responsibility feels individual, cherished and thought about by someone in particular while they are away from home. (DfES Early Years Foundation Stage Effective Practice: Key Person page 7.) Please note that a child's key worker can change, depending on who the child has created a special relationship with. Parents/carers of the child must be informed of any changes as soon as possible.

### **Relationships with key children**

- The key person provides an induction for a new child's family to get to know the child before they start the nursery.
- The key person provides a secure attachment for their key children in nursery and is non-judgmental.
- They help their key children settle in and become familiar with the setting.
- The key person work with parents/carers to meet the needs of their key children responding sensitively to their feelings, ideas, and behaviour.
- The key person is a key contact for parents
- The key person provides a 'secure base' for the children by being there to support them and allowing them to explore at their own pace.
- They are primarily responsible for their key child's care routines.

### **Relationships with parents/carers**

- Key persons should develop a good relationship with parents/carers, ensuring that the child is cared for appropriately at nursery and accommodating their individual needs within the daily routine.
- The key person needs to develop a two-way flow of information between themselves and the parent/carer to help them become aware of any significant aspects of family life that maybe important to the child.
- The key person has responsibility for sharing their key children's development profiles with parents and other professionals as required, in cases of children with additional needs or identified children in need they will be called upon to attend reviews and core group meetings with the support of a senior manager.

### **Records**

- The key person is responsible for observational records of their key children, using these to inform next steps, individualised planning, IEP's and completing development profiles for each of their key children.
- Where a child is supported by another member of staff who is not their key person e.g. SENDCO support record keeping then becomes a joint responsibility where the key person has a valuable input.

### **Welfare and Safeguarding**

- Key persons are responsible for the welfare of the children in their care monitoring patterns of absence, injury and development referring them on where necessary.

### **Transition**

- The key person plays an integral role in the transition, aiding this by introducing the children and their parents/carers to their new key person and helping them to become familiar with their new environment.
- It is the responsibility of the key person to pass on records during transition and to ensure that these records are all up to date.
- In the case of a staff members absence it is the responsibility of a secondary key person to cover the role of the primary key person.

**Managers Responsibilities**

- It is the manager’s responsibility to arrange a suitable time for home visiting if required
- There should be a secondary key person for each child who takes on responsibility in the occurrence of staff holidays or prolonged absence.
- Managers must provide opportunities for staff to give regular feedback and to support staff in their role as key person, ensuring that all developmental needs are met.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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**Tapestry Learning journey**

**Policy statement**

Assessment plays an important part in helping parents, carers & practitioners to recognize children’s progress, understand their needs & to plan activities and support. Parents and/or carers should be kept up-to-date with their child’s progress and development’ (EYFS, 2017)

Conifers day nursery believe that we need to observe the children in our care and use these observations to chart children’s progress and plan exciting and meaningful activities and experiences. In the past, we have used ring binders to store all our observations of the children at play. We have now decided to start using a secure online learning system called Tapestry. Your child’s key person can upload observations, assessments, photographs and videos of the children throughout their time with us.

This is a completely secure system, only the manager and the key person and the child’s parents will have access to the child’s learning journal and only parents who are registered will be able to access the system.

We encourage parents to be as involved in the process as possible, not only by reading & commenting on the observations but also by uploading their own pictures and comments of their child for us to enjoy and add to the assessment process. This partnership creates a tapestry, which grows as your child develops into a true keepsake of their early years. This secure system also allows you to add grandparents and other family members so the whole family can join in with a child’s nursery life in a way that wasn’t previously possible. It allows all registered people to your child’s journal to have equal access to it.

The staff will use either the nursery camera and computer or the tablet computers which have been bought for this purpose. These tablets are to be stored overnight in a located cupboard. The staff are not permitted to take the tablets home and they are unable to access the tapestry system at all unless the manager has logged into the system from the main computer first. Staff are only allowed to use the nursery tablets and not permitted to bring their own phones, tablets, or cameras into the nursery rooms. Staff belongings are stored in their lockers in a locked cupboard. If parents have no access to the Internet then a paper learning journal will be produced. No observations can be uploaded until they have been read and approved by a nursery manager.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery  
 Date: January 2020  
 Review to be reviewed: January 2021  
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 Nursery manager signature.....Nursery Deputy Manger Signature.....

## Environmental Sustainability Policy

At Conifers Day Nursery, we wish to support children to learn about sustainable practices and foster respect and care for the living and non-living environment.

Children are able to develop positive attitudes and values about sustainable practices by exploring solutions to environmental issues, learning about the world around them and how to protect it and watching adult's role model sustainable practices.

We promote a holistic, open ended curriculum which explores ideas and practices for environmental sustainability and helps children understand the interdependence between people and the environment by:

- helping children to explore nature through art and play
- supporting children to experience the natural environment through natural materials like wood, stone, sand and recycled materials
- support the environment by learning how to grow and nurture plants in the nursery garden and discovering all about the food cycle by growing, harvesting, and cooking food for our nursery menu
- help children to learn about water conservation, energy efficiency and waste reduction through play based activities and adult interactions
- going on nature walks and learning about plants they see in the local area
- encouraging parents and children to walk to nursery once a week / month to raise the awareness of caring for the planet
- developing a recycling area and encouraging children to share recycling ethos into the home environment.

As a nursery we will embed sustainability into all aspects of the operations including:

- recycling materials for art and creative activities and encouraging parents to bring in their recycling materials for the same use
- when children take home models from recycled materials ensuring parents recycle these materials if they do not keep them
- considering our carbon footprint when purchasing materials
- shopping local where possible
- turning off equipment and lights when not in use
- using energy saving light bulbs
- not leaving any equipment on standby
- unplugging all equipment at the end of its use/the day
- using energy saving wash cycles on the washing machine.
- composting food waste
- incorporating water-wise strategies such as ensuring taps are turned off and leaks fixed
- using rain water butts for outdoor water play
- recycling water from the water play to water plants outside
- using food that we have grown in nursery meals.

Working together with all our parents and partners will help our environment to be more sustainable and make it a better place for our future generations to grow up in.

We assess our nursery's impact on the environment on a regular basis and put procedures in place to counteract this impact.

In order to encourage children not to waste food or to play with food at mealtimes, we discourage the use of food as a play material; instead we encourage activities which involve preparing and tasting different types of food.

This policy is reviewed annually and is carefully considered in the best interests of the children, nursery and the environment.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## Promoting positive behaviour

EYFS: 3.2, 3.52, 3.53

### Policy statement

At Conifers Day Nursery, we believe that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities.

