

Kids in Bloom Nurseries Policies and Procedures

Reviewed:

November 2015

Mission Statement

This statement outlines the services that children, parents/carers and the community can expect from our setting, and the values that inform our work:

We aim to:

- Provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely.
- Help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals.
- Encourage children to have a positive attitude and respect for both themselves and other people.
- Promote a positive relationship with parents/carers and work in partnership with them to provide high quality play and care for their children.
- Offer inclusive services that are accessible to all children in the community.
- Undergo regular monitoring and evaluation of our services to ensure that the setting continues to meet the needs of children and parents/carers.

We are committed to meeting the needs of parents and carers by:

- Listening and responding to their views and concerns.
- Keeping them informed of our policies and procedures, including opening times, fees and charges, and programmes of activities.
- Sharing and discussing their child's achievements, experiences, progress and friendships, along with any difficulties that may arise.

We are committed to providing:

- Care and activities that put the needs and safety children first.
- A programme of activities that is interesting, educational, stimulating and fun.
- Activities that promote each child's social, physical, moral and intellectual development.
- Access to a variety of facilities and equipment under safe and supervised conditions.
- A staff team that is experienced, well trained and properly supported.
- Services that meet the conditions of the Childcare Act 2006 and all other relevant childcare legislation, wherever they apply.
- An environment where no child is bullied or suffers discrimination in any form.

Kids in Bloom – 'A place where children can learn and grow'

WINNERS!

Liverpool Echo Enterprise Champions Award for Best New Business 2004-2005

"The overall quality of childcare is good" (OFSTED 2007 AND 2009)

"Children are confident and secure in their environment" (Quality & Development Officer 2008)

"Practitioners interactions are very supportive to children's learning" (EYFS Lead Mentor 2008)

"Adults are enthusiastically engaged in children's play" (EYFS Lead Mentor 2009)

*Great quality of care and learning is being provided to the children"
(Quality and Development Officer 2009)*

*“The development of the Indoor and Outdoor learning environment has been excellent”
(Quality and Development Officer 2010)*

*“A lovely working environment” and “The learning environments are well organised and stimulating” –
EYFS Lead Mentor 2010*

*“Staff’s commitment to children with Special Educational Needs is excellent”
(Quality and Development Officer 2011)*

ANYTHING SINCE?

Babies and Toddlers Policy

At Kids in Bloom, we care for children under the age of 2 and have adapted our practice to ensure the safety and well-being of all children in this age group.

We ensure their health, safety and well-being through the following:

- Children under the age of 2 have their own separate Rooms.
- Care will be taken to ensure that babies and toddlers do not have access to activities containing small pieces, which could be swallowed or could injure the child.
- All equipment will be checked daily before the children arrive. This will include checking the stability of the cots, chairs and ensuring restraints on the chairs, pushchairs and prams are intact and working.
- All doors are fitted with viewing panels and door finger-guards to ensure the safety of children
- Potties are washed and disinfected after every use.
- Changing mats are wiped with anti-bacterial cleanser before and after each nappy change.
- Each baby has his/her own bedding which will be washed daily and all of our Cot mattresses must meet BS safety standards.
- Children under 2 years will not be given pillows, cot bumpers or any soft furnishings in order to prevent risk of suffocation.
- We follow all SIDs national practice guidelines and can advise parents of this information.
- Cots will be checked before use to ensure no items are within reach i.e. hanging over or beside the cot (e.g. fly nets, cables).
- Babies will never be left propped up with bottles as it is both dangerous and inappropriate
- Sleeping children will be supervised at all times.
- Checks on sleeping babies will be completed every 10 minutes. These are documented with the time and staff initials on the sleep check form.
- Staff should not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students will 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 will only be made up as and when the child needs them. These should be cooled to below 21°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).
- Bottles will be disposed of after 1 hour as Bacteria starts to grow.
- A designated area is always available to welcome mothers who wish to breastfeed their babies.

- Labelled breast milk will be stored in the fridge or freezer.
- 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.

Care, Learning and Play Policy

The programme of activities and the atmosphere of our Nursery aims to promote and encourage confidence, independence and enjoyment. We aim to enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

We will provide a well-planned and organised play environment that offers children rich and stimulating experiences, alongside opportunities to explore, experiment, plan and make decisions for themselves. Children are encouraged to be confident and independent, and every effort is made to develop their self-esteem and learning through play.

The programme of activities is developed following children's interests, to allow children to build on their natural curiosity, develop their language and mathematical thinking, use their imagination and develop positive social relationships. We recognise and take into account the differing ages, interests, backgrounds and abilities of the children. At all times, the setting will recognise a child's individuality, effort and achievement.

Wherever appropriate, children will be involved in the process of planning activities so that the programme reflects their opinions, and so that children feel some ownership over their setting. Such processes will be governed by the procedures set out in the Involving and Consulting Children policy.

There are seven areas of learning and development that must shape educational programmes in early year's settings. All Areas of Learning and Development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the *Prime* areas, are:

- Communication and Language;
- Physical Development; and
- Personal, Social and Emotional Development.

Providers must also support children in four *specific* areas, through which the three prime areas are strengthened and applied. The specific areas are:

- Literacy;
- Mathematics;
- Understanding the World; and
- Expressive Arts and Design.

Observation

Each child's development is closely observed to ensure they are making progress and any difficulties in any areas of learning are identified and addressed. Based on the EYFS principles, staff will be able to recognise where each child is in their learning and put in place the most effective activity to support each child in extending their development and learning based on their interests and needs.

Staff help children to bring together what they know in a connected and whole way by:

- Observing children at play
- Using their observations to support and extend play by planning and resourcing a challenging environment
- Creating appropriate stepping stones with particular children in mind, to help children to learn through their play and develop towards the early learning goals
- Engaging in play, and encouraging the development of communication (both non-verbal and spoken) through play
- Knowing when to take a back seat, and to let children develop their play without adult intervention

Systematic written records of children's progress, which are informed by observations, are compiled for a variety of reasons:

- To evaluate progress towards early learning goals
- To share knowledge with parents/carers
- To help plan appropriate projects
- To identify any special educational needs and share knowledge with outside agencies when appropriate
- To monitor equal opportunities in terms of access to the early years foundation stage offer
- To share knowledge among the staff team and provide continuity in case of staff absences or changes
- To pass on information to school

Staff and students are encouraged to record observations of the children. Observations will always include the date, time and name of the observer. It is important to observe children in different contexts: in groups, as individuals, at play, in conversation with adults etc.

Assessment

Key persons will complete regular assessments, using their judgment about length of time spent, methods used etc.

The general principle is that this should be an enjoyable experience for the child. The assessment should be used as a diagnostic tool – if it highlights a specific area of concern, e.g. difficulty using scissors, action should be planned to help.

Observations will be recorded using 2 Simple around once a week. These observations should include next steps for learning that feed into the Planning for each individual child.

Staff are trained and experienced in Assessing children. These informal observations and assessments are valuable and link directly to future planning. The manager will ensure that time is managed properly, so as to allow for activity sessions to be evaluated.

Staffing

Staffing arrangements will provide opportunities for:

- Reflection on practice.
- The realisation that working with children is a complex, challenging and demanding task and that often there are no easy answers.
- Learning as a shared process; children learn most effectively when, with the support of a knowledgeable and trusted adult, they are actively involved and interested.

Staff will display flexible styles of leadership and respond appropriately to children according to their age, understanding, and needs.

Staff will support, recognise, and promote achievements by all children. The setting will provide children with age-appropriate equipment and resources appropriate to their interests, according to the Equipment policy. Children have access to outdoor play every day, subject to safe weather conditions. No child will ever be left unsupervised during activities at Nursery.

Outdoor play

Outdoor play and learning opportunities are included in the Early Years Foundation Stage Planning and offer opportunities for all areas of learning including imaginative play, construction, horticultural play, scientific and environmental and quiet play. Children flow freely between indoors and outdoors, and are able to choose where they prefer to be.

We encourage children to take an active part and interest in their external surroundings by observing the seasons and growing cycle.

Outdoor play promotes:

- Physical skills in gross motor movement
- Opportunities for co-operation, language development and independence
- Vital mathematical, scientific and creative exploration

All children will be given the opportunity to play outside in all weathers. Parents are asked to provide suitable outdoor wear. When all the children are outside staff position themselves to ensure that all children are adequately supervised and supported, and learning opportunities extended

A full range of experiences are provided outside to ensure that children are appropriately challenged

An example of play and learning opportunities for our children:

Cooking – Cooking provides great opportunities to work together, take turns, talk about early maths – weighing and counting, and talking about how things change, it is lovely for the children to share their finished product at snack time or to take home.

Construction – we have a range of construction toys, Duplo, Lego, play Mobil, stickle-bricks etc. that the children can use to design, construct, manipulate and develop their own ideas with.

Small World Play – We encourage small world play where children can play with a wooden railway or road, small figures, a dolls house, animals and more. Small world play helps children to develop their imagination and encourages children to act out the real world, experiment ideas safely and is great fun as they are in control

Lunch/Snack time – Together we share our meals, all sat around the table – we use this time to talk about table manners, share ideas and interests with one another. Independence is encouraged as children learn to feed themselves, lay the table and help prepare the food and drinks.

Jigsaw puzzles - peg boards and threading – these are all great activities for concentration, developing fine motor skills and help coordination, without good hand eye coordination children find it impossible to learn to write.

Games – great opportunities to take turns, match objects, have fun and work together.

Treasure Baskets – this is about providing opportunity for children to play with real objects – materials, keys, saucepans, pegs, cardboard tubes, pots, sponges etc. Children use these objects in a huge range of ways to enhance their play and develop understanding of their environment.

Cuddly Toys and Puppets – the range of soft toys, make great friends; they take on roles in stories, become guests at a tea party, and have their own personalities as well as stars of their own television shows.

Music – music is a great way to explore the world, we listen to a range of musical styles from classical to pop, with nursery rhyme, music from around the world, and songs we can sign too. There is also a range of percussion instruments always available for the children to use.

Role Play – we have an area which contains all types of clothes to encourage children to act out roles, it includes multi-cultural dress, tabards, helmets, bags, fabric, animal tabards & masks, tools kits and doctors kits – which is always accessible to the children.

Writing Area – pens, paper, crayons, chalk and pencils are freely available to children. They are encouraged to form letters, write notes, their name, shopping lists etc.

Socialising with friends – These are times when we can mix with our peers from other rooms within the nursery, play with a different range of resources and learn how to socialise in a larger group in preparation for school.

Outdoor Play & Gardening – the outdoor area incorporates ride on toys, balls, hoops, and large floor games etc which are all readily available. These are supplemented at different times with sand and water play. We also learn about science, bugs and growing things, by taking care of the garden, growing flowers and vegetables.

Everyday nursery tasks – Children can benefit hugely by being involved in everyday activities, laying the table reinforces, maths skills, tidying up helps children to learn to take care of things and where to find them next time, shopping can introduce early skills of using money, learning where products come from and recognising simple words.

Expressive Arts & Design and Messy Activities – we do lots of crafts – painting, gluing, collage, drawing, play-dough, and much more, and through these materials we can show our own creative side and discover for ourselves the properties of materials.

Free Play – we have a selection of toys which the children can choose to play with, they are not all out all of the time – instead we rotate them around, and use them to reflect each child’s individual interests and development level.

Rest time – At the end of the day when our bodies catch up with all the activities we done, we have quiet time were the children can relax and listen to a story.

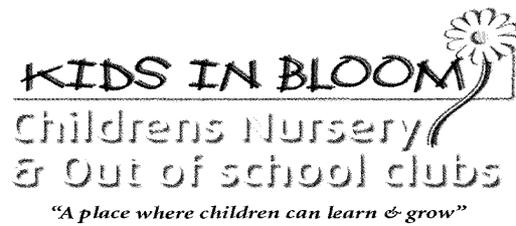
Out in the Community - As a nursery/club we can utilise the wider environment too, with trips to local museums, farms, parks, shops, the library, theatre and any local events.

Equipment and Resources Policy

We believe that high-quality care and early learning is promoted by providing children with safe, clean, attractive, age and stage appropriate resources, toys and equipment.

To ensure this occurs within the nursery we will:

- Provide play equipment and resources which are safe, and where applicable, conform to the BS EN safety standards or Toys (Safety) Regulation (1995)
- Provide sufficient quantity of equipment and resources for the number of children registered in the nursery
- Provide resources to meet children's individual needs
- 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 stereotyping
- 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 regularly as they are set out at the beginning of each session and put away at the end of each session. We repair and clean or replace any unsafe, worn out, dirty or damaged equipment whenever required
- All staff must keep the continuous provision sheets up to date linking to EYFS learning outcome.
- 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.



Formula Milk Policy and Procedure

The Key Person should prepare the feed and give to their own child.

Parents are to bring in pre-measured tubs of the powdered milk. For younger babies who rely on milk feeds a spare feed should be provided.

These should be clearly marked with the Childs name and amount of powder along with a number of sterile empty bottles using a permanent marker pen.

Staff making up a feed:

To reduce the risk of infection, we make up feeds one at a time as and when each baby needs it, and always use water that has been boiled to a temperature of 70°C or above. Boiling water at this temperature will kill any harmful bacteria that may be present.

Bacteria multiply very fast at room temperature. Even when the feed is kept in a fridge, bacteria can still survive and multiply, although they do this more slowly.

The risk of infection increases over time so that is why it is important to make up the feed only as the baby needs it.

Preparation and hygiene

A baby's immune system is not as strong or as well developed as an adult's. This means that babies are much more susceptible to illness and infection. Therefore, good hygiene is very important when making up a feed.

All equipment used to feed your baby must be sterilised. Bottles, teats and any other feeding equipment need to be cleaned and sterilised before each feed to reduce the chances of your baby falling sick or getting diarrhoea.

It is best to use water that has been boiled and allowed to cool to make up a feed. We do not use artificially softened water or water that has been previously boiled.

Before the preparation of the feeds all staff must ensure the following is adhered to

1. Clean all surfaces with the antibacterial spray.
2. Wash hands with Antibacterial soap and dry.
3. Put on an apron.
4. Boil the kettle.
5. Pour the water to the mark required as stated on the Childs individual feed tub.
6. Add the Powder, replace the lid and shake.
7. Fill a jug of cold water - Place bottle in to cool it.
8. Temperature should be checked using a probe.

Should you have any questions or queries please do not hesitate to speak to the Manager.

Involving and Consulting Children Policy

We are committed to the principle of involving and consulting children whenever decisions are made that affect them.

Our commitment to involving and consulting children stems from the 'listening to children' provisions set out in Articles 12 and 13 of the United Nations Convention on the Rights of the Child.

These state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information given in a way that enables them to make choices.

For children, involvement and consultation helps them to develop new skills such as negotiating, sharing and understanding the perspectives of others. It helps them to understand how decisions are made, and recognises that their opinions are important.

There are multiple benefits of such an approach such as improved behaviour, a relationship with children based on partnership, a more cohesive environment and activities and decisions that children feel a sense of ownership over.

All children will be listened to and consulted actively. This will take a number of forms, including:

- Listening to what they say in speech and other forms of communication.
- Observing body language and behaviour.
- Drama and role play.
- Through play and creative expression and the use of visual aids.
- Via regular group based discussions and Q and A sessions.
- Questionnaires and other regular feedback on activities.
- Notice boards that carry important information about activities.
- Regular children's meetings, with children and staff, discussing activities and other topics.

Age, maturity and type of decision being made will determine the extent and nature of children's involvement. However, the emphasis should always be strongly in favour of involving children.

Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. We will be clear about what decisions children will be involved in an attempt to offer explanations if/when consultation and involvement is deemed inappropriate.

Nappy Changing Policy and Procedure

Nappies are changed after snacks and meals and whenever necessary.

Procedure

1. Wash hands before commencing
2. Collect all items for nappy change i.e. wipes, nappy, spare clothes.
3. The appropriate plastic apron must be worn
4. Disposable gloves must be worn for each nappy change
5. **UNDER NO CIRCUMSTANCES MUST A CHILD BE LEFT UNATTENDED DURING THEIR NAPPY CHANGE.**
6. Always wipe children's bottoms from front to back.
7. Nappies are to be disposed of in the disposal unit which must be emptied frequently and at the end of the day.
8. When nappy change is complete, clean mat using antibacterial spray and disposable towels.
9. Ensure any gloves or paper products that are used are disposed of in the disposal unit.
10. Wash hands after **each** nappy change.
11. The antibacterial spray, gloves etc. must be stored out of reach of the children.
12. Communal creams are not to be used and parents must provide their child's own cream which must be clearly labelled with the child's name & expiry date; this can be kept in the child's identified basket/tray and used when necessary.