The nursery actively promotes British Values and encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

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

We aim to:

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

### **The management team will:**

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

Our nursery rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the

process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

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

Staff will use the high scope approach when dealing with unacceptable behaviour. The 6 approach steps include:

- **Approach calmly, stopping any hurtful actions. Place yourself between the children, on their level.**
- **Acknowledge children's feelings. Say something simple such as "You look really upset." Let children know you need to hold any object in question.**
- **Gather information. Ask "What's the problem?" Do not ask "Why" questions.**
- **Restate the problem. "So the problem is..."**
- **Ask for ideas for solutions and choose one together. "What can we do to solve this problem?"**
- **Be prepared to give follow-up support. Acknowledge their accomplishments (e.g., "You solved the problem!") Stay nearby in case anyone is not happy with the solution and the process needs repeating**

Staff also use the STAR method when observing and recording behaviors:

**S) Setting- Where the child was when the behavior was shown.**

**T) Trigger – What caused the child to behave in the manner they did.**

**A) Action – What action was put in place to manage the child's behavior.**

**R) Response – How did the child react and what was the overall outcome.**

**Staff are expected to model appropriate positive behaviour always.**

**When children behave in unacceptable ways:**

- We never use or threaten to use physical punishment/corporal punishment such as smacking or shaking
- We only use physical intervention for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that for some children there may be specific development needs that mean regular and ongoing restraint may be necessary to keep themselves and others safe from harm. Any restraint used will be carried out by staff who have received specialist restraint training and staff will use techniques and guidance recommended by the approved training provider. Specialist restraint arrangements will be agreed with parents and recorded. We will complete an incident form following any use of restraint and notify the parents the same day
- We do not single out children or humiliate them in any way. Where children use unacceptable behaviour they will, wherever possible, be re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff will not raise their voices (other than to keep children safe)

- In any case of misbehaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide how to handle a particular type of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards behaviours that challenge to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with inappropriate behaviour in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings
- We keep confidential records on any inappropriate behaviour that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions, we will implement an individual behaviour modification plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete documents identifying any potential triggers or warning signs ensuring other children's and staff's safety at all times. In these instances, we may remove a child from an area until they have calmed down.
- If triggers are identified and continues to reoccur then the special educational needs and disabilities co-ordinator (SENDCO) and key person of the child will meet with the parents/carers of the child to plan support through a behaviour plan, which parents/carers and other members of the nursery team should be made aware of.
- In some cases it may be necessary for a referral to be to Sandwell early years inclusion team for an initial observation, it may be agreed that an early help process should sought for the child

#### **Use of rewards**

- All children need consistent messages, clear boundaries, and guidance to naturally manage their behaviour through self-reflection and control.
- Rewards such as excessive praise may provide immediate change in the behaviour but will not teach children how to act when a 'prize' is not being given or provide the child with the skills to manage situations and their emotions. Instead, a child is taught how to be 'compliant' and respond to meet the adult's expectations in order to obtain the reward. If used then the type of rewards and their functions must be carefully considered before applying. Methods such as stickers, must be given to every child when they deserve a reward to ensure that they are all treated the same

#### **Anti-bullying**

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

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

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

**At our nursery, staff follow the procedure below to enable them to deal with behaviours that challenge:**

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

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

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
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Nursery manager signature.....	Nursery Deputy Manger Signature.....

## Biting

### Policy Statement

At Conifers Day Nursery, we follow a positive behaviour policy to promote positive behaviour at all times. However, we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not have the words to communicate their anger, frustration or need.

### Our procedures

The nursery uses the following strategies to help prevent biting:

Sensory activities, biting rings and other adequate resources. Staff are trained to recognise when children need more stimulation or quiet times.

However, in the event of a child being bitten we use the following procedures. The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visual injury. Administer any first aid where necessary. Complete an accident form and inform the parents via telephone if deemed appropriate. Continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or helped to develop their empathy skills by giving the child who has been bitten a favourite book or comforter. Complete an incident form to share with the parents at the end of the child's session
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- In some cases observations will be made and the Nursery Special educational needs and disabilities Co-ordinator may put plans in place or make a referral to Sandwell Early Years Inclusion support team if they feel it necessary.
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten.

If a child or member of staff sustains a bite wound where the skin has been severely broken arrange for urgent medical attention after initial first aid has been carried out. In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:

Conifers Day Nursery

Date:

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## Caring for babies and toddlers

### Policy statement

At Conifers Day Nursery, one of our future aims is to provide care for children under the age of two and ensure their health, safety and well-being through the following:

- Children under the age of two have a separate base room and are cared for in small intimate groups. We ensure that younger children have opportunities to have contact with older children whilst at nursery
- At least half of the staff team caring for children under the age of two will have undertaken specific training for working with babies
- Care is taken to ensure that babies and toddlers do not have access to activities containing small pieces, which may be swallowed or otherwise injure the child
- The environment and equipment are checked daily before the children access the area. This includes checking the stability of cots and areas around, low/highchairs and ensuring restraints on these, pushchairs and prams are intact and working
- All doors are fitted with viewing panels and door finger-guards to ensure the safety of children
- Outdoor shoes are removed or covered when entering the baby area(s). Staff remind parents and visitors to adhere to this procedure
- Babies and toddlers have their nappies changed according to their individual needs and requirements by their key person wherever possible
- Information will be shared between parents and the key person about nappy changing and toilet training in a way that suits the child
- Potties are washed and disinfected after every use. Changing mats are wiped with anti-bacterial cleanser before and after every nappy change
- Each baby must have his/her own bedding which is washed at least weekly and when necessary
- Cot mattresses meet safety standards
- Children under two years are not be given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation
- We follow all cot death prevention/safety guidelines and advise parents of this information. Babies are always laid to sleep on their back, with their feet touching the foot of the cot
- Sheets or thin blankets will come no higher than the baby's shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the baby's head
- Children's individual sleeping bags may be used in consultation with parents. These are washed at least weekly and when necessary
- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables and cord blinds)
- All low/highchairs used for feeding are fitted with restraints and these are used at all times. Children are never left unattended in high chairs. Restraints are removed and washed weekly or as needed
- No child is ever left unattended during nappy changing time
- Babies are never left propped up with bottles as it is both dangerous and inappropriate
- Babies sleeping outside have cat/fly nets over their prams and prams must lie flat so children are supported
- Sleeping children are supervised at all times
- Checks on sleeping babies/toddlers are completed every 10 minutes. This may increase to five minutes for younger babies and or new babies. Checks are documented with the time and staff initials on the sleep check form