NB:

Children are always changed when necessary and **NOT** left to appointed nappy changing times.

Physical Activity and Development Policy

The role of Physical Development is to provide babies and children at Kids in Bloom Nurseries and Out of School Clubs with opportunities to:

- Be active and interactive.
- Gain confidence in what they can do.
- Develop skills of co-ordination, control, manipulation and movement.
- Use all of the senses to explore and learn about the environment.
- Develop an understanding of the importance of physical activity and making healthy choices.
- Feel the positive benefits of being healthy and active.
- Develop a sense of well-being.
- Develop independence in self-care.

Meeting children's physical needs is fundamental to their well-being. Growing and developing children who are physically well will have the energy and enthusiasm to benefit from the range of activities on offer to them.

Our overall Aim:

Our aim is to ensure that all children are given the opportunity to develop their gross motor and fine motor skills within a safe, stimulating and enriching environment.

We acknowledge the important link between a healthy lifestyle and the ability to learn effectively. We also recognise that we can play a significant role, as part of the larger community, to promote healthy lifestyles.

The introduction of UK Early Years Physical Activity Guidelines reflects a growing awareness of their importance and follows the lead of other major international countries.

They are based on evidence from research and the combined input from experts in this field of study.

These guidelines are relevant to all children under the age of five and are aimed at the following groups:

Under 5's who currently cannot walk unaided:

Physical activity should be encouraged from birth, particularly through floor-based play and water-based activities in safe environments.

Pre-school children who can walk unaided:

Children of pre-school age who are capable of walking unaided should be physically active daily for at least 180 minutes (3 hours), spread throughout the day.

Sedentary guideline:

All under-fives should minimise the amount of time spent being sedentary (being restrained or sitting) for extended periods (except time spent sleeping).

Typical activity patterns for walkers under five:

Young children don't need to do their 180 minutes (3 hours) of physical activity all at once.

Children under five have a natural tendency to be active in sporadic bouts and accumulating physical activity throughout the day suits their natural movement behaviour and protects against long periods of inactivity.

However, most UK toddlers only spend 120-150 minutes a day in physical activity, and so achieving the guideline would mean adding another 30 to 60 minutes a day to their current levels of physical activity.

What intensity of physical activity is appropriate?

The 180 minutes can be activity of any intensity. For this age group, the amount of physical activity is more important than the intensity. Therefore, whether they are light eg moving about, standing up, walking at a slow pace, or moderate or vigorous (more energetic activity) eg. climbing, dancing to music, running and skipping, will all contribute towards the 180 minutes a day.

More energetic play will make children 'huff and puff' and this will encourage the development of their cardiorespiratory system and this is good for their health. It will also burn calories and this is important to help young children maintain a healthy weight.

As a result, we aspire to improve the health of our children by teaching ways to establish and maintain life-long physical activity habits.

We aim to do this by:

- Planning activities that offer appropriate physical challenges.
- Providing sufficient space, indoors and outdoors, to set up relevant activities.
- Giving sufficient time for children to use a range of equipment.
- Providing resources that can be used in a variety of ways or to support specific skills.
- Providing time and opportunities for children with physical disabilities or motor impairments to develop their physical skills, working as necessary with physiotherapists and occupational therapists.
- Supporting children in developing independence in health and self-care skills.

Effective Learning in Physical Development involves:

- Having time to explore and experiment, refining movements, and actions.
- Having opportunities to learn across the curriculum through physical activity.
- Learning through using all of the senses.
- Developing confidence and independence through building on existing skills.
- Developing an understanding of how exercise, rest, food, and good hygiene practices promote good health.

Effective Teaching in Physical Development involves:

- Providing opportunities for daily physical activity, both indoors and outdoors.
- Providing a well-planned and resourced learning environment.
- Ensuring that the learning environment is safe, and that appropriate outdoor clothing is available.
- Offering a range of stimuli for movement, such as action rhymes, stories, music, and props.
- Introducing appropriate vocabulary, alongside actions.
- Teaching specific skills such as throwing and catching.
- Providing a range and sufficient quantity of interesting and challenging resources.
- Countering stereotypical behaviours that hinder children's development.
- Involving parents and carers.

Monitoring and Evaluation

The methods of monitoring and evaluating the teaching and learning in the area of Physical Development include:

- Planning reviewed by the Physical Development Co-ordinator.
- Access to Physical Development activities monitored by sampling Planning on a regular basis.
- Quality of observations and Learning Journeys monitored regularly by Senior Practitioners and the Manager.
- Moderation by Managers of assessments and Learning Journeys.
- Photographs and examples of children's physical development work displayed in each Room.

Planning

Physical Development comprises of two areas:

1. Moving and Handling
2. Health and Self-care

Leaders and Practitioners should ensure that both of these areas are covered.

Long-term Planning

Provides for all aspects of physical development to be covered over the year. Using long term plans, observations, assessment data, and the children's interests and next steps, the teachers and team leaders identify areas of focus for the half term.

Short-term Planning

Learning experiences are planned for each week, based on the observed needs and interests of the children and feedback from parents.

These are designed to build upon and extend children's knowledge, understanding and skills in this area and promote positive attitudes to learning.

Focused Child Planning

A key person will choose a child to 'focus' their observations and planning on for one week. These observations and the children's next steps /interests will be planned for the following week.

Observation and Assessment

- A practitioner may note a child's interest in a specific activity or resource.
- Observations may be made during an adult-led or focused activity.
- Parents are encouraged to share their own observations and assessments of their child's progress.
- Both formative and summative assessments are made:
- Formative assessments through ongoing observation.
- Summative assessments are shared with parents each term, in the Two Year Progress Report.

This information will then be input into the Nursery Assessment Tracker document.

A child's achievements and interests will be noted in their Learning Journeys and shared with parents termly.

Roles & Responsibilities of the Physical Development Co-ordinator

The assessment data is analysed once a term by the Manager, identifying areas for focus.

The Co-ordinator will carry out the following responsibilities:

- Monitor planning of an appropriate and effective curriculum for both indoor and outdoor physical activity.
- Ensure that practitioners observe and assess the children to inform future planning.
- Observe Practitioners and agree any training and development needs.
- Review the Physical Development Policy.

Roles & Responsibilities of all Practitioners

- Ensure that all children have equal opportunities to access both indoor and outdoor physical activities.
- Refer to the planning before each session in order to understand the learning intentions of all activities.
- Carry out ongoing observations and assessments of children in order to inform future planning.
- Ensure that children are wearing appropriate footwear and clothing, particularly for outdoor physical activity.
- Ensure that resources are adequately cared for and safe to use.
- Carry out risk assessments in line with the Risk Assessment Policy.

Roles & Responsibilities of Parents

- Attend the termly parent meetings to discuss their child's achievements and targets.
- Support the Nursery in encouraging a healthy lifestyle, which includes regular participation in physical activity.
- Support the Nursery in enforcing routines and rules that ensure the safety of all children engaged in physical activity.

- Share their observations and assessments with their child's Key Person through Parent Share.
- Ensure that their child attends Nursery in clothing and footwear that is appropriate for physical activity, both indoors and outdoors.
- Contribute to their child's 'Individual Plan'/children's next steps on a termly basis.

Special Educational Needs and Disability

We aim to cater for the individual learning needs of every child, recognising the need for specialised provision to ensure access to all aspects of Physical Development.

We have a named Special Educational Needs and Disability Co-ordinator (SENDCO) – Stella Arends who works across the Nursery.

The SENDCO links with external agencies such as the Educational Psychologist, the special needs team, the Neighbourhood Early Year's Team, speech therapists and health visitors, who work together with parents to form Individual Learning Plans or Play Plans for children.

Parents and Carers work with Practitioners, the SENDCO and outside agencies in supporting the child's progress at Nursery. Information about the child's development may be shared with other settings attended by the child, but only with parental consent.

High Expectations

We aim to provide for the needs and interests of all our children through the observation, assessment and planning process. This process enables us to identify those children who are exceeding expectations in any or all areas of learning and development.

Practitioners, supported by the Manager, where appropriate, ensure that activities are suitably challenging to enable children to reach their full potential.

Equal Opportunities

All children and families are encouraged to take part in all activities at Nursery. We actively celebrate cultural differences, and recognise the importance of treating children equally and with respect.

Boys and girls are treated equally and encouraged to take part in all aspects of Physical Development.

Health and Safety

Practitioners should carry out a daily risk assessment of physical play equipment, both indoors and outdoors.

Practitioners should ensure that children are wearing appropriate clothing and footwear for the activities being provided, particularly outdoors.

Children using large outdoor climbing equipment should be supervised at all times.

Managing Resources

All resources to be returned to the garages or sheds and checked and counted after each session to minimise loss and damage.

Settling In Policy

At Kids in Bloom Day Nursery, we want children to feel safe, stimulated and happy in the Learning Environment. All children are unique and the amount of time that a child takes to settle can vary enormously.

We strongly encourage parents/carers to visit the premises with their children for three visits before they are due to start. Before these visits, we ask parents/carers to both complete and return our Admissions Form and pay their deposit.

Children are always greeted in a warm and friendly manner. They are introduced to all members of our staff team. They will be assigned a key person who will help to ensure that the child's care is tailored to meet their individual needs and to help a child become familiar with the setting and offer a settled relationship for the child and build a relationship with their parents

Parents will be informed of our routine and the programme of activities. They can have a look around, told which parts of the building they can/cannot go, and have registration and signing out procedures made clear.

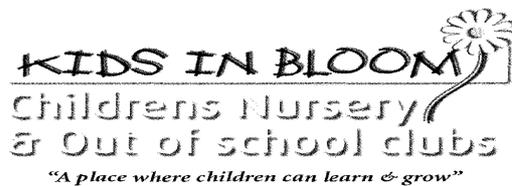
Parents/carers are always offered the opportunity to stay with their child if they wish.

All staff will supervise new children to ensure that they are happy. The appropriate level of supervision will be judged according to the child's age, maturity and previous experiences.

Staff will ask how a child is feeling, activities they enjoy and if they are unhappy about anything. At the end of week 1, the child's key person will chat to the Parent about how well their child is settling in.

If it seems that a child is taking a long time to settle in, this will be discussed with their parents/carers at the earliest opportunity, or if a parent/carer feels that there is a problem during the settling in period, they should raise this with their Room Supervisor / key person.

Staff will always be available to discuss any concerns or other issues with parents/carers regarding their child and their attendance at the Setting. If parents/carers wish to meet with the Manager, they can always come in for a chat.



Sleeping and Monitoring Policy

Our staff will always try to take Parents/Carers wishes into account when dealing with sleeping children, and follow their individual routine.

Our staff will discuss with you in detail the sleep routines you have established for your baby and how we can best accommodate them into our nursery routine, this will be done during your child's induction / trial sessions. These discussions will be on going as the sleep needs of your baby will change as s/he grows and develops.

Some children spent a lot of time with us at the nursery and the opportunity for sleep or resting times is very important.

All periods of sleep are regularly monitored and recorded by our staff for each individual child on sleep record charts. These charts are kept within the child's room and will record child's name, time went to sleep, a record of checks every 10 minutes and any other information such as child coughing or become distressed during sleep.

As working parent's we do understand that you too need your sleep so it is vital that we work in partnership with you to provide a sleep routine for your child that fits your requirements. We do allow for children under 18mths to sleep as and when they are ready, whereas the children in our toddler room will have a set nap time after lunch.

No child attending our nursery will be forced to sleep; children that no longer have a nap in their routine will be entertained by the staff in the room during this quiet/relaxing time.

We do regular checks on your child when s/he is sleeping, this is done in person. We do also keep records of these checks and the total time slept during the day, in addition to the time they went to sleep to the time they wake up.

If you ever have any concerns over your child's sleeping routine please do discuss them with your child's key person.

All children have their own individual sleep equipment, we provide separate beds with their own bed sheets and blanket, which are laundered daily and stored in the Linen Cupboard.

As part of the EYFS, our rooms within the nursery organised into different areas to offer the children many activities and the opportunity to choose what activities they want to participate in.

One of these areas includes an area for comfort/quiet area, this area is set aside with comfortable mats, cushions, books and treasure baskets in order to enable children to be able to go and have some periods of comfort and rest should they require it during the daytime.

Whilst younger children within the nursery have their sleep, usually after lunch, other children will have a story, play outdoors or another activity for a short period to enable children to relax and rest as required.

Transition Policy and Procedure

At Kids in Bloom, we work hard to ensure that all children feel safe, secure and comfortable with staff. We make our setting a welcoming environment where children settle quickly and where consideration is given to each child's individual needs and the parents/carers wishes.

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

The new key person will help the child settle into their new room and introduce to other children and staff who work in the new room.

The key person will get to know what the child's interests and dislikes are so they can settle into the routine quickly. All staff will be aware if any new children have any illness, allergies, or other concerns regarding welfare and allow the children to settle with us at their own pace.

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

- Ensuring each child's individual needs are taken into account;
- Consulting and involving parents/carers in the "Transition" and that information is regularly shared with them;
- Transition is arranged with the key person and the child's parents working closely together, not simply when the child turns a certain age;
- Supporting staff in order to allow sufficient time to help settle new children in;
- Ensuring that all relevant forms and documents to be completed;
- Plan a series of Transition visits for as long as the child needs;
- Reassure parent/carer of children taking longer to Transition;
- Allocate a new key person and review over the month to find if they have bonded;
- Children will not be taken on any trips until they are settled.

Parents will be supported by our staff during this Transition period and will be encouraged to come in and have a chat with their child's key person at any time.

Procedure for children moving within the setting

When approaching a time for the child to move rooms, the decision to move will be based on thoughtful observations from the key person that the child is ready for the next stage.

The following procedure is aimed at ensuring a smooth transfer for both the child and the parents within the setting.

- A letter is sent to parents/carers providing details of the new room and information regarding the daily programme
- Parents are invited to visit the new room prior to the move to meet the staff and become familiar with their child's new surroundings
- A profile of the child will be completed during this visit with the parents
- A Learning & Development report is provided to both the new key person with a copy being given to the parents/carers as an on entry assessment.
- A timetable of visits, based around the child's needs, will be agreed between the current key person and the new key person.

- Parents will be kept informed about these arrangements and asked for any feedback and supported to share any concerns they may have during this important stage.
- The child's current key person will be responsible for ensuring that the child's records are transferred to the new room.
- Children are emotionally well prepared for the next stage in their learning because all of our staff provide good support to prepare them for their transitions both within the setting, to other settings and to school.
- For transition to school we do this by establishing what schools the children are going to, uniforms are then obtained which are placed within the children's role play area, we have a transition file containing any information that may have come from schools, photographs of the children visiting the school and an information booklet developed for parents on the procedure for applying for a school place.
- We also have good partnership with the schools as we are part of a schools transition network consisting of various local schools and other private settings in the area. We share good practice and share information that is relevant for the individual child starting school to make the transition from nursery to school as smooth as possible.
- As part of our networking we arrange for our children to visit the local schools if possible, alternatively we will take the children out on our own minibuses to show them where the schools are. We also arrange for Teachers to come to our setting and talk to the children, again where possible.
- During the visits a member of staff from the child's current room, usually the child's key person will spend a period of time settling the child depending on the child's individual needs. If it is felt that a child requires a few more settling in sessions then this will be arranged between the child's current key person and new person and measures will be taken to ensure the child has a smooth transition and parents/carers again will be informed of this.
- Staff will have awareness that at times of change a child may regress a little and may need some additional support until they have settled in, for example, the child may want to carry a comfort item with them. Nursery staff will keep the child's parents fully informed of their progress

Procedure for children moving to another Setting or School.

The following procedure is aimed at ensuring a smooth transfer for both the child and the parents for Transitions to another Setting or School.

If a child is leaving to attend another setting or move on to School, we will provide the following information:

The child's completed Learning Journey
 Any information around the child's SEN Development
 Any Safeguarding information
 Any Concern Forms that we have completed during the time the child was in our care.
 Any changes to parental circumstances that we have noticed and logged.

We will always send these documents and send them to the new Setting or School as soon as we are able. We will then log, for our records that we have carried out this procedure, who the information was sent to, who sent the information, how it was sent and when they sent it.

Parents will be fully supported by our staff during this important Transition period and will be actively encouraged to come in and have a chat with their child's key person at any time.

Arrivals and Departures Policy

We will always give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Admissions

It is the responsibility of the Manager to ensure that staff maintain accurate records of the names of all children in the setting, and their hours of attendance and departure from the premises is recorded in the register. The register will be kept in the relevant Nursery Room at all times and we supplement this with regular head counts during the day.

It is a requirement of the EYFS Framework that records of daily registers be kept for at least three years from the last entry. (We understand that we may be required to show these documents during the next Ofsted inspection.)

Arrivals

On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of arrival. If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form before they depart. This form must be renewed on a daily basis. Failure to fill in this form will mean your child will not be given any medication.

Departures

We will only release children into the care of individuals who have been notified to us by parents/carers. Children are not allowed to leave our Premises unsupervised. We will take all reasonable steps to prevent unauthorised persons entering our Premises, and have an agreed procedure for checking the identity of visitors.

Please ensure you collect your child by the time stated on your contract. If the child is still on the premises after this stated time, and we have not received a telephone call informing us that you will be late to pick up your child, you will be charged £20.00 every 10 minutes or part of, that you are late.

If the child is to be collected by someone other than the parent/carer, the Manager/Deputy must be informed and this information must be recorded at the start of the session. The person collecting the child must use the designated Password provided by you.

The adult nominated to collect a child **must be** one of those named on the Admissions Form. Only adults aged 16 years and over and with suitable identification, will be authorised to collect children.

No adult other than those named on the Admissions Form will be allowed to leave with a child. If someone else should arrive without prior knowledge, we will telephone the parent/carer immediately. If we cannot contact the parent/carer, we will keep the child at Nursery/club until we are able to make contact.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival at Nursery/club. If the designated adult is late in picking up their child without prior warning, the Uncollected Children policy will be activated.

Upon departure, the signing out register will be marked to show that the child has left the premises. Their time of departure will also be recorded.

Absences

If a child is going to be absent from a session, parents must indicate this to the setting in advance. If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this. Regular absences from the setting could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The setting and its staff will always try to discover the causes of prolonged and unexplained absences.

Escorting Children between School and the Nursery/Club

Where children are escorted between school premises and our Nursery/Club, the following procedures will be carried out:

It is now a requirement that all children being escorted to and from school now wear hi-visibility jackets, these are being provided by us, the children will be issued with these when the Before School Club each morning and will be collected back off them when they arrive at school, this will be done for the return journey back to After School Club.

The Manager will ensure that a risk assessment is carried out and reviewed every term. A contact within each school will be identified, with whom the Manager / play leader will liaise. A clear agreement will be reached between us and the school about when responsibility for children's safety is officially transferred.

The Manager/Play leader will ensure that an identical register/ list of all children who require escorting between locations is kept by both the school and ourselves and updated regularly. A regular meeting place for children will be established within the school and ourselves. If the meeting place is complex, children under 8 are escorted directly from and to classrooms and our Nursery/club.

Staff will ensure that children are given instructions on road safety.

If a child is absent without prior warning, we will check to see if they attended school that day, they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at school and parents/carers.

Transport

Where possible, the setting will use a minibus when escorting children longer distances. When escorting children by minibus or other private vehicle, staff will ensure that the following rules are always adhered to:

- All adults, who are involved in the transportation of children, will have appropriate and up to date enhanced Disclosure & Barring Service checks.
- Children should not sit at the front of the Car.
- All vehicles are suitably insured and all children are wearing seat belts.

Arrivals and departures for staff, parents, visitors and students

Staff and students will arrive and sign in on their individual time sheets; they will place their belongings in the staff room and ensure their mobile phone is switched off and placed in the staff room or office. All staff has signed a contract that states they must have their mobile switched off at all times within the setting and only switch it on and use it once they are off premises or all the children have left the building.

There are signs located around the nursery asking parents to ensure gates and doors are closed at all times and to not answer the door to anyone as this is a safeguarding issue for all the children and staff.

We strive for excellence within the safeguarding area and ensure that parents, visitors and students are escorted in and out of the premises at all times.

Each staff member is asked to ensure they have a full awareness of who is allowed to collect each child, this information is located on the child's individual contract and their contact cards located in each room.

Each staff member and student when leaving the setting sign out using their timesheet and ensure staff to child ratio is correct before they leave to ensure the safety and wellbeing of the children.

All visitors are asked for ID before they enter the premises to validate who they are, they are then asked to sign the visitor's book and asked to come to the office when they are departing to sign out and to be escorted off the premises.

Biting Policy

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten. I hope that this policy will explain how we deal with biting in our nursery. Please do discuss any concerns you may have regarding this issue with the management or your child's key person. If your child is known to bite we would prefer to know in advance.

Biting is common behaviour that some young children go through. This is part of some children's development stage and where they do not yet have the words to communicate their anger, frustration or need. At Kids in Bloom, we follow our Managing Behaviour Policy to promote positive behaviour at all times.

Biting may occur for many reasons, a child might be teething, be overly tired or frustrated. He or she might be experimenting or trying to get the attention of staff or other peers. Children have limited verbal skills and are sometimes impulsive without a measured degree of self-control. Sometimes biting occurs for no apparent reason.

Due to the speed and randomness with which biting incidents occur, it is not always possible to prevent these incidents from happening.

Kids in Bloom will encourage the children to use alternative methods to biting if they become angry or frustrated. All staff will maintain a close and constant supervision of the children at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating environment. The safety of children at Kids in Bloom is our primary concern. Our biting policy addresses the action we will take if biting occurs.

In the event of any child being bitten, the following procedure will be followed:

- The biting will be interrupted with a firm "No, we do not bite people."
- The bitten child will be comforted immediately and first aid will be administered if necessary.
- Staff will remove the child who has bitten, from the situation and the behaviour will be dealt with in an age appropriate way, which may involve a time out or a distraction.
- The child who has been bitten will be comforted and checked for any injuries.

Where a child bites repeatedly and/or if they have a particular special educational need or disability that lends itself to biting, eg. in some aspects of autism, where a child doesn't have communication skills, we may recommend immunisation with hepatitis B vaccine for all staff and children.

Although we have not had a child who did not respond to our positive behaviour methods, we must reserve the right to unfortunately, ultimately exclude a child if we feel that this is the best course of action for all concerned. This exclusion may be a temporary situation whilst a procedure is developed to assist staff in future controlling of situations when biting cannot be dissuaded.

However, in more serious cases, or when additional measures have been unsuccessful, then we may regretfully make the exclusion a permanent one for the safety of staff and other children. This decision will only be taken on consultation with a Director. Many children go through a stage of biting, please don't be alarmed it doesn't last forever!

Camera and Recording Device Use Policy

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is gained when each child is registered and is updated on a regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for each different use including, use in the child's learning journey, for display purposes, for promotion materials including our nursery website and brochure and to use in the local press.

We ensure that parents understand that their child may also be on another 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 then the nursery will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take photographs or recordings of a child on their own devices and only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parent's wishes are adhered to.

Parents are not permitted to use any recording device or camera on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas parties or Sports Days, staff may produce group photographs to distribute to parents on request.

In this case individual permission will be asked for each child before this event. This will ensure all photographs taken are in line with parental choice.

Safeguarding and Child Protection Policy

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

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

We will appoint a member of staff as the Safeguarding Officer. This Officer will have suitable experience, training and expertise, and will be responsible for liaising with social services, Local Safeguarding Children Board (LSCB) and Ofsted in any child protection matter. If the designated person is unavailable, the Person in Charge must be contacted.

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

We are committed to reviewing its Safeguarding Children policy and procedures at regular intervals. The policy and its procedures will be shared with parents/carers during their child's settling in period.

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

To this end we will:

- Create a stimulating environment which will encourage all children to develop a positive self-image
- Encourage children to develop a sense of independence in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Provide opportunities where all children are able to learn through play which will enable them to grow in confidence and fulfil their potential
- An environment where children's voices can be heard and truly listened to

Kids in Bloom have a clear commitment to safeguarding children and promoting their welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to one of the staff members listed below:

- Stella Arends – Nursery Manager
- Danielle Crawford and Marianna Prill - Assistant Nursery Managers

The legal framework for this policy is based on:

- Safeguarding Vulnerable Groups Act (2006)
- The Statutory Framework for the Early Years Foundation Stage (2014)

Practitioners have a duty to safeguard and promote the welfare of all children.

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

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

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

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

We aim to:

- Never place a child at risk while in the charge of nursery staff.
- Maintain confidentiality at all times.
- Ensure that all staff are alert to the signs of abuse, understand what is meant by safeguarding and are aware of the different ways in which children can be harmed including by other children i.e. bullying, discriminatory behaviour.
- Provide all staff with regular updates on safeguarding issues and procedures to maintain awareness and develop understanding.
- Inform parents of safeguarding policies and procedures when they register with the nursery and kept informed of all updates when they occur.
- Regularly review and update this policy with staff and parents where appropriate.

Contact numbers:

- OFSTED - 0300 123 1231
- Local Safeguarding Children's Board: Local Authority Designated Officer: - (LADO) - 0151 233 0493
- Liverpool Safeguarding Children's Board (24 hour Careline) - 0151 233 3700

Safe Caring

All staff understand our Child Protection procedures and have had appropriate training and guidance in the principles of safe caring. To this end:

- Every effort will be made to avoid instances when members of staff, students, volunteers or parents are left alone with a child other than their own, for their own protection and that of children and young people. There will be 2 adults at all times with children.
- In an extreme case or emergency that of a member of staff is alone with a child, the door of the room should be kept open and another member of staff should be informed.
- If a child makes inappropriate physical contact with a member of staff, students or volunteer, this will be recorded fully in the Incident Record Book.
- Staff will never carry out a personal task for children that they can do for themselves.
- Where this is essential, staff will help a child whilst being accompanied by a colleague. Unless a child has a particular need, staff should not accompany children into the toilet. Staff are aware that this and other similar activities could be misconstrued.
- Staff will be mindful of how and where they touch children, given their age and emotional understanding. Unnecessary or potentially inappropriate physical contact will be avoided at all times.
- All allegations made by a child against a member of staff will be fully and accurately recorded, including any actions taken, in the Incident Record Book. In the event of there being a witness to an incident, they should sign the records to confirm this.

Dealing with Allegations

We are committed to ensuring that it meets its responsibilities in respect of child protection by treating any allegation seriously and sensitively. On discovering an allegation of abuse, the

Safeguarding Officer will immediately refer the case to the local statutory child protection agencies. (Careline – 0151 233 3700).

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

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

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

Any member of staff who is dismissed or leaves under investigation for being unsuitable for work with children will be referred to the Independent Safeguarding Authority (Disclosure and Barring Service from December 2012).

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

1. Listen fully to all the child has to say.
2. Make no observable judgement.
3. Ask open questions that encourage the child to speak in their own words.
4. Ensure the child is safe, comfortable and not left alone.

5. Make no promises that cannot be kept, such as promising not to tell anybody what they are being told.

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

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

Staff will be made aware of the Department of Health's booklet 'What to do if You're Worried A Child Is Being Abused?' (2006), and 'Working together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children 2015.

Referring Allegations to Child Protection Agencies

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

- Immediate contact will be made with the local children's social care services and, in emergencies, the police.
- The Safeguarding Co-ordinator will communicate as much information about the allegation and related incidents as is consistent with advice given by social services and the police.
- At all times, the safety, protection and interests of children concerned will take precedence. The Safeguarding Co-ordinator and staff will work with and support parents/carers as far as they are legally able.
- The setting will assist the social services and the police, as far as it is able, during any investigation of abuse or neglect. This will include disclosing written and verbal information and evidence.
- Ofsted will be informed of any allegations of abuse against a member of staff, student or volunteer, or any abuse that is alleged to have taken place on the premises or during a visit or outing.

The role of the Safeguarding Co-ordinator is to:-

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

Informing parents

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

Confidentiality

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

Support to families

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

Employees of the nursery

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

This may result in the nursery disciplinary procedure being followed.

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

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

Staff Support and Training

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

- All staff, students and volunteers are carefully recruited, have verified references and have full and up to date Disclosure and Barring Service checks.
- All staff and volunteers are given a copy of the Safeguarding policy during their induction, and have its implications explained to them.
- All staff and volunteers receive regular training and supervision in child protection issues and are provided with any relevant information and guidance.
- All staff have up to date knowledge of safeguarding issues.
- All staff are provided with supervision and management support commensurate with their responsibilities in relation to child protection, and their requirement to maintain caring and safe relationships with children.

- The setting will share information about safeguarding and good practice with children, parents/carers and staff.
- All staff are aware of the main indicators of child abuse.
- All staff are aware of their statutory requirements in respect to the disclosure or discovery of child abuse and the procedure for doing so.
- All students and volunteers are instructed to report the disclosure or discovery of abuse to the Safeguarding Co-ordinator/Manager immediately. The setting will share the concerns with the relevant agencies and involve parents/carers and children appropriately.
- The setting will take appropriate action in relation to the findings of any investigation into allegations of abuse, consistent with its duties to protect the safety of children and uphold fair processes for staff, students and volunteers.
- All staff have a good understanding of the complaints policy.
- Any member of staff, a student or volunteer under investigation for the alleged abuse of a child, will be subject to the provisions of the Staff Disciplinary & Grievance Procedures policy.

The Prevent Duty

As an Early Years Setting, we understand our duty to fulfil the requirements of the Prevent Duty, so that we may be able to identify children who are at risk from radicalisation, and know what to do when they are identified.

Protecting children from the risk of radicalisation is part of our safeguarding duty and is treated in a similar way to protecting children from other harms eg. Neglect or sexual exploitation, whether this harm comes from within the family or is the product of outside influences.

We feel that we can build children's resilience to radicalisation by promoting Fundamental British Values and enabling them to challenge extremist views.

For us as an Early Years setting, the Statutory Framework for the Early Years Foundation Stage sets standards for learning, development and care for children aged 0-5 years, to help us to support children with their personal, social and emotional development and understanding of the world.

We will assess the risk of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology. This means that we should be able to demonstrate a general understanding of the risks affecting children in the area and a specific understanding of how we can identify individual children who may be at risk of radicalisation and what we can do to support them.

We also understand that the general risks affecting children may vary and that we are in a vital position to understand and identify any possible risks, and respond in an appropriate and proportionate way.

We further understand that the risk could be online, ie. in social media and on the internet.

Effective engagement with parents/family is also important as they are also in a key position to spot signs of radicalisation. We also understand that it is important to advise families who raise concerns with us and be able to support them to the right agency to help them.

The Local Authority, (0151 233 3000), Local Safeguarding Children's Board (0151 233 0493, which is responsible for co-ordinating the work carried out by other agencies for the purposes of safeguarding and promoting the welfare of children in their local area) and Merseyside Police (0151 709 6010) will be able to provide us with contextual information to help us to understand the risks in our area, in addition to a possible referral to the Channel programme, if necessary.

We will be alert to any changes in children's behaviour particularly that which may be concerning to us, which could indicate that they may be in need of help or protection, and take action when we observe behaviour of concern.

Our Child Protection and Safeguarding procedures will protect children who are at risk of radicalisation, as set out in Working Together to Safeguard children.

Use of Mobile Phones, iPads and Cameras in the setting

Staff who work with children must not use personal mobile phones, cameras, iPads, camcorders and any other equipment (which includes; technology, computers, e-mail, and the internet) that would enable them to take photos of children. All photographic equipment belonging to staff will be kept in an area designated by the Manager.

In accordance with our duties under The Data Protection Act 1998, the setting strictly prohibits the use of any photographic equipment (cameras, camcorders, mobile phones or any other medium used to take still or moving images) by staff, parents or visitors on its premises without the consent of the Manager and, as a photo of a child is personal data according to the Data Protection Act, formal written parental consent.

One of the key ways that staff support children's development and engage parents in children's learning is through photographs that record their activities and achievements.

Still and moving images (i.e. photographs and video footage) of children will only be taken by staff using only the setting's photographic equipment and only following formal written parental/carers consent. This policy also applies to outings and trips.

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

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

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

Procedures

All personal mobile phones and cameras belonging to staff will be kept in an area designated by the Manager. Mobile phone calls may only be taken within staff breaks, off site with the consent of the Manager.