- Staffs do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff
- Where food/milk is prepared for babies there is a separate area within the kitchen which is specifically designated for this preparation
- Bottles of formula milk are only be made up as and when the child needs them. These should be cooled to body temperature, which means they should feel warm or cool, but not hot, and should be tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines, we only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they will not be washed in the dishwasher)
- Contents of bottles are disposed of after two hours
- A designated area is available for mothers who wish to breastfeed their babies or express milk
- Labelled mothers' breast milk is stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped (see separate dummy policy)
- All dummies are stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers are washed out and cleaned daily
- Children transfer to the older age group when assessed as appropriate for their age/stage following our agreed transition and settling procedures.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

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**Multiple Birth Families Policy**

At Conifers Day Nursery, we aim to ensure that all families are included and supported fully, no matter how big or small. There are more and more multiple births occurring in the UK, twins, triplets and even more. As a nursery we accommodate all families and work together with parents to ensure all children are treated as individuals and supported to make the best progress they can.

Twins, triplets and other multiple birth children will have unique relationships with their sibling, different to any other relationship in the nursery so we will take this into consideration with all aspects of care and early learning.

To this end we will:

- Acknowledge multiple birth relationship as special and to be celebrated as well as enabling children to develop as individuals
- Explore each child's preferences, interests, needs and starting point
- Complete separate forms for each child to discover their routines (where age appropriate), specific requirements, dietary needs etc.
- Recognise each child and call them by name. Differences will be recognised and tuned into to enable each child to be seen as an individual
- Create "all about me" books for each child, including photos and special features
- Recognise and celebrate all individual achievements
- Report back on each child separately at the end of the day to the parents
- Consider separation if this is beneficial for their development. Parents, and where appropriate the children, will be involved in the decision for when, where and how this may occur (e.g. focused activities, outdoor play)
- Arrange parental consultations for each child. Each child will be compared against the peer group or against typical developmental benchmarks not compared to their sibling. Each child will receive the same time during the consultation as any other child in the setting
- Not expect each child to behave in the same manner, excel in the same areas or enjoy the same activities. If one child is not achieving at the expected rate then we would investigate the reasons why
- Ensure all staff can identify each child and know their name.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## **Bottle preparation and feeding policy**

### **Policy statement**

At Conifers Day Nursery we follow guidelines for preparing formula milk for infants in accordance with policy published by The Food Standards Agency and The Department of Health. We ensure that bottle feeding times are calm and relaxed and a time for a child to thrive and enjoy contact with adults. Babies that are bottle fed at nursery are done so on a parent request and as needed.

We ask that parents help with this in the following ways:

- Bring in your infant's bottle sterilised and fully assembled with the teat and lid in place. This prevents the inside of the sterilised bottle and the inside and outside of the teat from being contaminated. (Alternatively the Nursery can provide a fully-sterilised bottle for feeding baby, if required.)
- Provide the formula powder inside its original container: this is the best way for practitioners to ensure they are preparing feeds correctly, in accordance with the guidelines detailed on the packet or tin.
- Label to formula container with child's full name and date of opening

According to the Food Standard Agency and Department Of Health, the best way to prevent a baby becoming ill is to make up all formula feeds fresh, as and when they are required by the baby. We will follow the routine below to ensure best practice when carrying out this task:

- Clean the surface thoroughly on which to prepare the feed
- Wash hands with soap and water and then dry.
- Boil fresh tap water in a kettle. Important: Allow the boiled water to cool to no less than 70° C. This means in practice using water that has been left covered, for less than 30 minutes after boiling. Pour the amount of boiled water required into the sterilised bottle.
- Add the exact amount of formula as instructed on the label.
- Re-assemble the bottle following manufacturer's instructions.
- Stir the bottle well to mix the contents.
- Cool quickly to feeding temperature by holding under a running tap, or placing in a container of cold water.
- Check the temperature by shaking a few drops onto the inside of your wrist – it should feel lukewarm, not hot.
- Discard any feed that has not been used within two hours.
- In some cases staff will use a PAT tested bottle warmer to heat babies bottles to the correct temperature. The bottle warmer is store safely on shelving in the baby room

### **Feeding**

Staff will ensure that bottle feeding times are calm and relaxed, It will be a time to bond and develop relationships with special people and thrive from the nutrients in their milk. Staff will hold the baby/child in their arm and remain calm throughout. The baby will be spoken to in soft tones and eye contact will be given. Nursery bibs can be used or the child's own bib from home.

Staff will remain with the child until the feed is over and never leave the baby/child unattended to feed their selves

Staff will remember to stop as needed to wind the baby/child to ensure trapped wind is released and to allow the baby to remain comfortable and relaxed

The baby will be winded at the end of the bottle if needed. After being bottle fed, the baby the baby/child will remain with the staff member for a while longer to ensure the milk can settle and limit the chance of the baby/child being sick.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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**Use of dummies**

**Policy Statement**

At Conifers Day Nursery, we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies/children get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies/children move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of babies/children's' individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and, if age/stage appropriate, explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## Nappy Changing

### Policy Statement

At Conifers Day Nursery, we aim to support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured. Wherever possible, each child's key person will change nappies according to the child's individual needs and requirements.

Our procedures meet best practice identified by the Health Protection Agency (2011) in 'Best practice advice for nurseries and childcare settings'.

We will enable a two-way exchange between parents and key persons so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. Parents will be engaged in the process of potty training and supported to continue potty training with their child at home.

### We will use appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation and serving areas and children's play areas
- Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded.
- Soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the bin. Bins are foot-pedal operated, regularly emptied and placed in an appropriate waste collection area. Each child should have their own creams and lotions for any non-prescription cream for skin conditions e.g. Sudocrem. These are supplied by the parent/guardian and must be clearly labelled with the child's name. When applying creams for rashes, a gloved hand is used.