If a personal emergency should occur, staff must only use the setting's phone or make a personal call from their mobile phone in an area designated by the Manager. The same policy applies to parents/carers and visitors; if calls must be taken, parents/carers and visitors must return calls away from children who are not their own. During outings staff will only have access to the setting's mobile phone.

Parents, staff or visitors who suspect anyone of taking images of children without consent must report the incident immediately to the Manager or in their absence a Senior member of staff.

All staff should read this policy in conjunction with the setting's 'Photography & Mobile Phones' policy and 'Social Media' policy.

Types of Abuse

Physical Abuse

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

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

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

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

Fabricated illness or Induced Illness

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

The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness e.g. through poisoning, starvation, inappropriate diet.

This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Sexual abuse

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

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

The child may become worried when their clothes are removed, e.g. for nappy changes. The symptoms may also include a distinct change in a child's behaviour.

They may be withdrawn or overly extroverted and outgoing.

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

Emotional abuse

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

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

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

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

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

Neglect

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

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

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

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

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

Indicators of child abuse

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

Recording suspicions of abuse and disclosures

Staff should record their observations factually and objectively on the Accident and Incident Form. This should be completed in partnership with the Nursery Manager and Designated Safeguarding Coordinator and include:

- child's name
- child's address
- age of the child and date of birth
- date and time of the observation or the disclosure
- **exact** words spoken by the child
- **exact** position and type of injuries or marks seen
- **exact** observation of an incident including any other witnesses
- Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with parent/carer (where deemed appropriate)

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

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

If there are still concerns that a child is being abused or at risk of being abused the Safeguarding Manager will, in consultation with staff members concerned, contact Careline – **0151 233 3700**.

- If it becomes necessary to refer these concerns to Careline parents will be informed, unless in the opinion of the Safeguarding Co-ordinator, it would put the child at further risk.

- Once a referral has been made the Safeguarding Co-ordinator will complete a referral form in consultation with the staff members concerned (within 2 working days of the referral).
- The Safeguarding Co-ordinator and staff concerned will fully support and co-operate with any investigations undertaken by Careline, OFSTED or the Police.
- Staff members dealing with cases of abuse or suspected abuse will be supported throughout by the Safeguarding Co-ordinator
- Staff **must not** make comment either publicly or in private about a parent's supposed or actual behaviour.

The designated Safeguarding Managers will attend safeguarding training. All other staff will receive initial basic training during their induction period. This will include the procedures for recording and reporting. It may be thought necessary that through discussion with all concerned the matter needs to be raised with the LSCB and OFSTED.

Accidents, Illness, Injury or Death of a child

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

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

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

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

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

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

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

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

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

Whistle blowing

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

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

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

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

Staff Disqualification

A Registered provider or a childcare worker may be disqualified from registration. In the event of the disqualification of a registered provider, the provider must not continue as an Early Years provider, nor be directly concerned in the management of a provision.

Where a person is disqualified, the provider must not employ that person. Where an employer becomes aware of relevant information that may lead to the disqualification of an employee, the provider must take appropriate action to ensure the safety of children.

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

We understand that we must notify Ofsted of any significant event which is likely to affect the suitability of any person who is in regular contact on the premises where childcare is provided within 14 days. The disqualification of an employee could be classed as a significant event.

If a registered person or childcare worker is disqualified they may, in some circumstances, be able to obtain a "waiver" from Ofsted.

We must give Ofsted the following information about the individual or about any person who lives in the same household as the registered person or who is employed in the household:

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

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

Staff Taking Medication or Other Substances

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

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

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

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

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

Parental Responsibility

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

What is it?

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

Who usually has it?

A natural mother has automatic 'parental responsibility'. Married parents have joint parental responsibility. If parents are not married, only the mother has parental responsibility.

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

1. By being registered as the father on the child's birth certificate with the consent of the mother (this for children born after 1 December 2003);
2. By entering into a 'parental responsibility agreement' with the mother. However, this must be in a prescribed form;
3. By applying to the court for a parental responsibility order (if no agreement in place);
4. By being appointed as a guardian either by the mother or by the court, although in these cases he will assume parental responsibility only on the mother's death;
5. By obtaining a residence order from the court (this is an order settling the arrangements to be made as to the person) with whom the child is to live;
6. By marrying the mother.

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

How is it used?

Where both parents have Parental Responsibility they are equally able to make decisions and one parent cannot overrule the other without a court order.

There is no limit to the number of people who can have parental responsibility at any one time, and no one will lose parental responsibility just because another person acquires it.

Photography and Filming

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

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

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

When children start to disclose information it is because they need to tell someone what is happening to them, however they may not always want you to actually do anything about it.

Unfortunately this is not possible because if a child is disclosing information to you that leads you to believe they are at risk of significant harm, or are actually being harmed, then it is your responsibility to report the matter to the Safeguarding Managers/Manager of the nursery.

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

SHOULD DO

- Listen to what the child is saying without interrupting.
- Make a mental note of what is being said because you will need to record this information once the child has finished.
- Comfort the child if he/she is upset and let them know that it is alright to talk to you and that they are safe.
- Give the child your full attention. If you are interrupted ask that person to come back later.
- Let the child know that you will support them through this and are there to listen to them whenever they need to talk to you.
- Once they have finished talking to you write everything down including the date and sign the paper. This may need to be used as evidence later on.
- Keep all information disclosed confidential between yourself and the Safeguarding Manager at all times. If you tell other people about you, this could put the child in danger and is a breach of confidentiality.

SHOULD NOT DO

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

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

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

If you find it difficult having a child disclose information please speak to the Safeguarding Co-ordinators, Stella Arends, Daniella Crawford and Marianna Prill about this and they may be able to arrange some counselling sessions for you also.

This policy and procedure is in line with:

- Liverpool Safeguarding Children Board procedures;
- Ofsted's "What to do if you suspect a child is being abused" guidance;
- Working Together to Safeguarding Children 2013;
- Safeguarding Vulnerable Groups Act 2006, and;
- The Statutory Framework for the Early Years Foundation Stage 2014.

Care Line: 0151 233 3700

LADO: 0151 225-8101

Police Control Room: 0151 709 6010 or 101

Emergency calls: 999

Safer Recruitment of Staff Policy

At Kids in Bloom Nursery we are vigilant in our recruitment procedures aiming to ensure all people working with children are qualified and suitable to do so. We follow this procedure each and every time we recruit a new member to join our team.

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 and Inclusion policy and our Safe Recruitment Procedures; including an enhanced Criminal Records Bureau/Disclosure & Barring Service check, at least two independent references for each new employee. Application forms are completed for all applicants and employment history is checked and questioned at interview.

Interview stage

- We shortlist all suitable candidates against a present specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification, an equal opportunities monitoring form and a request for identification, prior to the interview
- Where possible the manager and the deputy will both sit on the interview panel and are both 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
- All candidates reaching the interview stage are asked the same questions. The questions are formulated around 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
- The manager and deputy will then select the most suitable person for this position based on their knowledge and understanding of the early years framework as well as the needs of the nursery
- Each candidate will receive communication from the nursery stating whether they have been successful or not.

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 (e.g. their GP). These references will be taken up BEFORE employment commences. This will be verbal initially and then followed up with a written reference which will form part of their personnel file
- All new starters will be subject to an enhanced Criminal Records Bureau (Disclosure & Barring Service (DBS) check whether they currently hold an enhanced DBS check or not. 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 taking of photographs of any child, looking at their learning and development log or changing the nappy of any child will not be undertaken by any new member of staff without an up to date enhanced DBS check (whether supervised or not)

- All qualifications will be checked and copies taken for their personnel files
- All new members of staff will undergo an induction and are requested that they read the nursery policies and procedures, including Emergency Evacuation, Safeguarding, Child Protection, Equality & Inclusion, Health & Safety and Staff Disciplinary procedure.
- The new member of staff will be on a three month trial and will receive feedback from the manager and their mentor during this period to discuss their progress and suitability for the position.

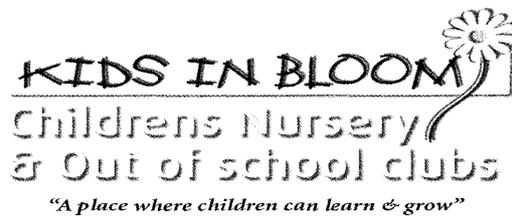
On-going support and checks

- All successful candidates will be requested to fill in a health questionnaire this will be updated 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.
- All staff are responsible for notifying the manager in person should any circumstances arise that may affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager in a reasonable timescale.
- Each member of staff will receive 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 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, on-going supervision, work based observations and constructive feedback.

Legal requirements

- Kids in Bloom abide by all its legal requirements relating to Safer Recruitment in accordance with the Early Years Foundation Stage Statutory Framework.
- Kids in Bloom also abides by the employer's responsibilities relating to informing the Independent Safeguarding Authority 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 Safeguarding policy for further information.

Policies and procedures will continue to be reviewed annually or as and when needed to take in to account new legislation and guidance.



Supervision of Children

The Nursery Manager is responsible for all staff, including students and relief staff receiving information on health and safety in the Nursery in order to supervise the children in their care suitably.

Supervision

- Whether children are in or out of the building, they must be supervised at all times
- Be aware that children can drown in only a few centimetres of water; children must be fully supervised at all times when using water play/paddling pools
- Special care should be taken when children are using large apparatus e.g. climbing frame, and when walking up or down steps/stairs
- A member of staff must supervise large outdoor play equipment at all times
- When outdoors, staff must be aware of any dangers relating to bushes, shrubs and plants
- Children must be supervised at all times when eating, toddlers and babies should be closely monitored. Babies will **never** be left alone with a bottle and will always be bottle fed by a member of staff
- Children must be carefully supervised when using scissors
- Children must be carefully supervised when using knives for cooking activities
- During outings staff/child ratios will be increased to ensure supervision and safety (please refer to Outings policy)

Supervision of Visitors Policy

All visitors must sign the Visitor's Book on arrival and departure. If a visitor is more than an hour in the nursery, the nursery manager or person in charge must point out fire procedures.

All visitors should wear a visitors badge to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors in the nursery at all times 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.

Supervision

- Whether children are in or out of the building, they must be supervised at all times
- Be aware that children can drown in only a few centimetres of water
- Special care should be taken when children are using apparatus e.g. climbing frame and when walking up or down steps/stairs
- A member of staff must supervise large outdoor play equipment at all times
- When outdoors, staff must be aware of bushes, shrubs and plants
- Children must be carefully supervised when using scissors
- If Kids in Bloom has hired a bouncy castle for the day then STRICT safety guidelines should be followed as laid down by the hiring company. A member of staff MUST supervise the children at all times.

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 Visitor's Book and accompanied by a member of staff at all times whilst in the building
- The Nursery Manager must ensure all external providers working with the children have a current DBS. Contractors must be supervised at all times and should not be left alone in any area that children may use
- 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 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 staff members and parents.

Key Person Policy

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

'Each child must be assigned a key person.'

And

'Providers must inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending a setting. The key person must help ensure that every child's learning and care is tailored to meet their individual needs. The key person must seek to engage and support parents and/or carers in guiding their child's development at home. They should also help families engage with more specialist support if appropriate...'¹

With this in mind, we are committed to ensure that the care and learning of every child is tailored to meet their individual needs.

As a safeguarding and welfare requirement, a key person is required for all children in the Early Years Foundation Stage (EYFS). All children in our care are assigned a key person and a shadow key person who will be the main point of contact with the child and parents/carers and will record their key children's progress.

Aims of the key person system for parents/carers

- To enable the parent/carer to feel confident that they have made the right decision in placing their child in the setting
- To help the parent/carer know who to ask about their child, and enable them to receive regular and detailed information about their child's progress – reducing, to some extent, their feelings of having 'lost' and 'missed out' on being with their child

Aims for the child

- To offer the child a consistent and settled relationship with the key person so that s/he can sense (at the moment of 'handing over') it is approved of by parent/carer – aiming to reduce any inexplicable (to the child) feelings of abandonment, in being left in the hands of others
- In receiving care by their key person whenever possible, the child is assured of regular contact with her/him on an intimate basis just as s/he is from parent/carer at home. The aim is to reduce the number of different handlings (touch, smell, voice) by different people, and so limit the number of people a child has to get used to during the day

Aims for the key person

- To create meaningful relationships with a consistent group of children
- To reduce stress levels caused by relating equally to large numbers of children at once
- To enable sensitive observation and developmental record keeping of a small number of children over a period of time
- To encourage good relationships with parents/carers of key children
- To hold parent/carer meetings every six months.

The key person will be assigned before a parent's/carers initial visit, and spend time with a new child and their parent/carer during introductory visits, so that they will get to know each other in a relaxed, friendly atmosphere. The key person will find out children's routines, feeding, sleeping patterns, likes and dislikes, and any other information which will help the child settle, etc., and explain setting policies and procedures (eg. medicine forms etc.). They will 'settle in' their new child, in partnership with their parents/carers, and review their progress with parents/carers at regular intervals.

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

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

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

Staffing Policy

We always place children's welfare, care and development at the centre of all staffing matters, and in accordance with the Revised Early Years Foundation Stage (2014), we understand that we have a duty to ensure that our staff are suitable to look after children and are able to fulfil the requirements of their roles.

We do this by ensuring that:

- Our staff team meet every month. Staff can discuss any concerns or issues they may have in their day to day work, they can both offer and receive good peer support. The Manager encourages staff to contribute to the development, implementation and quality of the programme of activities which we provide for our children.
- Our staff will conduct themselves in a professional, helpful, flexible, warm and consistent manner at all times.
- Our staff will display knowledge and understanding of multi-cultural issues and a commitment to treating all adults and children as individuals, with equal concern and respect.
- Our staff will have regard for maintaining appropriate dress and personal appearance for working with children and an awareness of health and safety issues.

Qualifications, Experience and Safety Checks

We have effective systems in place to ensure that our staff, and any other person (over the age of 16), likely to have contact with our children, are suitable to do so. This includes ensuring that:

The Manager and Deputy Manager will be suitably qualified and capable, as stated in the EYFS welfare requirements. They will have at least an NVQ Level 3 qualification appropriate to the post, along with at least 2 years' experience of working in a Daycare setting.

They have relevant experience and have undergone enhanced Criminal Records Bureau/Disclosure & Barring Service checks. We will not employ staff or trainees who have been convicted of an offence/have been the subject of an order, which disqualifies them from registration under schedule 9A of the Children's Act 1989. Disclosure & Barring Service checks are updated every 3 years.

We also understand that it is our responsibility to ensure that staff have sufficient understanding and use of English to ensure the well-being of children in their care.

Safeguarding Vulnerable Groups Act 2006

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

If we become aware of any relevant information which may lead to the disqualification of an employee, we will take appropriate action to ensure the safety of our children at all times. In the event of a disqualification of a person employed at our Setting, we understand that we must not continue to employ that person, as per the Statutory Framework for the Early Years Foundation Stage (2012).

If requested to do so, we understand that we must give Ofsted the following information, when relevant:

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

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

No person who has not received an Enhanced Criminal Records Bureau/Disclosure & Barring Service check, i.e. a member of staff awaiting clearance, will be left alone or unsupervised with a child.

All of this information will be recorded (including the DBS disclosure, reference number, the date of disclosure and details of who obtained it).

Staff Induction

We will ensure that all staff receive induction training to help them understand their roles and responsibilities. Our Induction training includes information about:

- Emergency Evacuation Procedures
- Safeguarding
- Child Protection
- Our Equality Policy
- Health & Safety Issues

Staff Supervision

We have out appropriate arrangements in place for the regular Supervision of our staff who have contact with children and families.

Effective supervision provides support, coaching and training for Staff and promotes the interests of children. Our Supervision arrangements foster a culture of mutual support, teamwork and continuous improvement which encourages the confidential discussion of sensitive issues.

Our Supervision arrangements p provides opportunities for staff to:

- Discuss any issues – particularly concerning children’s development or well-being;
- Identify solutions to address issues as they arise; and
- Receive coaching to improve personal effectiveness.
- Identify any training needs and secure opportunities for Continued Professional Development.

We will support our staff to improve their qualification levels where possible. For staff without a relevant qualification, we will consider supporting them to obtain a relevant Level 2 qualification.

Standards of Behaviour

Under no circumstances should any arguments or disagreements between members of staff occur in the presence of children or parents/carers.

No smoking, alcohol or drug use is allowed on our premises.

All our staff will treat everyone respectfully at all times and inappropriate behaviour may lead to disciplinary action.

Staff to Children Ratios

We are conscious of the importance of maintaining adequate staff to child ratios, ensuring that children are cared for safely and given enough attention and support. We will inform parents/carers about staff deployment and, when relevant and practical, aim to involve them in these decisions.

We understand that the ratio and qualification requirements apply only to those staff working directly with our children.

Only those aged 17 or over may be included in ratios (and staff under 17 should be supervised at all times)

Children will always be within sight *and* hearing of staff and certainly always within sight *or* hearing.

In all cases the minimum staffing ratio for children, as per the Revised Statutory Framework for the Early Years Foundation Stage (2012) are as follows:

0 - 2 years = 1:3 with the following conditions:

- At least one member of staff must hold a full and relevant Level 3 and must be suitably experienced to work with children under 2
- At least half of all other staff must hold a full and relevant Level 2
- At least half of all staff must have received training that specifically addresses the care of babies
- In our Under 2's room, we will ensure that the member of staff in charge of that room must, in our judgements, have suitable experience of working with under 2's.

2-3 years = 1:4 with the following conditions:

- At least one member of staff must hold a full and relevant Level 3 qualification
- At least half of all other staff must hold a full and relevant Level 2.

3 and over = 1:8 with the following conditions:

- At least one member of staff must hold a full and relevant Level 3 qualification
- At least half of all other staff must hold a full and relevant Level 2.

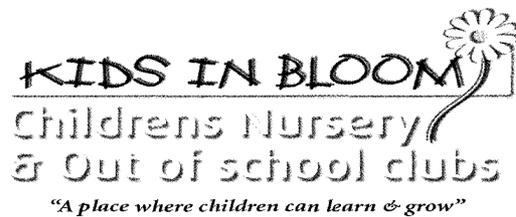
The Manager will ensure that there are always at least 2 members of staff on duty on the premises at any given time.

The Manager will ensure that suitable and sufficient contingency plans are in place to cover emergencies, unexpected staff absences, staff breaks, holidays and sickness.

Confidentiality

All Staff have the right to privacy, as do children and their parents/carers. Personal details should not be discussed except in exceptional circumstances. Staff will not talk about individual incidents or the behaviour of children in front of parents/carers and other children.

Under no circumstances will staff provide any information about children to any branch of the media. All media enquires must be passed directly to the Manager/deputy.



Students and Volunteers Policy

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

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

All students and volunteers must be 16 years old or over, submit two character referees, and have up to date Enhanced DBS checks before they begin their placement at the setting.

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

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

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

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

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

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

While on placement with us, students and volunteers will be allowed and expected, to participate in all aspects of work at the setting, unless otherwise instructed by the Manager. However, Students will not be permitted or expected to take children to the Toilet unaccompanied. As part of their initial induction training, they will be accompanied and supported by a qualified member of staff to participate in 3 Nappy changes and toileting episodes, but thereafter, will act to support colleagues within the Rooms and never take children to the bathroom unsupervised for the duration of their training.

Students and volunteers will attend staff meetings and be encouraged to contribute ideas and share opinions.

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

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

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

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

Accident, Injury and Medication Policy

We are committed to the health and safety of all children and staff who play, learn and work here, and we understand that it is our responsibility to promote the good health of all children attending our Nursery.

Accidents

Accidents can be very distressing for anyone involved so at Kids in Bloom we ensure that we follow this policy and procedure to ensure all parties are supported and cared for.

Location of Accident Forms: All Rooms

- The person responsible for recording and reporting accidents or incidents is the member of staff who witnesses the accident/incident. They must record it on the Accident Report Form and report it to the Nursery Manager. This form should be completed as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Report and asked to sign it as soon as they collect their child on the day the accident happened.
- Accident forms will be kept in each child's individual file and are audited Monthly 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
- 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)).
- The Accident Form 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.
- The nursery manager will report any accidents of a serious nature to Ofsted where necessary.

Transporting children to hospital procedure

- If the injury is severe, we will call for an ambulance immediately and DO NOT attempt to transport the sick child in you're a staff member's own vehicle
- Whilst waiting for the ambulance, we will contact the parent and arrange to meet them at the hospital.
- A senior
- member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed 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.

Where medical treatment is required the manager will also inform the insurance company in writing

Head Injuries

We inform all of our parents & carers if their child has had an injury to the head, even for the most minor bumps so that you are aware to look out for any signs or symptoms once the child has left our care. Staff will complete the accident form and head injury form and will follow instructions on these forms when completing these forms.

First aid

The first aid boxes are located in each room, main corridor, Kitchen and Mini Bus. All of the staff at Kids in Bloom Nursery are trained in paediatric first aid and this training will be updated

every three years to ensure this remains current. 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 and who carries an appropriate first aid box at all times. All first aid trained staff are listed in each room.

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 care tasks that involve contact with bodily fluids. PPE is also provided for the handling of chemicals and other tasks.

This is chosen according to need and will be regularly reviewed to ensure it is suitable and effective. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported.

When dealing with medication of any kind in the nursery, strict guidelines should be followed.

The procedure for administering medication at the setting is as follows:

Medication will never be given without the prior written request of the parent/carer and a written and signed instruction from the child's GP, Dentist, a Nurse or Pharmacist, to include frequency, dosage, any potential side effects and any other pertinent information (ie. full name of the Medicine, reason for medication, who it is prescribed by, who it was administered by).

We have in place a procedure which we discuss in detail with parents/carers for responding to children who are ill or infectious and take necessary steps to prevent the spread of infection and always take appropriate action if and when children are ill.

Where the administration of prescription medicine requires technical/medical knowledge, individual training will be provided for staff from a qualified health professional. The training will be specific to the individual child.

Staff must be familiar with the administration of relevant medication (e.g. Nebulisers and inhalers for asthma, Epipens etc). Parents/carers will be asked to show staff how to use them and so reduce the stress to adult and child.

We will not administer medication unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin will only be given if prescribed by a Doctor). The Manager will assume all responsibilities, and has nominated the deputy manager as an appropriately trained replacement.

Staff are responsible for ensuring that:

- Prior consent is arranged.
- All necessary details are recorded.
- That the medication is clearly labelled with the child's name, date and expiry date and safely stored in their original containers during the session.
- Before any medicine is given, the child's name and dosage on the container must be checked by another member of staff, as well as the date.
- Another member of staff acts as a witness to ensure that the correct dosage is given.
- The time the medicine should be/has been given must be checked and logged in the medicine book.
- The medicine book must be completed and then signed by both members of staff as soon as the medicine has been administered.
- The parent/carer must sign and date the Medication Form upon collection of the child to acknowledge that the medication has been given that day.

The form to request us to administer medicine to your child must be completed and returned to the Manager as and when your child needs it. The form must be completed at the start of any session, stating frequency and dosage.

The manager/deputy has the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. We are likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training.

If for any reason a child refuses to take their medication, staff will not attempt to force them to do so against their wishes. If and when such a situation occurs, the manager and the child's parent/carer will be notified, and the incident recorded in the Medication Record Book.

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

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Medication Form – a new form must be completed.

Full details of all medication administered at the setting, along with all Medication Forms, will be recorded and stored in the Office.

Medicines must be stored out of the child's reach, in a separate container in the fridge. The medicine should be administered to the child in such a way that affords them privacy. The child should be in a settled and relaxed frame of mind whilst the medicine is being administered.

All medicine must be handed over to the parent/carer to take home at the end of each day.

Should such a situation occurs, we will inform the child's parent/carer will be notified, and the incident recorded on a Medication Form.

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

Each day a new form must be completed regardless of whether you have previously consented to your child being given medicine.

Full details of all medication administered at the Setting, along with all Medication Forms, will be recorded and stored in the Office.

We will administer non-prescribed medication for pain and/or fever relief if there is written permission from parent/carers. If a child has been sick, or had diarrhoea, we will request that parents keep them at home for 48 hours after their last bout. If a child has a raised temperature, the setting will also request that parents take the child home or seek medical treatment. Medicines containing aspirin should only be given if prescribed by a Doctor.

Medication Forms will be kept up-to-date and parents are informed on the same day, Or as soon as reasonably practicable, each time a medicine is administered, and asked to sign to say that they have been notified.

The Manager and key person will assume all responsibilities, or nominate an appropriately trained replacement.

- Wherever possible, children who are prescribed medication should receive their doses at home. If it is necessary for medication to be taken during sessions at the setting,

children should be encouraged to take personal responsibility for this, where this is appropriate. Parents/carers and staff should discuss such situations at the earliest possible opportunity and decide together on the best course of action.

- Staff may only administer medication to the child if it is prescribed by a GP, Dentist, Nurse or Pharmacist, and if the request to do so, for that particular medicine, is from the child's parent/carer and is given in writing at the start of a session, the name of the Medicine, stating frequency, reason for medication, who it was prescribed by, and correct dosage. Parents/carers can make such a request by completing and signing the Medication Form.
- Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. The setting is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training, until such training can be arranged.

Prescription medication

- Prescription medicine can only be given to the child named on the bottle and for the dosage stated.
- Medicines should be in their original containers and labels should be in English.
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the Prescribed Medication Form and another member of staff should check these details.
- Those with parental responsibility should give prior written permission for the administration of each and every medication. However we will accept written permission once for a whole course of medication or for the on-going use of a particular medication under the following circumstances:
- 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.
- 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.
- Parents should 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 a doctor's letter.
- The parent should be asked when the child had last been given the medication before coming to nursery; this information should be recorded 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.
- 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. (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 should be made on the form.

Non-prescription medication

- If a child needs liquid Paracetamol or similar medication during their time at nursery, such medication should be treated as prescription medication. Please see above.
- On registration, parents will be asked if they would like to fill out a medication form for a specific type of liquid Paracetamol, which can be given in the case of an increase in the child's temperature. If a child does require liquid Paracetamol during the day and the 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 circumstances surrounding the need for this medication and the medical history of the child on their registration form
- For any non-prescription cream for skin conditions e.g. Sudocreme, 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
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given
- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine
- In the case of medication that may need to be given to a child due to them becoming ill during the day, e.g. liquid Paracetamol for temperature reduction, parents will be contacted immediately to inform them of the situation and whether they agree for medication to be given.

Epipens, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff unless appropriate medical training is given to each member of staff caring for this child. If this causes a problem in providing appropriate care of a child, please consult Ofsted.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children and under supervision at all times. If this box is left unguarded at any time throughout the day, we have a procedure in place to ensure the safety of any child or adult in the nursery, including visitors, parents and siblings able to access the area.

Emergency medication, such as inhalers and Epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach and under supervision at all times.

Any antibiotics requiring refrigeration must be kept in an area inaccessible to children.

All medications should be in their original containers 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. This will all be checked, along with expiry dates, before staff agree to administer medication.

Staff Taking Medication/Other Substances

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

We will ensure that staff only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly.

Staff medication kept on our premises must be securely stored in the Medicine Cupboard in the main office, and out of reach of children, at all times.

Closing in an emergency

In very exceptional circumstances, we may need to close at very short notice due to an unexpected emergency. In such circumstances, the Manager and staff will ensure that all steps are taken to keep both the children and themselves safe. All staff and children will assemble at a pre-arranged venue, where a register will be taken. We will then inform parents/carers and to take the necessary actions in relation to the cause of the closure. All children will be supervised until they are safely collected.

It will sometimes be necessary to administer prescribed medication such as antibiotics for long term illness e.g. asthma or sickle cell anaemia.

Dealing with blood

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.

Kids in Bloom will not necessarily be aware if there is a child carrying Hepatitis or who is HIV Positive on their register.

Needle puncture and sharps injury

Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material. For the safety and well-being of the employees, ALL NEEDLES, BROKEN GLASS, ETC, SHOULD BE TREATED AS CONTAMINATED WASTE. If a needle is found the local authority must be contacted to deal with its disposal.

Sun Protection

We understand the dangers posed to children and themselves by overexposure to the sun. In hot weather, parents/carers are encouraged to provide sunscreen for their children. A store of sun protection will also be kept on the premises. Parents should provide a hat for their child to wear when playing outside in the sun.

When necessary, staff may apply sunscreen to children who cannot do so for themselves, where prior permission has been given by the parent/carer on the Admissions Form.

In hot weather, staff will encourage children to drink water frequently. Staff will also ensure that shady areas out of the sun are always available to children when playing outside.

Staff are made aware that ultraviolet rays can still be harmful on breezy or cloudy days and the above precautions need to be taken.

Sickness and Illness Policy

Children should not be left at nursery if they are unwell. If a child is unwell then they will prefer to be at home with their parent(s) rather than at nursery with their peers. We will follow these procedures to ensure the welfare of all children within the nursery:

- If a child becomes ill during the day, their parent(s) will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area.

- Should a child have an infectious disease, they should not return to nursery until they have been clear for at least 48 hours.
- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, chicken pox, to protect other children in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children to the risk of an infection
- If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection
- It is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics. Our policy, therefore, is to exclude children on antibiotics for the first 48 hours of the course
- The nursery has 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
- Information/posters about head lice are readily available and 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.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control (IC) Nurse for their area, Ofsted and children's services. 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.

Transporting children to hospital procedure

- If the sickness is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed 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.

We treat our responsibilities and obligations in respect of health and safety as a priority and will provide ongoing training to all staff which reflects best practice is in line with current health and safety legislation.

Allergies and Allergic Reactions Procedure

At Kids in Bloom we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

- Information will be passed on by parents from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery
- An allergy register will be kept in each room.
- The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff
- All food prepared for a child with a specific allergy will be 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 and are served on a completely different Plate.
- All staff and parents will work together, overseen by the room supervisor 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
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will administer the appropriate treatment and parents must be informed and it must be recorded on an Incident Form.
- If this treatment 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
- A sick child above all needs their family; therefore every effort should be made to contact a family member as soon as possible
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles
- Whilst waiting for the ambulance, we will contact the emergency contact and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and child's comforter
- Staff must remain calm at all times; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance
- All incidents will be recorded, shared and signed by parents at the earliest opportunity.

Hygiene Policy

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

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

Personal Hygiene

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

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

Hygiene in the setting

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

Dealing with Spillages

Spillages of substances likely to result in the spread of infections will be dealt with rapidly and carefully. Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely and hygienically. Staff will wear disposable plastic gloves and an apron while using bleach or disinfectant solution, and wash themselves thoroughly afterwards. Children will be kept well clear while such substances are being dealt with.

First Aid and Hygiene

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

Kitchen Hygiene

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

- Waste will be disposed of safely and all bins will be kept covered.
- Food storage facilities will be regularly and thoroughly cleaned.
- Kitchen equipment will be thoroughly cleaned after every use.
- Staff and children will wash and dry their hands thoroughly before coming into contact with food.
- If cooking is done as an activity, all surfaces and equipment involved will be thoroughly cleaned before and after the session.

Infection Control Policy

Viruses and infections can be easily passed from person to person by breathing in air containing the virus 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.

The best way to prevent a virus or infection from moving around the nursery environment is to maintain the high hygiene standards in the nursery. To do this we will follow the guidance below:

- Ensure all children use tissues when coughing and sneezing to catch all germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands/use anti-bacterial gel once the tissue is disposed
- Encourage all children to do the above by discussing the need for good hygiene procedures in helping them to stay healthy
- Staff will wear all 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
- All potties and changing mats are cleaned and sterilised before and after each use
- Toilets are cleaned at least daily
- Staff are to remind children to wash their hands after visiting the toilet, playing outside or being in contact with any animal
- All toys, equipment and resources will be cleaned on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- All equipment used by babies and toddlers will be washed or cleaned as and when they need it – this includes when the children have placed it in their mouth
- Dummies will be stored in individual hygienic dummy boxes labeled with the child's name to prevent cross-contamination with other children
- If a dummy or bottle falls on the floor or is picked up by another child, this is cleaned immediately and sterilised where necessary
- Individual bedding will be used by children, changed after each use and washed daily.
- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- When children are ill we will follow the sickness and illness policy to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are contagious
- 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
- 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 needs arises
- The nursery will ensure stocks of tissues, hand washing equipment; sterilising fluid and anti-bacterial gel are maintained at all times and increased during the winter months or when flu and cold germs are circulating.

Immunisation Policy

We recognise, where possible, that children are vaccinated in accordance with their age. If children are not vaccinated, it is the responsibility of the parents to inform the nursery to ensure that children/staff/parents are not exposed to any unnecessary risks of any sort. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

Parents need to be aware that some children will not be vaccinated in the nursery. This may be 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.