### Staff changing nappies will:

- Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change
- Ensure they have all the equipment they need and access to fresh water before each nappy change.
- Encourage older children to use the toilet and wash hands independently

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm, as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works and who they will be working with
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted; and that students only change nappies with the support and close supervision of a qualified member of staff

- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partner's policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## Sleep

EYFS: 3.59

### Policy statement

At Conifers Day Nursery, we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

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

- Babies and children are placed on their backs to sleep, if the child has rolled onto their tummy, you should turn them onto their back again, however once a baby can roll from back to front and back again, on their own, they can be left to find their own position
- Babies/toddlers are never put down to sleep with a bottle to self-feed
- Babies/toddlers are monitored visually when sleeping. Checks are recorded every 10 minutes and babies are never left in a separate sleep room without staff supervision at all times
- When monitoring, the staff member looks for the rise and fall of the chest and if the sleep position has changed
- As good practice, we monitor babies under six months or a new baby sleeping during the first few weeks every five minutes until we are familiar with the child and their sleeping routines, to offer reassurance to them and families.

We provide a safe sleeping environment by:

- Monitoring the room temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring every baby/toddler is provided with clean bedding
- Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Having a no smoking policy.

We ask parents to complete sheets on their child's sleeping routine with the child's key person when the child starts at nursery and these are reviewed and updated at timely intervals. If a baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies, we will explain our policy to the parents and not usually offer this unless the baby's doctor has advised the parent of a medical reason to do so. In which case we would ask them to sign to say they have requested we adopt a different position or pattern on the sleeping babies form.

We recognise parents' knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## Transitions

### Policy statement

At Conifers Day Nursery, we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe their key children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

### Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

### Moving rooms procedure

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key person, new key person and parents.

- The child will spend short sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings
- The child's key person will go with the child on these initial visits to enable a familiar person to be present at all times
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
- Parents will be kept informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries
- Only when the child has settled in through these taster sessions will the permanent room move take place. If a child requires more support this will be discussed between the key person, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key person with them on a temporary basis.
- Key workers are asked to have a quick handover meeting with their child's new key worker and asked to inform them of the child's important information.
- A meeting is then arranged for parents/carers to meet the new key worker.

### Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious or distressed. We will do all we can to facilitate a smooth move and minimise any potential stresses. This following process

relates to children going to school. However wherever possible, we will adapt this process to support children moving to another childcare provider e.g. childminder or another nursery.

- We provide a variety of resources that relate to the school, e.g. uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend. This will help the children to become familiar with this new concept and will aid the transition
- We invite school representatives into the nursery to introduce them to the children
- Where possible we use other ways to support the transition to school, e.g. inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences
- Where possible we plan visits to the school with the key person. Each key person will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these
- We produce a comprehensive report on every child starting school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.

#### **Other early years providers**

Where children are attending other early years settings or are cared for by a childminder we will work with them to share relevant information about children's development. Where a child is brought to nursery or collected from nursery by a childminder we will ensure that key information is being provided to the child's parent by providing the information directly to the parent via email or telephone.

#### **Family breakdowns**

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families policy that shows how the nursery will act in the best interest of the child.

#### **Moving home and new siblings**

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key person will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

#### **Bereavement**

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes in their life, we ask that you speak to the nursery manager and the key person to enable this support to be put into place.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## **Manual handling**

### **Policy Statement**

At Conifers Day Nursery, we recognise that staff need to carry out manual handling especially in relation to lifting children. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

### **Preventing injuries**

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children when changing nappies, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

We expect staff to use the following guidance when carrying out manual handling to reduce the risk of injury.

### **Planning and procedure**

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you can undertake the task – people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight, and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Lighting should be adequate
- Control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

### **Carrying children**

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting
- Do not place the child on your hip, carry them directly in front of you to balance their weight equally
- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Students and pregnant staff members will not carry children.

### **Position**

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself, or turn the load around, so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

### **Lifting**

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

### **Moving the child or load**

- Move the feet, keeping the child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the child or load down
- If you are carrying a load, position and secure it after putting it down
- Make sure that the child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task must be reassessed.

### **The task**

- Carry children or loads close to the body, lifting, and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching, or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan – use teamwork where the load is too heavy for one person.

**The environment**

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

**The individual**

- Never attempt manual handling unless you have been trained and given permission to do so
- Ensure that you can undertake the task – people with health problems and pregnant women may be particularly at risk of injury.
- Where applicable and age/stage appropriate encourage children to use ladders up to the changing table for nappy changes rather than lifting. Where this is not appropriate always follow the lifting process
- Use cots with a drop-down side and avoid bending to lift babies from their cot.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:  
Date:

Conifers Day Nursery  
January 2020

Review to be reviewed:

January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**No smoking policy**

EYFS: 3.56

**Policy Statement**

At Conifers Day Nursery, we are committed to promoting children's health and well-being. This is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

No smoking signs are displayed around the nursery setting and at the entrances. All persons must abstain from smoking while on the premises. This applies to staff, students, parents, carers, contractors, and any other visitors to the premises.

Staff accompanying children outside the nursery, are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.

Staff must not smoke while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke during breaks they are asked to cover their uniform and smoke away from the nursery setting.

Failure to adhere to this policy may result in disciplinary action.

Please note it is a criminal offence for employees to smoke in smoke-free areas, with a fixed penalty of £50 or a prosecution and a fine of up to £200

We respect that smoking is a personal choice, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)
- Offering information regarding products that are available to help stop smoking
- Offering in-house support.

**This policy also applies to electronic cigarettes.**

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Personal property and belongings**

**Policy Statement**

Staff at Conifers Day Nursery, cannot be held responsible for any loss or damage to children’s personal property or belonging. Staff ensure that every reasonable effort is made to ensure the belongings are not lost or damaged, however, the main responsibility remains with the parents/carers.

**Procedures**

- Parents should endeavour to label all items of their child’s clothing
- Children have pegs so parents are encouraged to leave toys/belongings on there to limit the chance of damage or loss
- Parents are asked to dress their child in inexpensive clothing for nursery, due to the high risk of becoming messy during their nursery day through play and mealtimes
- If children’s clothing is changed during the day, staff will ensure the clothing is placed in a nappy bag and stored in the child’s bag or a safe place ready to be collected on the night
- Bags/coats stored on children’s pegs are the responsibility of the parent/carer to ensure that the correct items are taken home at the end of the day
- Where items are taken by mistake, staff will expect the parents/ carers to return the items next day that their child attends nursery
- Children are encouraged to take part in a hands-on approach to learning, which means they will be encouraged but not forced to wear aprons when taking part in messy play. Hence, we ask for inexpensive clothing to be worn, alternatively you can provide the nursery with an alternative item of clothing for messy activities
- We ask that children do not wear jewellery (unless it is a religious symbol) or small hair clips. They may get lost or be attractive to younger children, who could potentially put the items in their mouth and choke, if children arrive at the nursery with jewellery on, the staff will politely ask for it to be removed and either taken home by an adult or put away in a safe place
- Where children bring personal belongings such as toys to nursery, staff will make every effort to keep them safe but parents/carers should aim to encourage them to leave such items at home, particularly if they are a toy that the child has a special bond with i.e. a teddy they sleep with. If a child does bring a toy to nursery they will be given some time to show their friends and then be put away safely or given to a parent/carer to take home
- Where personal items are lost staff will make every effort to find them but cannot be held responsible if items cannot be found

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

## Animals

### Policy Statement

At Conifers Day Nursery, we recognise that pets can help meet the emotional needs of children and adults. Caring for pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development.