Information regarding immunisations should be recorded on children's registration documents and updated 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 for:

- *Tetanus*
- *Tuberculosis*
- *Rubella*
- *Hepatitis*
- *Polio.*

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

Emergency information should be kept for every child and should be updated every six months with regular reminders to parents in newsletters, at parents' evenings and a reminder notice on the Parent Information Board.

Infectious and Communicable Diseases Policy

We are committed to the health and safety of all children and staff who play, learn and work here. As such, it will sometimes be necessary to require a sick child to be collected early from a session or be kept at home while they get better. In such cases, the Health, Illness and Emergency policy will be implemented.

In accordance with the procedures set out in the Health, Illness and Emergency policy, parents/carers will be notified immediately if their child has become ill and needs to go home. Poorly children will be comforted, kept safe and under close supervision until they are collected.

If a child has had to go home prematurely due to illness, they should remain at home until they are better for at least 24 hours. If a member of staff becomes ill at work, similar restrictions will apply for their return.

If a child or member of staff becomes ill outside our hours, they should notify us as soon as possible.

The minimum exclusion periods outlined in the table located on Notice Board in the Main Corridor will come into operation.

If any infectious or communicable disease is detected on the premises, we will inform parents/carers personally in writing as soon as possible. We are committed to sharing as much information as possible about the source of the disease and the steps being taken to remove it. Ofsted will be informed of any infectious or communicable diseases discovered on our premises.

Head lice

When a case of head lice is discovered, the situation will be handled carefully and safely. The child concerned will not be isolated from other children, and there is no need for them to be excluded from activities or sessions at the setting. Only in severe cases, when your child is consistently attending with this problem, then you may be asked to keep them at home, until they are clear.

When the child concerned is collected, their parent/carer will be informed in a sensitive manner, including advice and guidance on treating head lice. Staff will check themselves regularly for lice and treat as necessary.

Exclusions

A poster with all infectious and communicable diseases is located in the Main Corridor. This does state the exclusion period that children need to be off, depending on what infection they may have.

Nutrition, Mealtimes and Healthy Eating Policy

We recognise the importance of healthy eating and a balanced and nutritious diet. At Kids in Bloom we will endeavour to make a variety of healthy foods available including meat, vegetarian and vegan options. We believe that children should be supported and enabled to make healthy choices.

All our fresh produce is sourced locally and our Chef prepares fresh food daily, with all Menus' being on a 4 week rota and ensure that Fresh Drinking water is available and accessible to all children at all times throughout every day.

Children are encouraged to self-serve, under the close supervision of our staff. We provide large utensils in order for them to achieve this safely and effectively. When preparing food and drink, or sterilising equipment for babies' food, staff will be mindful of the Hygiene policy so as to ensure that the safety of staff and children is paramount. In addition, staff will be careful to ensure both the safety of themselves and children when using sharp or dangerous equipment in food and drink preparation.

The Manager, Chef and staff know of their responsibilities and obligations under the Food Safety Act 1990. We are registered with the Local Authority to provide food. All staff that either handles or prepares food has up to date Food Safety Certificates and are fully trained in food storage, preparation, and cooking and food safety.

As part of a child's settling in period, we require that the parents and carers complete the Admissions Form, and tell us about any special dietary requirements, health requirements or allergies the child has, along with their food and drink preferences, which we will act upon and record. The Manager and staff will ensure that food and drink offered to children takes account of this information so as to safeguard their health, and meet – as far as possible – their particular preferences.

No child will ever be forced to eat or drink something against their will and the withholding or granting of food and drink will never be used as either a punishment or reward.

Healthy Eating

Sandwiches can be made with either brown or white bread, depending on a child's preference. They will eat off porcelain plates and we will make snack and lunch times a happy, social experience. We recognise that these are very important times of the child's day and play a big part of the child's life and development. We will provide plenty of fruit and vegetables and low fat and low sugary food. We will not provide sweets for children and will avoid large amounts of fatty or sugary foods. We will provide a choice of non-sugary drinks and ensure that fresh drinking water is always available.

Cultural and Religious Diversity

We are committed to embracing the cultural and religious diversity of the families who use our services. The Manager and staff will work with parents/carers to ensure that any particular dietary requirements are met. We are also keen to help introduce children to different religious and cultural festivals and events through different types of food and drink.

Food Poisoning

We understand that we must notify Ofsted of any food poisoning affecting two or more children looked after on the premises. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident. In the first instance, it must be reported to the

Manager/Deputy who will report it to the Health Protection Agency Central Office (020 781 1700), Environmental Health and OFSTED 0300 123 123. We understand that a registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence.

Mealtimes

Mealtimes should be a happy, social occasion for children and staff alike. Positive interactions should be shared at these times and enjoyed. Kids in Bloom is committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements and we will ensure that:

- A balanced midday meal, high tea and two daily snacks are provided for children attending a full day at the nursery.
- Menus will be planned in advance, rotated regularly and reflect cultural diversity and variation. These will be displayed for children and parents to view.
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings.
- Menus will include at least three servings of fresh fruit and vegetables per day.
- Fresh drinking water will be constantly available and frequently offered to children and babies.
- Individual dietary requirements will be respected. We will gather information from parents regarding their children's dietary needs including any allergies. 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.
- Staff will show sensitivity in providing for children's diets and allergies. They would 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 will set a good example and eat with the children and show good table manners. Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children will be encouraged to use their manners and say 'please' and 'thank you' and conversation will be encouraged.
- Staff will use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff will 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 will be respected.
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a small helping of dessert. Children not on special diets will be encouraged to eat a small piece of everything.
- Children who refuse to eat at the mealtime will be offered food later in the day.
- Children will be given time to eat at their own pace and not rushed.
- Quantities offered will take account of the ages of the children being catered for.
- We will promote positive attitudes to healthy eating through play opportunities and discussions.
- The nursery will provide parents with daily written records of feeding routines for all children under 2 years old.
- No child is ever left alone when eating/drinking to ensure that there is no risk of choking.

Sun Care Policy

Kids in Bloom are committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We recognise that all children in our Nursery, regardless of their age, need to be protected against the harmful rays of the sun. We know that the most damage can be done by the sun when the child is in its early years.

We will do our utmost to protect your children when they are playing outside in hot weather. We aim to do this by asking parents to bring in a sun hat for their child. They should preferably wear Legionnaires hats (with the flap covering the child's neck) and suitable clothing. We do ask all parents to bring in their own sun-protection for their child, a minimum of SPF 30 please.

In long, hot spells, we rotate the amount of time the children spend in the sun and we make sure that they all drink plenty of fluids. We also provide a shaded area for the children to play under which further helps to protect the children.

Our staff will make sure there is a fresh supply of drinking water available to children at all times, particularly in hot weather.

We do take this issue very seriously, and feel that we would be unable to allow your child to experience outdoor play if they are not adequately protected. This is not a course of action we would want to take, but we would only do this in order to protect your child from potentially harmful exposure to the sun. Please remember that it is your responsibility to supply sun hats and sun cream.

We use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly named sun hat which will be worn at all times whilst outside in sunny weather.
- Children must have their own sun block or sun cream named and dated with prior written consent for staff to apply or have written and dated consent to use Kids in Bloom's sun cream for staff to apply. This enables children to have sun cream suitable for their own individual needs.
- Children need light weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn.
- Children's safety outside in the sun is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided.
- Children will not be out in the sun between 11am – 3pm on hot days.
- Children will always have sun cream applied before going outside in the sun and at frequent intervals during the day.
- Children are offered fresh drinking water more frequently throughout sunny or warm days; and it is readily available at all times.
- Children are made aware of the need for sunhats, sun cream and the need to drink more fluids during their time in the sun.
- Staff will make day to day decisions about the length of time spent outside dependant on the strength of the sun.

- Shade will be provided in the form of a gazebo, trees, sun shades etc to ensure children are able to cool down or escape the sun should they wish or need to.

When applying sun cream to a child the following procedure must be followed:

- Explain to the child what you are doing, don't just apply the sun cream without any explanation
- Ensure that the child is facing you so that you can talk to them whilst you apply the cream
- Rub a small amount of cream into your finger tips and gently rub the cream into the child's cheeks, forehead and nose avoiding the eye area
- Apply another amount on their ears and on their neck
- Next apply cream to any exposed skin e.g. legs and arms
- If the child is old enough encourage them to apply the cream themselves

Managing Behaviour Policy

We recognise the importance of positive and effective behaviour management strategies in promoting children's welfare, learning and enjoyment.

The aims of our Behaviour Management policy are to help children to:

- Develop a sense of caring and respect for one another.
- Build caring and co-operative relationships with other children and adults.
- Develop a range of social skills and help them learn what constitutes acceptable behaviour.
- Develop confidence, self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

We have appointed a Behaviour Management Co-ordinator who has the necessary skills to:

- Advise other staff on Behaviour issues;
- Access expert advice if necessary;
- Undertaken appropriate training.

Behaviour Management Strategies

We will manage behaviour according to clear, consistent and positive strategies. Parents/carers are encouraged to contribute to these strategies, raising any concerns or suggestions.

Behaviour management will be structured around the following principles:

- Staff and children will work together to establish a clear set of 'ground rules' governing all behaviour in the Setting.
- Positive behaviour will be reinforced with praise and encouragement.
- Negative behaviour will be challenged in a calm but assertive manner. In the first instance, staff will try to re-direct children's energies by offering them alternative and positive options. Staff will be open in stating and explaining non-negotiable issues.
- Staff will communicate in a clear, calm and positive manner.
- Staff will set a positive example to children by behaving in a friendly and tolerant manner, promoting an atmosphere where children and adults respect and value each other.
- Staff will not shout at work.
- Staff will facilitate regular and open discussions with children about their behaviour. This will help them to understand the negative aspects of their behaviour and enable them to have their say and be helped to think through the causes and effects of their actions.
- Staff will work as a team by discussing incidents and resolving to act collectively and consistently.
- Staff will try to discuss concerns with parents/carers at the earliest possible opportunity to help identify the causes of negative behaviour and share strategies for dealing with it. Children who experience bullying, racism or other unacceptable behaviour will be given confidence to speak out
- Staff will encourage and facilitate mediation between children to try to resolve conflicts by discussion and negotiation.
- Activities will be varied, well planned and structured, so that children do not become bored or distracted.

Corporal Punishment

Our staff will never threaten or give corporal punishment to a child or use or threaten any punishment which could adversely affect a child's well-being. We shall take all reasonable

steps to ensure that corporal punishment is not given by any person who carers for or is in regular contact with a child, or by any person living or working on our premises. We understand that if we fail to meet these requirements, we are committing an offence.

We further understand that a person will not be deemed to have used corporal punishment (and therefore not committed an offence), where physical intervention was used for the purposes of averting immediate danger or personal injury to any person (including a child) or to manage a child's behaviour if absolutely necessary.

We will keep a record of any occasion where physical intervention is used, and parents/carers will be informed on the same day or as soon as reasonably practical.

Dealing with Negative Behaviour

When confronted with negative behaviour, staff will be clear to distinguish between 'disengaged', 'disruptive' and 'unacceptable' behaviour.

'Disengaged' behaviour may indicate that a child is bored, unsettled or unhappy. With sensitive interventions, staff will often be able to re-engage a child in purposeful activity.

'Disruptive' behaviour describes a child whose behaviour prevents other children from enjoying themselves. Staff will collectively discuss incidents and agree on the best way to deal with them.

'Unacceptable' behaviour refers to non-negotiable actions and may include discriminatory remarks, violence, bullying or destruction of equipment. Staff will be clear that consequences will follow from such behaviour, including, temporarily removing a child from the activity session.

When an incidence of negative behaviour occurs, staff will listen to the child/children concerned and hear the reasons for their actions. Staff will then explain to the child/children what was negative about their behaviour and that such actions have consequences for themselves and other people.

Staff will make every attempt to ensure that children understand what is being said to them. Children will always be given the opportunity to make amends for their behaviour and, unless it is judged inappropriate, be able to re-join the activity.

In the event that unacceptable behaviour persists, more serious actions may have to be taken, in accordance with the Suspensions and Exclusions policy. At all times, children will have explained to them the potential consequences of their actions.

Behaviour Procedure

If you think a child's is suffering with disengaged behaviour you should:-

- Get down to the child's level and talk to them.

If you think a child has disruptive or unacceptable behaviour you should:-

- Listen to what the child has to say
- Use a calm and professional tone with a child, use words like "I am sad that you have done that" or "I am disappointed by your actions."
- Never raise your voice to a child.
- Explain to them what they have done and discuss with them that it is not positive behaviour.
- Encourage them to apologise if they have hurt anyone else
- Let the child return to the activity that they were doing or one of their choice
- As a last resort, use a time out period, make sure the child understands why this happening.

The Use of Physical Interventions

Staff will use physical interventions only as a last resort and if it is absolutely necessary, and only then if they have reasonable grounds for believing that immediate action is necessary to prevent a child from significantly injuring themselves or others or to prevent serious damage to property.

Before reaching this stage, staff will have used all possible non-physical actions, such as dialogue and diversion, to deal with the behaviour. The child or children concerned will be warned verbally that physical intervention will be used if they do not stop.

A dialogue will be maintained with the child or children at all times, so that the member of staff can explain what they are doing and why they are doing it. Staff will make every effort to avoid the use of physical interventions if they are alone with the child or children.

Only the minimum force necessary to prevent injury or damage should be applied. For example, by diverting a child or children by leading them away by a hand or by an arm around their shoulders.

Staff will use physical intervention as an act of care and control and never punishment. Physical interventions will not be used purely to force a child to do what they have been told and when there is no immediate risk to people or property.

As soon as it is safe, the physical intervention should be gradually relaxed to allow the child or children to regain self-control.

The force of the physical intervention will be always appropriate to the age, size and strength of the child or children involved.

If staff are not confident about their ability to contain a particular situation or type of behaviour, consideration will be given to calling the Manager.

Where a member of staff has had to intervene physically to restrain a child, the Manager will be notified and the incident recorded in the Incident Record Book. The incident will be discussed with the parent/carer on the same day, or as soon as is reasonably practical.

If a staff member commits any act of violence or abuse towards a child at the Setting, serious disciplinary action will be implemented, according to the provisions of the Staff Disciplinary Procedures Policy.

Fire Safety Policy

We understand the importance of vigilance regarding fire safety hazards. We have notices explaining the fire procedures positioned next to every fire exit. All staff, students, volunteers and children are aware of the fire safety procedures set out in this policy.

The Registered Person will ensure there is in place a clearly defined procedure for the emergency evacuation of the premises in the case of a fire.

All staff understand their roles and responsibilities in the event of a fire and are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored. We have appropriate fire detection and control equipment (for example, fire alarms, smoke detectors and fire extinguishers) which are in working order.

Children will be made aware of the fire safety procedures during their settling in period and on regular occasion from then on. All children will be made aware of the location of fire exits and the fire assembly point.

Fire doors and fire exits are clearly marked, are not obstructed at any times, and are easily opened from the inside.

Fire exits are kept closed at all times but never locked. Fire extinguishers and fire alarm systems are regularly tested in accordance with manufacturer's guidance.

The manager will appoint designated Fire Marshalls who, once they have received appropriate training, will be responsible for arranging fire drills and tests. Fire drills will take place periodically and staff will not be informed of when these will occur.

All fire drills, fire incidents and equipment checks will be recorded in the Incident Record book.

Fire Prevention

The setting will take all steps possible to prevent fires occurring. Checklists are in place to ensure all fire exits are kept clear and unlocked. All staff are required to participate in fire safety training and are aware of all fire procedures.

As such, the manager and the staff team are responsible for:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the setting's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

The manager will explain fire safety procedures to new staff, students and volunteers as part of the induction process.

Risk Assessments

The Manager will ensure that risk assessments as required under the Management of Health and Safety at Work Regulations and the Fire Precautions (Workplace) Regulations are carried out daily for the Setting's activities and operations and for Setting related issues. The assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

Fire Procedures

Procedures in the event of fire will be prepared and circulated to all staff. Fire risk assessment is a requirement under the Fire Precautions (Workplace) Regulations 1999. Notices giving instructions in the event of fire are displayed by all Fire Alarm Call Points and in each room. The main fire evacuation route is indicated using red spots.

Fire Drills

A fire drill will be held at least every month and all relevant details recorded in the Fire Log.

- The designated Fire Marshalls are responsible for arranging fire drills and tests
- Fire drills will take place at least every two months at a time that is not notified in advance to staff
- Twice per year a fire drill will take place without warning through School.
- The fire alarms will be tested weekly, from a different fire point each week.
- Fire extinguishers and fire alarm systems are tested by a properly authorised firm in accordance with statutory requirements
- Fire exits are clearly identifiable and will not be obstructed; all fire exits will be checked daily

Near each fire exit there is a notice explaining the fire procedures

In the event of a fire

A member of staff will raise the alarm immediately and the emergency services will be called at the earliest possible opportunity.

All children will immediately be escorted out of the building and to the assembly point using the nearest marked exit. No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

The entire premises will be checked by the Fire Marshalls and the register will be collected, providing that this does not put anyone at risk. On exiting the building, the Fire Marshalls will close all accessible doors and windows to prevent the spread of fire.

The register will be taken and all children and staff accounted for. If any person is missing from the register, the emergency services will be informed immediately. If for any reason the register is not to hand, the manager should access the emergency contacts list that is kept off the premises.

If for any reason the designated fire safety officer is absent at the time of an incident, the manager will assume responsibility or nominate a replacement member of staff.



Health & Safety Policy

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

We aim to ensure the health, safety and welfare of all staff, children, visitors and other individuals who may be affected by our activities and actual existence. The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 and their associated Approved Code of Practice (ACoP) and guidance will be complied with at all times. The Manager and staff will always go beyond the minimum statutory standards to ensure that health and safety remains the first priority.

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

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

Responsibilities of the Registered Person, the Manager and Staff

The identification, assessment, controls and reporting of hazards, accidents and faulty equipment within the Setting is vital, in reducing accidents and incidents. Both the Manager and one other designated member of staff are responsible health and safety arising out of our activities and introducing suitable steps to eliminate or control any such risk identified.

It is vital to ensure that health and safety matters are taken seriously by all members of staff and other persons who are affected by our activities. Any member of staff that is found to have disregarded safety instructions or recognised safe practices will be subject to the procedures laid out in the Staff Disciplinary Procedures policy.

The Registered Person holds ultimate responsibility and liability for ensuring that we operate in a safe and hazard free manner. The Registered Person, along with the Manager is responsible for ensuring that staff understand and accept their responsibilities for health and safety procedures.

The Registered Person will ensure that adequate arrangements exist for the following:

- Monitoring the effectiveness of the Health and Safety policy and authorising any revisions to it.
- Providing adequate resources, including financial, as necessary to meet our responsibilities.
- Providing adequate health and safety training for all staff.
- Ensuring that all accidents, incidents and dangerous occurrences are adequately reported and recorded (including informing the Health and Safety Executive, and Ofsted, where appropriate).
- Reviewing all reported accidents, hazards, incidents, accidents, faulty equipment and dangerous occurrences, and our response, to enable corrective measures to be implemented.
- Ensuring that all staff, students, volunteers and any other adult who come into contact with children at the Setting has an appropriate and up to date Criminal Record Bureau checks.

The Manager is responsible for the day to day implementation, management and monitoring of the Health & Safety policy. The Manager is required to report any matter of concern regarding the Health & Safety policy to the Registered Person.

The Manager will ensure that:

- An additional designated member of staff is made jointly responsible with them for the health & safety and risk assessment, as set out in this and other policies.
- Regular safety inspections are carried out and the reports accurately logged.
- Any action required as a result of a health and safety inspection is taken as rapidly as possible.
- Information received on health and safety matters is distributed to the Registered Person and all members of staff.
- An investigation is carried out on all reported accidents, incidents and dangerous occurrences.
- Staff are trained to fulfil their role within the Health & Safety policy.

Staff will be responsible for ensuring that the provisions of the Health & Safety policy are adhered to at all times. As such, they are required to:

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

Communication

All staff are made aware of communication channels within the Setting for health and safety. The Manager will ensure that all health and safety guidance and advice is kept together in the safety file in a place that is easily accessible to all staff. All such advice is communicated to staff where relevant and incorporated into the Setting procedures.

Risk Assessments

The Manager will ensure that risk assessments as required under the Management of Health and Safety at Work Regulations and the Fire Precautions (Workplace) Regulations are carried out daily for the setting's activities and operations and for setting related issues. The assessments will be used to identify health and safety hazards and ensure that where they cannot be eliminated the associated risks are reduced or otherwise adequately controlled.

Fire Precautions

We will take steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency. There is an emergency evacuation procedure. There are appropriate fire detection and control equipment (for example, fire alarms, smoke detectors and fire extinguishers) which are in working order

Checklists are in place to ensure all fire exits are kept clear and unlocked. All staff are required to participate in fire safety training and are aware of all fire procedures.

Fire Procedures

Procedures in the event of fire will be prepared and circulated to all staff. Fire risk assessment is a requirement under the Fire Precautions (Workplace) Regulations 1999. Notices giving instructions in the event of fire are displayed by all Fire Alarm Call Points. **The main fire evacuation route is indicated using red spots** (*refer to Fire Safety policy*).

Fire Drills

A fire drill will be held at least monthly without warning and relevant details recorded in the Fire Log.

The designated Fire Officer is responsible for arranging fire drills and tests

Fire drills will take place at least every two months at a time notified in advance to staff

The fire alarms will be tested weekly, from a different fire point each week.

Fire extinguishers and fire alarm systems are tested by a properly authorised firm in accordance with statutory requirements

Fire exits are clearly identifiable and will not be obstructed; all fire exits will be checked daily. Located near each Fire Exit, there is a notice explaining the fire procedures.

Insurance

The Children Act 2006 and the Health and Safety at Work Act 1974, place a number of legal responsibilities on the setting. Therefore, the setting has insurance cover appropriate to its duties under this legislation, including Employer' Liability Insurance. Responsibility will, in most cases, rest with the setting, but staff will take reasonable care, both for themselves and other people who may be affected by their acts or omissions at work. If the setting is held responsible for any incident that may occur, our public liability insurance will cover compensation.

Liability

Under provisions contained in the Occupiers Liability Act 1957, the setting has a duty to ensure that both children and any visitors are kept reasonably safe. The parties named in the wording of the premises contract are responsible for this duty.

Physical Environment – Premises Policy

We are committed to providing children with a stimulating and safe environment. We will do all we can to make our premises, including Outdoor Spaces welcoming, fit for purpose, safe for children to use, organised in a way that meets the needs of all children, (including as far as is reasonable, the facilities, equipment and the access to the premises, are suitable for children with disabilities), and that they are secure and friendly to children, their parents/carers and any other visitors.

Our premises are safe, secure and adequately spacious for its purpose. The environment is organised in a way that meets the needs of children and meet the following indoor space requirements:

- Children under 2 years: 3.5 m2 per child
- 2 years: 2.5 m2 per child
- 3-5 years: 2.3 m2 per child

This is in line with the Statutory Framework for the Early Years Foundation Stage (Revised 2012). The atmosphere in our Setting is warm and welcoming to all children and offers access to a wide range of facilities and a broad and varied programme of activities.

We are committed to taking every step to ensure that children have equal access to all facilities and Indoor and Outdoor play opportunities; including children with special educational needs and/or disabilities.

As per the requirements of the Statutory Framework for the Early Years Foundation Stage (Revised 2012), we have a separate Baby Room for children under the age of 2, although we do ensure that the children in our Baby Room have contact with older children and are moved into the older age group when appropriate.

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

The Manager is responsible for ensuring that our premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature. Daily risk assessments are carried out, to ensure that the facilities are maintained in a suitable state of repair and decoration.

We maintain an open room layout, allowing children to choose from a variety of play opportunities. All children will have adequate space to play and interact freely. Children, who wish to relax, play quietly or sleep can do so and we always ensure that these areas are equipped with appropriate furniture. Children who are sleeping will be frequently checked, in line with our Sleeping & Monitoring Policy.

There is adequate space for storing all our equipment safely and securely.

Under normal circumstances, staff will ensure there is one toilet and one wash basin with hot and cold water for every 10 children, ensuring an adequate balance between male and female resources and facilities.

No child will ever be left unsupervised in the kitchen area

Staff will have access to a telephone in Nursery at all times.

There are an adequate number of Toilets and Hand Basins available (at least one toilet and one hand basin for every 10 children over the age of two) and separate toilets for adults. We also have suitable and hygienic changing facilities for changing any children who are in nappies and we also have an adequate supply of clean bedding, towels, spare clothes and any other necessary items.

We also have several areas where staff may wish to talk to parents/carers confidentially as well as a Staff Room to enable our staff to be able to take breaks away from areas being used by the children.

Outdoor Play

The outdoor play and learning activities take place in safe secure and well-supervised spaces. Before any outdoor activities start, a thorough safety check and risk assessment will take place.

We ensure our Outdoor areas are well maintained and free from holes, bumps or uneven surface areas. Drains or any unnatural water will be made safe or inaccessible to children. If there is any snow or ice on walkways, staff will ensure that this is regularly cleared and kept safe.

Staff will ensure that there is always a supply of fresh drinking water available for all children, particularly during warmer weather. This water is changed frequently through the day.

Risk Assessment Policy

We follow advice and guidance from Wirehouse, our Health & Safety advisors on all aspects of Health & Safety and understand the importance of ensuring that systems are in place for checking that we run a safe and secure place for children, staff and other visitors. Our risk assessment procedures are part of a continuous process to prevent any dangerous incident taking place, and are reviewed regularly.

They are the responsibility of all staff as part of their daily duties, including opening up and closing the Setting. They identify aspects of our environment that need to be checked on a regular basis, when and by whom they will be checked, and how the risk will be removed or minimised. This is done before children arrive, eg. sleep checks are carried out every 10 minutes.

In accordance with our duties under the Management of Health & Safety at Work Regulations 1999, we are required to undertake regular risk assessments and take any necessary action arising from these according to provisions set out in the Health and Safety policy and elsewhere and share with parents/carers and/or Inspectors, if required to do so.

The Manager is responsible for making sure that risk assessments are completed, logged and effectively monitored. Reviews are conducted when there is any change to equipment or resources, any change to our premises, or when the needs of a child or visitor necessitate this.

The Manager is further responsible for conducting any necessary reviews or making changes to our policies or procedures in the light of any potential risks that they or other members of staff discover. A visual inspection of both the equipment and the entire premises both indoor and outdoor will be carried out daily. This will be carried out by a designated member of staff on arrival at work and should be completed before any children arrive.

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

On discovering a hazard, staff will take all steps necessary to making themselves and any other people potentially affected, safe. They will then notify the Manager and ensure that a record is made in the Incident Record Book. The Manager is then responsible for ensuring that any necessary action is taken.

Recording Accidents, Incidents and Dangerous Occurrences

All accidents, incidents and dangerous occurrences will be recorded in either the Incident Record Book or the Accident Record Book on the same day as the event took place.

Records must contain:

- The time, date and nature of the incident, accident or dangerous occurrence.
- Details of the people involved.
- The type, nature and location of any injury sustained.
- The action taken and by whom.
- The signature of the member of staff who dealt with the event, any witnesses and, if deemed necessary, a countersignature by the parents/carers of the child or children involved.

Staff should inform the parents/carers of the child or children concerned at the end of the session in which the incident, accident or dangerous occurrence took place. Where this is not possible, the information will be passed on at the earliest possible opportunity.

Security Procedure

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

Parents/carers are encouraged to talk to their children about the importance of remaining safe and not leaving our premises during the session. These messages will be reinforced by us and our staff.

Safety and security procedures will be regularly reviewed by the Manager in consultation with staff and parents/carers.

On hearing the doorbell a member of staff must first establish the identification of the person/persons via our Security System.

Parents/Carers: The staff member opening the door must confirm that the parent /carers possess the relevant passwords before they are allowed to gain access to the child's room.

Visitors: All visitors must: sign in the visitor's book, wear a visitors badge and be escorted at all times by a vetted member of staff. Where appropriate the visitors DBS disclosure must be seen and the disclosure number noted with the office. If it is found that the person wanting to enter the building has not got a valid reason to enter, the staff member must explain that we cannot let them in due to the reasons given at the time. If the person persists or becomes violent the police must be called immediately.

Supervision: Children will not be left unsupervised at any time during activity sessions. In the event of staff shortages, available space will be restricted to ensure that children are adequately supervised, in accordance with the staff ratio provisions set out in the Staffing policy.

The Manager will allocate responsibility to individual members of staff for observing and supervising the main entrance and exit points at the beginning and end of the session.

Visitors: We have a Visitors Book in which visitors must sign on arrival, alongside giving the following information:

- Their name.
- The date and time of their arrival/departure.
- The reason for their visit.

Visitors will not be left unsupervised with children at any time. If the visitor has no suitable reason to be on the premises, then they will be asked to leave immediately and escorted from the premises.

If the visitor repeatedly refuses to leave, the police will be telephoned immediately. A record will be made of any such incidents in the Incident Record Book, and the Manager will be immediately notified.

Visits and Outings Policy

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

Prior to a visit or outing, if possible, a member of staff will carry out an exploratory visit of the proposed destination so as to pre-empt any potential difficulties and to assess the risks or hazards which may arise for the children, and identify the steps we will take to remove, minimise and manage those risks and hazards. The risk assessment will always include consideration of adult to child ratios.

The Manager will ensure that vehicles in which children are being transported, and the driver of those vehicles, are adequately insured.

They will also ensure that a thorough risk assessment has been carried out prior to the proposed visit of an outing, including the identification of steps taken to remove, minimise, and manage Risks.

This should include consideration of the journey and any transportation involved. If a prior visit is not possible, the Manager will write to the venue requesting all relevant information and a risk assessment statement.

We will make every effort to involve children in the planning of a visit or outing. Staff will explain to children the aims and objectives of the event, along with what is expected of them in terms of their behaviour and contribution. Children will be talked through any potential hazards and told to remain with staff at all times, and explain what to do in an emergency, including designating a suitable meeting point.

Parental Consent

A week before a proposed visit or outing, we will send a letter and the Visits and Outings Form to Parents/Carers giving them information about the proposed event, the programme of activities, any cost, outline of the journey, mode of transport and approximate arrival and departure times. Parental consent is needed for all off-site visits and outings. The Manager will photocopy the signed Visits & Outings Forms; the original will be kept on record. Parents/carers have the right to withhold consent for a visit or outing. A child who does not have a signed consent form will not be allowed to participate.

During visits and outings

Children will only be taken out of Nursery with the consent of the parent/carer and will only be taken out on trips with a purpose, which will be discussed prior to the outing. Any accidents or incidents that should happen while on the trip will be logged and reported to the Manager/deputy, no matter how trivial. They will be logged on an Accident/Incident Form, which will then be shown to their parents to read and sign.

On visits or outings, the staff to child ratio will be increased.

- Children will remain under close supervision at all times.
- The Manager will ensure that a full First Aid kit is on hand.
- One member of staff will have a mobile for the Nursery to contact in case of emergency.
- A register will be taken at the beginning, middle and end of the visit or outing. Additionally, regular head counts will be taken by staff.
- A list of all staff and children participating in the outing and relevant mobile phone numbers will be left with staff left on duty on the premises (if staff numbers allow for such a provision).

- All children attending an outing away from the premises will be given an identity bracelet to wear, in case they get lost, this will have the child's name on it along with a contact number.
- Any Child being carried as a passenger in a vehicle on a trip or visit off the premises, the manager will ensure that approved child restraints carrying the BS. kite mark, are properly fitted, maintained and used. A photocopy of the drivers licence and insurance policy/certificate must be obtained before the trip/outing or visit commences.

Equal Opportunities and Inclusion Policy

We are committed to taking positive and proactive steps to ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community. We promote and value diversity and difference and with our Equal Opportunities and Inclusion procedures aim to help everyone involved with us to counteract and eliminate both direct and indirect discrimination in decision making, employment practices and service provision and to ensure that our services strive to achieve equality of opportunity for all, including providing support for children with special educational needs or disabilities, and we will endeavour to make any reasonable adjustments for children.

Every child is an individual and unique. We will work with parents and families to ensure their individual needs and interests are met and that they are able to achieve their full potential. We will ensure that all children feel included, valued and supported and that they are seen as a person first and not their special or additional need. Any inappropriate words, attitudes or practices will be challenged immediately.