### Nursery pets

At Conifers Day Nursery, we currently do not have any pets, however, in the circumstance that we do purchase a animal for the nursery....

- Permission slips are obtained from parents to seek written permission for their child to be involved in caring for the animal at nursery
- A full documented risk assessment is completed, including considerations for children with any allergies
- All pets are homed appropriately and securely
- Only staff have responsibility for cleaning out the animals (where applicable). Protective equipment such as gloves and aprons are used
- We ensure all pets have had all of their relevant vaccinations, are registered with the vet and are child-friendly
- We make arrangements for weekend/holiday care if needed
- Pets are not allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals, and will be encouraged not to place their hands in their mouths while pets are being handled. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

### Pets from home

- If a child brings a pet from home to visit the nursery as a planned activity, parents of all children who will be in contact or in the same area as the pet are informed. We obtain written permission from parents to ensure no child has an allergy or phobia. We complete a full, documented risk assessment prior to the pet visiting and analyse any risks before this type of activity is authorised.
- Pets will not be allowed near food, dishes, worktops or food preparation areas. Children will wash their hands with soap and water after handling animals and will be encouraged not to place their hands in their mouths during the activity. The staff will explain the importance of this to the children
- Children will be encouraged to leave their comforters and dummies away from the animals to ensure cross-contamination is limited.

### Visits to farms

- Before a visit to the farm or from/to external animal companies we carry out a risk assessment. We contact the venue in advance of the visit to ensure there is no recent break out of e-coli or any other infections. If there has been, then we may make the decision to postpone the trip. We check that the farm is well-managed, that the grounds and public areas are as clean as possible and that suitable first aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- We check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- We will ensure that there is an adequate number of adults to supervise the children, considering the age and stage of development of the children
- We will explain to the children that they will not be allowed to eat or drink anything, or place their hands in their mouths, while touring the farm because of the risk of infection and explain why

- We will ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.
- Parents must give permission for their child to go on the outing and to touch the animals
- We advise pregnant staff and volunteers to consult their GP first before attending the trip

**During the visit**

- If children are in contact with, or feeding animals, we will warn them not to place their faces against the animals or put their hands in their own mouths afterwards, and explain why
- We will encourage children to leave comforters (e.g. soft toys and blankets) and dummies either at nursery, in the transport used or in a bag carried by a member of staff to ensure cross-contamination is limited
- After contact with animals and particularly before eating and drinking, we will ensure all children, staff and volunteers wash and dry their hands thoroughly. If young children are in the group, hand washing will be supervised. We will always explain why the children need to do this
- Meals, breaks or snacks will be taken well away from the areas where animals are kept and children will be warned not to eat anything which has fallen on the ground. Any crops produced on the farm will be thoroughly washed in portable water before consumption
- We will ensure children do not consume unpasteurised produce, e.g. milk or cheese
- Manure or slurry presents a risk of infection and children will be warned against touching it. If they do touch it, we will ensure that they thoroughly wash and dry their hands immediately
- We will ensure all children, staff and volunteers wash their hands thoroughly before departure
- We will ensure footwear and clothing is as free as possible from faecal materials.

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This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

## Arrivals and Departures policy

EYFS:3.7, 3.62

### Policy Statement

At Conifers Day Nursery, we give a warm welcome to every child and family on their arrival. We provide a caring and friendly atmosphere to help children feel at home and allow parents to feel comfortable with leaving their children in our care.

Parents/carers are approached with a professional warm welcome every morning and evening by our staff members. Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety. The parents/carers or staff member receiving the child immediately records his/her arrival in the daily attendance register for fire safety purposes. It is the parents/carers responsibility to share information with the staff relating to their child at this handover time, the staff member will record any specific information provided by the parents, including the child's interests, observations from home and any medical information, stating the child's initials- not full names for confidentiality purposes. If medication is required, the medication policy is followed.

No child is to be left by their parent before 7:30am, unless the child is a staff member's that is on shift at that time.

No child can be left by their parent until a minimum of 2 staff are on site, for safeguarding purposes. If there are not two staff members on site, parents are required to stay with their child until the 2<sup>nd</sup> person arrives.

### Departures procedure

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals and activities. The parent should be told about any accidents or incidents and the appropriate records must be signed. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

### Collection by another person with prior notice

The nursery will not release a child to anyone other than the known parent unless prior notice has been given/ made at the time of arrival. If the child is to be collected by someone who is not the parent at the end of the session, parents/carers of the child must personally inform the nursery, the staff will ask for the following information

-A photograph/clear description of the person collecting the child, the planned time of arrival, their name, relationship to the child, their contact number.

-A password that has been agreed between the parent/carer and the person collecting which will be required before entering the nursery.

-The parents will complete a collection form to sign consent for the person to collect their child

Parent/carers are made aware in the nursery terms and conditions that **no person under the age of 16 years of age may collect a child from the premises unless accompanied by a responsible adult. The nursery reserves the right to refuse to let a child leave the premises.**

### Collection by another person without prior notice

In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy). In this case the following procedure will take place

- The person will ring the buzzer and staff will ask them to identify themselves by name
- The will be asked to wait at the nursery entrance while the staff gather further information
- The senior staff member on shift will make every attempt to contact the parent to gain verbal permission via telephone. A full description and name of the person will be given to identify that the person is who they say they are.
- Once the nursery has gained verbal consent, the person collecting the child will be given access to the nursery. The departures procedure will be followed at this point.

**Signing in and Signing out**

On arrival/ departure, the parents/ carers will be reminded to sign their child in or out for fire safety purposes. If parents/carers do not remember to do so the staff member who handed the child over must sign the child out. Our signing in and out system is on a App which parents will consent to when joining the nursery. This is a smarter way of recording attendance. Once a child is handed over any messages must be passed on to the appropriate staff.

**Late collection fee**

Where a child is left at nursery beyond 5:45pm on a first instance a warning will be given and recorded and parents will be reminded that all children must have left the nursery premises by 5:45. If a child is at nursery beyond 5:45pm thereafter the warning has been given a late charge fee of £2 per minute will be applied, which will be added onto their monthly payment.

**Adults arriving under the influence of alcohol or drugs**

Please refer to the alcohol and substance misuse policy.

**Arrivals and departures of visitors**

Please refer to supervision of visitor’s policy for further information.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....

### Meal time and nutrition

EYFS: 3.47 – 3.49

#### Policy Statement

At Conifers Day Nursery, we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious, and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view
- All allergens are displayed alongside the menus to show the contents of each meal
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives, and colourings
- Menus include at least **3** servings of fresh fruit and vegetables per day
- We include a variety of foods from the four main food groups
  - meat, fish, and protein alternatives
  - dairy foods
  - grains, cereals, and starch vegetables
  - Fruit and vegetables
- Parents and children are involved in menu planning
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences, and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate, we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We consider seating to avoid cross contamination of food from child to child. Where appropriate, an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged
- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves
- Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- Cultural differences in eating habits are respected
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children

- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parents with daily written records of feeding routines for all children
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake. This will be sent home at the end of the day, parents/carers can choose whether they wish their child to have the cake/sweets.
- We allow parents to bring in cakes on special occasions which are **shop bought only**. No nuts are allowed on the nursery premises. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.
- Children who access the funded hours are given an option as to whether they would like to have a healthy sandwich box provided by the parents/carers or a hot meal. If they would like a hot meal, there is a charge of £2:50 per day that the child attends the nursery. The money is asked for a week in advance so that we can place an order for the following week.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

**Food Play**

At Conifers Day Nursery, we ensure any food we use for play with the children is carefully supervised. We will also use the following procedures to ensure children are kept safe:

- Choking hazards are checked and avoided
- We will not use whole jelly cubes for play. If we do use jelly to enhance our play then all jelly will be prepared with water as per the instructions and then used
- Small objects such as dried pasta and pulses will only be used for older children and under supervision
- All allergies and intolerances will be checked and activities will be adapted to suit all children's needs so no child is excluded
- All activities including food will be included on the planning sheets showing all allergens so all staff and parents are aware of the ingredients
- Children's allergies will be visible to staff when placing out food play activities to ensure all needs are met
- Any cooking activities will be checked prior to start to ensure all children are able use all the ingredients based on their individual needs
- We will not use food in play unless it enhances the opportunities children are receiving from the activity. Many of the food will be reused in other activities, especially the dry materials.
- Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. Fruits and Vegetables. Children will be supervised during these activities
- If food is to be used during an activity a risk assessment will be done for the food that they are using and be filed away in the risk assessment folder.

Food items may also be incorporated into the role play area to enrich the learning experiences for children, e.g. Fruits and Vegetables. Children will be supervised during these activities

If food is to be used during an activity a risk assessment will be done for the food that they are using and be filed away in the risk assessment folder.

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Date: January 2020

Review to be reviewed: January 2021

Nursery manager Printed.....Nursery Deputy Manger Printed.....

Nursery manager signature.....Nursery Deputy Manger Signature.....

### Staff Holiday

#### Policy Statement

This policy has been created to provide a framework for accommodating holiday requests, whilst ensuring that staffing levels remain at a level at which a thorough and comprehensive service can be provided, where children's safety is never compromised.

Conifers Day Nursery, will endeavour, wherever possible, to accommodate the holiday requests of all staff members. However, this may not always be possible due to staffing requirements, previously booked holiday, and sickness absences.

If emergency leave is required by a member of staff, the Practice will try to accommodate this by calling on other staff members to assist.

#### Policy

- Your annual holiday entitlement is shown in your individual Statement of Terms & Conditions of Employment contract;
- It is our policy to encourage you to take all of your holiday entitlement in the current year. We do not permit holidays to be carried forward, unless agreed otherwise at the discretion of the nursery manager.
- To request holiday dates, you should complete a holiday request form and have it signed by a nursery manager before making any firm holiday arrangements;
- Holiday requests will only be considered if presented on the correct form and we will allocate agreed holiday dates on a "first come - first served" basis, whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year
- You should give at least 2 weeks' notice of your intention to take holiday
- Your holiday pay will be at your normal rate unless shown otherwise on your Statement of Terms & Conditions.

#### Holiday Request Rules by Department (excluding Christmas)

In order that the level of service offered by the nursery is not compromised, the following rules apply to each department:

- Holidays will be given on a first come first serve basis, it is recommended requests are put in early for busy periods of year particularly summer holidays
- Management will decide how many staff can be off at one time, based on ratios of staff to children.
- Both managers should not be out of the setting both at the same time where possible
- No staff members unless otherwise stated in contracts (term time) who are in the same room should be off at the same time. This is to ensure consistency is key when someone is on annual leave.
- Swapping of holidays after booking holidays is acceptable as long as the nursery manager is informed
- lieu days should be organised through the nursery manager
- A record should be kept of any holidays, staff overtime and lieu time taken and signed by the staff member and a manager

#### Christmas Holiday



The nursery will be closed for 1-week period over the Christmas period, which will be starting from 25<sup>th</sup> December until the 2<sup>nd</sup> January

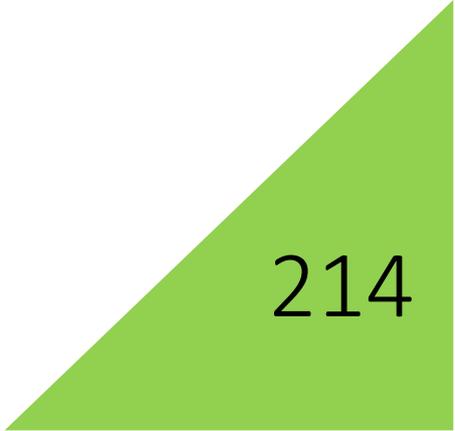
The nursery will be open Christmas Eve (where applicable), the nursery may choose to close earlier depending on director’s discretion. Prior notice will need to be given if parents wish their child to attend the nursery on Christmas Eve so that we can sort staffing arrangements.