We will offer a flexible approach where possible to the children's care and learning and this may involve treating children differently, according to their abilities etc. If a child has a physical disability we will endeavour to reduce physical barriers to their participation in all activities where possible.

In our setting all children will be taught from an early age, to value and respect diversity in others to enable them to grow up making a positive contribution to society.

We aim to provide a welcoming and caring environment that promotes and reflects cultural and social diversity and is equally accessible to all. We will endeavour to challenge any offensive behaviour, language or attitudes with regards to race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability.

We will facilitate regular opportunities for consultation with parents/carers about the service that we provide, as a means of monitoring the effectiveness of the Equal Opportunities and Inclusion Policy.

We will make reasonable adjustments for our children, wherever possible, to ensure that the individual needs of all children will be met.

Equal Opportunities Procedures

To realise our objective of creating an environment free from discrimination and welcoming to all, we will:

- Ensure its services are open/available to all parents/carers and children in the community.
- Ensure that issues of race, ethnicity, nationality, class, religion, culture, gender, language, sexual orientation and disability do not inhibit a child from accessing our services.
- Treat all children and their parents/carers with equal concern and value.
- Have regard for promoting understanding, respect and awareness of diversity and equal opportunities issues in planning and implementing the programme of activities.
- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Ensure that our recruitment policies and procedures are open, fair and non-discriminatory.
- Endeavour to recruit a staff team that reflects the make-up of our local community.
- Ensure that all members of staff are aware of, and understand, the Equal Opportunities and Inclusion policy as it relates to all aspects of its work.
- Encourage and support staff to act as positive role models to children by displaying and promoting tolerant and respectful behaviour, language and attitudes and challenging any

discriminatory incident, according to the Staff Disciplinary Procedures, the Behaviour Management, and Dealing with Racial Harassment policies.

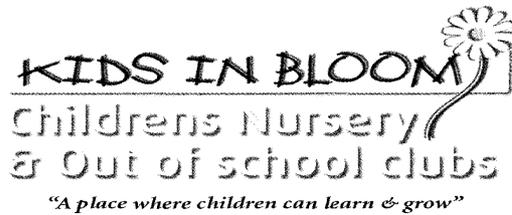
- Treat seriously any member of staff found to be acting, or have been acting, in a discriminatory way, according to the provisions of the Staff Disciplinary Procedures policy.
- Work to fulfil all legal requirements of the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Human Rights Act 1998, and the Race Relations (Amendment) Act 2000.

The Manager and Special Education Needs Co-Ordinator will be responsible for ensuring that the Equal Opportunities and Inclusion policy is implemented and that its effectiveness, and that of our staff team, is regularly monitored. They will be responsible for ensuring that:

- Staff receive appropriate and relevant training.
- Inappropriate attitudes are challenged.
- The Equal Opportunities and Inclusion policy is consistent with current legislation and guidance.
- Appropriate action is taken if discriminatory behaviour, language or attitudes become apparent.

Our policies and procedures will be kept under review; they will also be monitored and evaluated to ensure that they are effective.

That we continue to not operate in a discriminatory manner or in anyway against our public commitment to equal opportunities and Inclusion and that we continue to promote and value diversity and difference.



Special Educational Needs and Disability Policy

Statement

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.

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

The nursery is committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability 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.

We feel it is paramount to find out as much as possible about a particular child's condition and the way that may affect his/her early learning or care needs by:

- Liaising with the child's parents
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Regularly monitoring observations carried out on the child's development.

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 identification and assessment of any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parents and children with learning difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and employ a Special Educational Needs and Disability Co-ordinator (SENDCO) 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
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education 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 equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- 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 Educational Needs and Disability Co-ordinator's (SENCO) are Stella Arends and Charlotte Chapman who work closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs policy of the nursery, always making sure plans and records are shared with parents.

Methods

We will:

- Designate two members of staff to be Special Educational Needs and Disability Co-ordinators (SENDCO's) and notify the parents.
- Provide a statement showing how we provide for children with learning difficulties and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents of children with learning difficulties and/or disabilities to create and maintain a positive partnership
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Use the graduated response system for identifying, assessing and responding to children's special educational needs
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs) for children with learning difficulties and/or disabilities
- Review IEPs regularly and hold review meetings with parents at this time
- Ensure that children with learning difficulties and/or disabilities are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources (human and financial) to implement our SEND Policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Common Assessment Framework (CAF) where needed
- Provide in-service training for practitioners and volunteers
- 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. IEP reviews, 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 annually.

Special educational needs code of practice

It is the duty of the nursery to carry out our statutory duties to identify, assess and make provision for children's special educational needs. The Code of Practice recommends that our nursery should adopt a graduated approach to assessment through Early Years Action and Early Years Action Plus. 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.

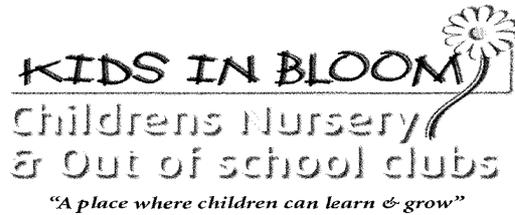
Our nursery has identified two members of staff as SENDCO who will work alongside parents to assess the child's strengths and plan for future support. The SENDCO will ensure that appropriate records are kept according to the Code of Practice.

Early Years Action

The child is identified with special educational needs. The SENDCO, working alongside colleagues and parents, will assess and record the child's needs and provide an Individual Education Plan (IEP) providing future support. This plan will be continually under review in consultation with the child and his/her parent(s).

Early Years Action Plus

Is characterised by the involvement of external support services, usually requested by the SENDCO and colleagues in consultation with the child's parents. If the help given through Early Years Action Plus 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 towards a statement of special educational needs.



Admissions and Fees Policy

We are committed to providing a fair and open admission system that offers a competitively priced and good value service. As a provider of registered childcare, we encourage and actively support eligible parents/carers claiming and taking up the childcare element of the Working Tax Credit.

Admissions

When a parent/carer contact us enquires about a place for their child, they will be given all the relevant information they require including details of the Admissions and Fees policy, and informed of whether there is currently a suitable place available for their child.

If a suitable place is available the parent/carer and, where possible, the child will be invited to visit us and speak to members of staff. If the parent/carer agrees to abide by all the terms and conditions of admission, including the level of fees and arrangements for payment, they will be asked to complete and sign the Admissions Form to confirm their child's place and a non-refundable deposit of two weeks fees will be payable before your child starts.

Parents/carers should also complete and sign all required documentation at this point.

Once the admission is secure, the Manager, or a designated member of staff, will contact the parent/carer concerned to arrange a date for the child's first session. At this stage, the Settling In policy will come into operation.

Waiting List

To ensure that admissions are offered on a fair and transparent basis, the following procedure will apply to the management of waiting lists:

- If, on making an enquiry about a place for their child, a parent/carer is informed that there is not currently a suitable one available, our waiting list procedure will be explained and then activated on the parent/carer's behalf.
- Parents/carers are encouraged to submit their request for a place in writing. The details of this request will be placed on the waiting list, in the order that they are submitted.
- The waiting list will be kept and used on a 'first come first served' basis. We will advise the parent/carer of how long they are likely to have to wait before a suitable place becomes available. This information will only be an estimate and will not constitute a binding guarantee from us.
- When a vacancy becomes available, the Manager will contact the parent/carer whose child is suitable for the place and is highest up on the waiting list.
- If that parent/carer still wishes to take up the place for their child, they will be asked to complete the Admissions Form and follow the remaining steps of the admissions procedure outlined above.
- If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next suitable child on the list will be contacted.

Fees

We understand that the cost of registered childcare may seem expensive to a parent/carer.

However, providing a high quality, safe and stimulating service for children is not cheap and to ensure the continued high standards and sustainability of the Setting, it must ask that parents/carers respect its policy in respect of fees.

- The level of fees will be set by the Registered Person and reviewed annually in the light of our financial position, its future strategic plans and any other broader economic or social considerations deemed relevant

- Payment of fees must be paid 4 weeks **in advance**, on your child's first day attending nursery/kids club. These are to be paid by bank transfer or standing order, (in some cases cheques may be used for payment, if this has been discussed with management prior to your child starting).

Any cheques that are returned to us from the bank or any missed payments via bank transfer or standing order will incur a charge of £20.00, and a late payment of fees will incur a charge of £20.00.

- Parents/carers are encouraged to speak to the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place.

Bad Debt

- If the fees are not paid on time (your child's first day of attending each week), we will notify the parent/carer via telephone/letter, requesting payment immediately.

- The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place being forfeited.

- If fees are paid persistently late, we will be forced to suspend/terminate that child's place. Under exceptional circumstances, we may allow the child to continue attending for the remainder of that week.

- If you decide to leave the nursery and you have an outstanding debt with us, we will pass your information on to our debt collecting agency. We will also add an extra 20% on to your outstanding fees, to cover the cost of this.

If the situation continues, unfortunately, your child's place will be terminated.

Late Collection of Children Policy

We have the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

It is the responsibility of all parents/carers to ensure that their child is collected at the agreed time by an authorised person over 16 years of age (parent, carer or designated adult), in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a child is not collected at the agreed time, staff will try to contact the parent/carers by telephone to find out why they are late. If unsuccessful, the emergency contact will be telephoned and asked to collect.
- If a parent, carer or designated adult is more than 10 minutes late in collecting their child, the manager will be informed.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, as a very last resort, the manager will call the local social services department for advice after 8pm – ie. 2 hours after setting closes.
- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. Furthermore, a note will be left on the door of the setting's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- The child will remain in the care of the setting until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- A late book is kept at the setting and action will be taken if a child is not collected and no prior arrangement has been made.
- Incidents of late collection will be recorded by the manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the setting.

Contact Numbers:

Liverpool Careline
Merseyside Police
Ofsted:

T: 0151 233 3700 - 24 hours a day, 7 days a week
T: 0151 709 6010 or 999
T: 0300 1231231

Collection of child

We hold a list of people who are authorised to collect each child. Under no circumstances can children leave the premises with any other person unless prior arrangements have been made and the manager has knowledge of this. This can be either through photographs of intended people to collect child or the use of a password.

Lost or Missing Child Policy

We have the highest regard for the safety of the children in our care. Staff will always be extremely aware of the potential for children to go missing during sessions.

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake periodic head counts, especially at the transition points between sessions. If for any reason a member of staff cannot account for a child's whereabouts, the following procedure will be activated:

- The member of staff in question will inform both the Manager/deputy and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Manager/deputy will nominate two members of staff, to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the premises.
- If after 5 minutes of thorough searching the child is still missing, the Manager/deputy will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the setting.
- The Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager will co-ordinate any actions instructed by the police, and will do all we can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Manager/deputy and the staff team will review relevant policies and procedures and implement any necessary changes.
- All incidents of children going missing from the setting will be recorded in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

Lost or Missing child – from setting premises

In the unlikely event of a child going missing within/from setting the following procedure will be implemented immediately:

- All staff present will be informed and an immediate thorough search of the setting will be made followed by a search of the surrounding area. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- A staff member will notify the person in charge, whilst other staff continue searching
- The person in charge will carry out a second search of the area
- If the child has still not been accounted for, the person in charge will contact the police
- The person in charge will also contact the parents/carers of the missing child

- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the setting.
- The manager will be responsible for meeting the police and the missing child's parent/carer. The manager will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the manager and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the setting's Site Security and Risk Assessment policies).
- Any incidents must be recorded in writing in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable.

Lost or Missing child – outings

- Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately
- All staff present will be informed and an immediate thorough search of the area will be made, ensuring that all other children remain supervised throughout
- If appropriate, on-site security will also be informed and a description of the child/children given
- In the event of a child not being found, the designated person in charge will immediately inform the police
- The designated person in charge will then inform the setting who will contact the child's parents/carers giving details of what has happened
- Staff from the setting will be sent to assist the safe return of the other children if necessary
- At least one member of staff will remain at the scene whilst others return to the setting with the children. This member of staff will continue searching for the child/children
- The remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- The registered person will inform Ofsted of any serious incidents.

Contact Numbers:

Liverpool Careline
24 hours a day, 7 days a week

T: 0151 233 3700

Merseyside Police

T: 0151 709 6010 or 999

Ofsted:

T: 0300 1231231

Our Complaints Procedure

We are committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes our formal Complaints Procedure. It is displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints and their outcome that are made to staff will be recorded in detail in the complaints log.

Stage 1

If a parent/carer has a complaint about some aspect of our activities, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As per the Partnership with Parents/Carers policy, we are committed to open and regular dialogue with parents/carers and we welcome all comments on our services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage 2

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any important information on the nature of the complaint should be included.

We will notify complainants of the outcome of the investigation within 28 days of having received the complaints.

If the Manager has good reason to believe that the situation has safeguarding implications, they should inform the designated Child Protection Officer and ensure that the local social services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from us will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and any amendments to our policies/procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as staff, to discuss the complaint and our response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with our response will be passed to the Registered Person who will adjudicate the case.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days. All complaints made will be kept for a minimum of 3 years.

We will always investigate written complaints relating to our fulfilment of the Early Years Foundation Stage requirements and again, will notify the complainant(s) of the outcome of the investigation within 28 days of having received the complaint. The record of complaints will always be made available to Ofsted on request.

If we become aware that we are to be inspected, we will notify parents/carers. After an inspection we will supply a copy of the report to parents/carers of children attending on a regular basis/

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk

Our Record of Complaints and their outcome will be made available to Ofsted upon request.

Partnership with Parents and Carers Policy

We recognise that parents/carers play the fundamental role in a child's development and this should be acknowledged as the basis for a partnership between ourselves and parents/carers. We will also inform parents/carers how the Early Years Foundation Stage is being developed and delivered at our setting, and also inform them how they can access more information, (for example from the Department for Education website).

We are committed to working in partnership with parent/carers to provide high quality, safe and stimulating care, learning and play opportunities for children. We aim to do this by:

- Ensuring that parents/carers are made to feel welcome and valued in all dealings with us.
- Ensuring that parents'/carers' concerns are always listened to by us whenever they are raised. The Manager will ensure that parents/carers receive a prompt response from us.
- Developing a pledge to parents/carers, this outlines what they can expect from us. This pledge will be given to every parent/carer when their child starts with us.
- Making all information and records held by us on a child available to their parents/carers, unless it is subject to investigation by the police or other statutory agencies.
- Ensuring that information about the range and type of activities and experiences we provide for children, our daily routines at the setting, how parents/carers can share learning at home, our policies and procedures are all made available to parents/carers on request.
- Encouraging parents/carers to comment on our policies and procedures (including our Missing and Uncollected Child Policies), and consulting them on a regular basis about the activities and experiences that are planned and provided for their children.
- Ensuring that there are regular opportunities for parents/carers to meet with staff and discuss their child's progress and any problems that they might be encountering.
- Ensuring that any complaints from parents/carers are dealt with swiftly and effectively in accordance with the Complaints Procedure policy.
- Encouraging parents/carers to undertake supportive roles, eg. taking part in activities, visits or outings.
- Ensuring that parents/carers know about all the staff working in our setting, particularly their child's key person, and the role of the key person, as well as our emergency telephone number.
- Providing parents/carers with formal and, if necessary, confidential means to comment on our work. This will include an annual satisfaction survey.
- Keeping parents/carers up to date with how we operate our Setting, such as alterations to the opening times or fee levels, daily routines, how parents can share learning at home, how we support children with special educational needs and disabilities, the food and drink we provide for their children, Staff in our setting, including the name of their key person and an Emergency telephone number, as per the Statutory Requirements of the EYFS 2014. We will provide a copy of our Inspection Report to parents/carers after we have been inspected and are in receipt of our report.

Uncollected

Children Policy

We have the highest regard for the safety of the children in our care from the moment they arrive to the moment that they leave.

At the end of every session, we will ensure that all children are collected by a parent, carer or designated adult. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Manager/deputy will be informed.

- The Manager/deputy will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Manager/deputy will call social services for advice 0151-233-3700.
- In the event of social services being called and responsibility for the child being passed to a child protection agency, the Manager/deputy will leave a further telephone message with the parent/carer or designated adults' answer phone. A note will then be left on the door of our premises informing the parent/carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department – 0151-233-3700.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary. Staff will not be left alone with the child whilst waiting for them to be collected.
- The child will remain in the care of the Nursery/club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection will result in the imposition of the loss of their child's place.