**Public / Bank Holidays**

The Practice is closed during public / bank holidays. Entitlement to holiday during these days is shown in each staff member’s individual Statement of Terms & Conditions of Employment.

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This policy was adopted by:	Conifers Day Nursery
Date:	January 2020
Review to be reviewed:	January 2021
Nursery manager Printed.....	Nursery Deputy Manger Printed.....
Nursery manager signature.....	Nursery Deputy Manger Signature.....



## **CCTV policy**

The Management Team at Conifers Day Nursery recognises that the use of CCTV has become a common feature of our daily lives. While the use is generally accepted, operators have a responsibility to those whose images are caught on camera. The business complies with the Information Commissioner's CCTV Code of Practice; this is to ensure it is used responsibly and safeguards both trust and confidence.

The use of CCTV and the associated images is covered by the General Data Protection Regulation 2018.

### **Purpose**

The nursery may use CCTV equipment for one or more of the following purposes:

- The prevention, investigation and detection of crime
- The apprehension and prosecution of offenders (including use of images as evidence in criminal proceedings)
- Safeguarding public, pupil and staff safety
- Monitoring the security of the site
- Enabling parents to see their child at play during the nursery day
- Supporting the record keeping of children's learning

Identification In areas where CCTV is used, the nursery will ensure that there are prominent signs placed at all entrances of the CCTV zone and within the controlled area(s). The signs must:

- Be clearly visible and readable
- Contain details of the organisation operating the scheme, the purpose for using CCTV and who to contact about the scheme
- Be an appropriate size, depending on context

### **Location**

- Cameras are located in those areas where the nursery has an identified need and not in any private areas such as nappy changing rooms or toilets (see purpose above). The nursery's CCTV system is used solely for the purposes identified and adequate signage will identify where it is in use

### **Type of Equipment**

The nursery's standard CCTV cameras record visual images and audio.

Operators and employees with access to images must be aware of the procedures that need to be followed when accessing recorded images. Training is provided to highlight their responsibilities along with the restrictions in relation to access and disclosure of recorded images under the CCTV Code of Practice.

The nursery undertakes regular audits to ensure that the use of CCTV continues to be justified.

The audit should include a review of:

- Its stated purpose
- The locations
- The images recorded and documented
- Storage length
- Deletion

Image Storage, Viewing and Retention Recorded images will be stored in a way that ensures the integrity of the image and in a way that allows specific times and dates to be identified.

Access to live images is restricted to Management. The recorded images are viewed for monitoring purposes and for the safe movement of persons through designated areas which are identifiable as previously stated.

The nursery reserves the right to use images captured on CCTV where there is activity that the nursery cannot be expected to ignore such as criminal activity, potential gross misconduct, safeguarding breaches or behaviour which puts others at risk. Images retained for evidential purposes will be retained in a locked area accessible by the system administrator only.

The Data Protection Act does not prescribe any specific minimum or maximum periods which apply to CCTV recorded images. The nursery ensures that images are not retained for longer than is necessary. Once the retention period has expired, the images are removed or erased.

### **Responsibilities**

The manager (or deputy) will:

- Ensure that the use of CCTV systems is implemented in accordance with this policy
- Oversee and co-ordinate the use of CCTV monitoring for safety and security purposes
- Ensure that all CCTV monitoring systems will be evaluated for compliance with this policy
- Ensure that the CCTV monitoring is consistent with the highest standards and protections
- Review camera locations and be responsible for the release of any information or recorded CCTV materials stored in compliance with this policy
- Maintain a record of access (e.g. an access log) to or the release of files or any material recorded or stored in the system
- Ensure that the perimeter of view from fixed location cameras conforms to this policy both internally and externally
- Ensure that all areas being monitored are not in breach of an enhanced expectation of the privacy of individuals
- Ensure that external cameras are non-intrusive in terms of their positions and views of neighbouring residential housing and comply with the principle of “Reasonable Expectation of Privacy”
- Ensure that monitoring footage are stored in a secure place with access by authorised personnel only
- Ensure that images recorded are stored for a period not longer than 30 days and are then erased unless required as part of a criminal investigation or court proceedings (criminal or civil).
- Ensure that camera control is solely to monitor suspicious behaviour, criminal damage etc. and not to monitor individual characteristics
- Under certain circumstances, the CCTV footage may be used for training purposes (including staff supervisions) or for parents to view child transitions.

### **Disclosure**

Disclosure of the recorded images to third parties can only be authorised by the Data Controller.

Disclosure will only be granted:

- If its release is fair to the individuals concerned
- If there is an overriding legal obligation (e.g. information access rights)
- If it is consistent with the purpose for which the system was established

Note: Disclosure may be authorised to law enforcement agencies (even if a system was not established to prevent or detect crime), if withholding it would prejudice the prevention or detection of crime.

All requests for access or for disclosure are recorded. If access or disclosure is denied, the reason is documented.

The nursery owner/manager is responsible for ensuring the nursery complies with its responsibilities:

- relation to guidance on the location of cameras

- ensuring the date and time references are accurate
- for suitable maintenance and servicing to be undertaken to ensure that clear images are recorded
- to protect cameras from vandalism in order to ensure that they remain in working order

**Parents/carers and CCTV**

If an incident happens at the nursery and parents/carers wish to view the CCTV, the nursery must gain consent from any other parents/carers of children who are visible at the time of recording. Once the nursery has gained consent and are happy to show the CCTV to the parent/carer two members of staff must be present and a written record of the viewing must be kept.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

This policy was adopted by: Conifers Day Nursery

Date: January 2020

Review to be reviewed: January 2021

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## Potty Training/ toileting policy

### Aim:

To support children's health, wellbeing and development by promoting effective potty training at an appropriate time.

### Objectives:

- Child's individual needs are identified and met.
- Family's cultural preferences are considered.
- Potty training is a positive experience; family and child feel supported throughout.
- Provider supplies families with information and signposts to sources of further information about bladder and bowel health and potty training such as ERIC website – [www.eric.org.uk](http://www.eric.org.uk) and [ERIC's Helpline](http://www.eric.org.uk) (0845 370 8008).
- Communication between the provider and family is promoted before, during and after potty training.

### Actions:

#### **Preparation:**

- Provider to include bladder and bowel health in initial discussion with parents when child joins the provision
- Potty training can be a very daunting process for families. Providers will support families by discussing expectations of potty training and providing information such as *ERIC's Guide to Potty Training*.
- Families will be supported to decide the best time to potty train their child. Provider will explain why it is helpful for the same approach to be taken at home and in the early years setting, including using the same words for wee/poo/potty/toilet etc.

#### **Assessment of Readiness:**

- Your child is over 18 months of age. Research shows that children cannot voluntarily use the muscles that control their bladder and rectum until they are at least 18 months old.
- Your child's nappy is frequently dry when you get him/her up from a lunch time nap. A dry nappy a couple of hours after his last nappy change would also be an indicator that he is getting some bladder control.
- Your child is aware when urinating or soiling in their nappy. This occurs approximately between 18/24 months, or later in some cases.
- They become uncomfortable and complain about dirty nappies.
- Your child can understand and follow simple instructions such as sit down, stay there.
- Your child can take off his own clothes and needs minimal help with it.
- Your child has the ability to sit still for a couple of minutes.
- Your child is developed physically, able to walk and sit down on the toilet without help.
- they understand what "wee" and "poo" are. You should talk about it when changing nappies.

#### **Parent/carers role during the potty training process...**

- Parents/carers must have a discussion with the key worker before sending their child into nursery in pants or pullups, communication between the parents/carers and the nursery is very important during this milestone
- Here at Conifers Day Nursery we feel that it is very important that the parents/carers introduce the potty-training transition to the child as their home environment is where the child most confident.
- The nursery requires parents/carers introduce potty training methods at home for at least 2 weeks before we start doing this at nursery. If the first potty training transition is to move their child into pullups, it is the parents/carers responsibility to do for two weeks before nursery do, once the child gets a better understanding and you would like to move them on to the next transition of pants, it is the parents/carers responsibility to do so for two weeks prior to bringing pants into the nursery.

- It is very important that the parents/carers and nursery key workers are constantly informing the children are what they are doing and when something is going to change e.g. parents/carers should inform children that they will taking the pants that they wear at home to nursery the next morning so that the child knows what to expect and will understand what to do as they have already been using the pants at home two weeks prior.
- Parents/ carers must work closely with the key worker and inform them of any difficulties they are having or any strategies they use at home to make the process easier or more fun for the child e.g. reward charts
- Parents/carer must provide enough clean clothing for the child to change into when they have had any accidents, they must ensure that the clothing is easy for the child to pull down to access the toilet. E.g. Dungarees are not acceptable for a child who is potty training to wear. It is important that the nursery is provided with many different changes of clothes for the child as wearing spare clothing can make a child feel embarrassed that they are wearing clothes that do not belong to them, potty training should be a positive experience.

**Delivery:**

The nursery will ensure that...

Suitable facilities are offered that cater for the individual child's needs – either potty, or toilet with suitable foot support and toilet seat insert. Child needs to sit with feet flat and firmly supported, knees above hips.

Boys to be guided to sit down to wee, in the early stage's children cannot differentiate between the need for a wee and the need for a poo. If they wee standing up, they may hold onto the poo and can easily become constipated. The correct mechanism of weeing is triggered by relaxation – it is much easier to relax when seated.

Optimum timing for toileting is observed –toilet visits planned for 20-30 minutes *after* meals (the most likely time for a child to poo)

Fluid intake is monitored – a minimum of 6 to 8 full cups of drink a day, spread evenly across the day is recommended.

Provider will discuss clothing with family; family will ensure that the child is dressed in clothes that are easy to pull up and down, and will supply several spare pants, trousers, socks etc.

Provider will support family by sharing information regarding products to support transition such as washable, absorbent car seat protector/washable, absorbent pants/children's disposable pads and/or advise about putting nappy *over* pants for travelling, so if the child urinates, they are aware of the sensation of feeling wet. Examples of products at [www.eric.org.uk/shop](http://www.eric.org.uk/shop)

Early years staff to maintain calm, supportive approach at all times; children should not be rushed or forced to use the potty against their will. 'Accidents' are to be expected – children learn to recognise the sensation of needing a wee/poo by wetting/soiling.

Parents/carers will be informed of their child potty training journey daily upon collection of their child.

Nursery staff are to be alert for possible constipation; which can happen during potty training as some children find soiling into the potty/toilet frightening.

Conifers Day Nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the nursery manager.

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## Well-being in the Nursery

EYFS 3.44
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Well-being is a broad term that covers how you feel about yourself and your life. It encompasses the physical, emotional (and mental), social and spiritual areas of a person. Under the EYFS this is covered in the children's personal, social, emotional development and physical development. Both of which are prime areas of learning.

Physical well-being covers everything physical to do with the body:

- Growth and development
- Moving and keeping physically fit
- Caring for your health (e.g. washing, cleaning teeth, etc.)
- Eating a balanced and nutritious diet
- Rest and appropriate sleep patterns.

Mental and emotional well-being includes:

- Acknowledging, expressing and coping with feelings and emotions
- Thought processes
- Reducing stress and anxiety.

Social well-being includes:

- Relationships
- Family (close and extended)
- Friends
- The feeling of belonging and acceptance
- Compassion and caring approaches.

Spiritual well-being can cover the following:

- Value and beliefs held
- Personal identity and self-awareness.

At Conifers Day Nursery we ensure that all children, families, staff and visitors are welcomed, and we are an inclusive setting. We support all to embrace their spiritual well-being and celebrate key events with them.

Children's physical well-being is supported through our carefully planned curriculum programme which supports all types of play inside and outside. We provide nutritionally balanced meals for the children and support our staff to make healthy choices in regards to their physical health. Personal hygiene is supported in children of all ages, explaining the reasons for hand washing, tooth brushing and other routines.

Children are provided with quiet and calming areas for rest, sleep and relaxation. This enables them to recharge their batteries and supports both their physical and mental well-being.

We support children to make strong attachments with their key person as well as forge relationships with their peers in order to support their social wellbeing. We offer opportunities and resources for children to play singly, in pairs, small groups and large groups to support this area of development.

Children's mental and emotional wellbeing is supported. We provide activities in which children can recognise and express their emotions, including emotional literacy. This enables us to provide support for children who may be experiencing big emotions they can't cope with just yet. We support children's self-regulation through carefully planned activities and resources. This includes supporting

children to manage their own emotions and behaviours using rules and boundaries created by the children themselves. Staff use the promoting positive behaviour policy to ensure consistency.

Staff can recognise when a child may need support with their emotions and provide this one to one or in a small group, whichever is more appropriate. Teaching children to recognise and manage their emotions at a young age will support them throughout their life.

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