

THE OLD SCHOOL

HOUSE

(HEADCORN)

LIMITED

POLICIES

January 2008

THE OLD SCHOOL HOUSE (HEADCORN) LIMITED

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Policy 01

Access and storage of information

We believe that an open access policy is the best way of encouraging participation.

Parents/carers are welcome to view the policies and procedures file, which governs the way in which the nursery works. These can be viewed at any time when the nursery is open by asking the Principal, Darrell King or the Manager, Kerry Averre. Parents are also welcome to see and contribute to all the records that are kept on their child; however the nursery will adhere to the Data Protection Laws.

If a parent/carer wishes to have access to their child's records, an application should be made in writing to Darrell King.

The nursery ensures that it is registered in regard to data protection and a copy of the certificate can be viewed at the Nursery, upon request. All parent, child and staff information is stored securely according to data protection registration, including details, permissions, certificates and photographic images.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive all records for at least 5 years and first aid and accident books for 21.5 years.

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

Complaints and Compliments

We aim to provide the highest quality education and care of all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop.

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times parents/carers will be happy with the service provided and that they might like to voice their appreciation to the staff concerned.

Our intention is to work in partnership with parents/carers and the wider community and we welcome suggestions on how to improve our services at any time.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of all concerned that complaints should be taken seriously and dealt with fairly and confidentially.

We will give prompt and serious attention to any concerns raised by following our complaints procedure as outlined below:

Stage One

Any person that has concerns about any aspect of the group's provision should

in the first instance discuss this with any of the following as they feel appropriate; the child's key-worker, the appropriate supervisor (ie Toddler Unit or Nursery), the manager or the principal.

In the case of the issue being discussed with anyone other than the principal, the member of staff involved will pass these concerns onto the principal, and make the complainant aware that this will be done.

Stage Two

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the complainant should put the concerns/complaint in writing and request a meeting with the principal. Both the complainant and the principal should have a friend/partner or colleague present at the meeting, if required. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

The complaint should be logged in the complaints record, along with a copy of the record of the meeting.

Most complaints should be resolved informally at this or the initial stage

Stage Three

If the matter cannot be resolved during the meeting it might be of use to invite an external mediator, one who is acceptable to both parties, to listen and offer advice. A mediator has no legal powers, but can clarify the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep a written record of any meetings that are held and of any advice s/he offered. All parties at the meeting will sign this record and receive a copy.

Stage Four

If the matter cannot be resolved the complainant has the right to raise the matter with Ofsted, as the regulatory body. Ofsted has a duty to ensure that the laid down requirements are adhered to and work in partnership with the Pre-school Learning Alliance to encourage high standards. The registering body would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases the Pre-school Alliance fieldworker would work with Ofsted to ensure a proper investigation of the complaint, followed by the appropriate action.

A record of complaints will be kept in the nursery, along with records of any meetings held. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Child Protection Policy.

Policy 03

Admissions

The Old School House (Headcorn) Ltd is registered for 62 children under 8 years of age

Of which not more than 24 children should be under 2 years at any one time

The above statement is taken from the registration document, and is the overriding policy in respect to the number of admissions.

Other matters taken into account in deciding which child can be offered a place in the nursery are:

- 1 Availability of spaces, taking into account the staff/child ratios, the age of the child and the registration requirements
- 2 When the application is received (the nursery operates on a first come, first served basis)
- 3 The nursery's ability to provide facilities for the welfare of the child
- 4 A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability
- 5 Extenuating circumstances affecting the child's welfare or the welfare of his/her family
- 6 Children who have siblings already placed at nursery

We operate an equal opportunities policy and ensure that children have access to nursery places and services irrespective of gender, race, religion, colour or

creed.

It is our intention to make our group genuinely accessible to children and families from all sections of the local community. In order to accomplish this we will:

- 1 Describe the group and its practices in terms which make it clear that it welcomes fathers, mothers, other relations and carers (including childminders), people from all cultural, ethnic, religious and social groups, with and without disability
- 2 Monitor the gender and ethnic background of children joining the group to ensure that no discrimination is taking place
- 3 Make our equal opportunities policy widely known
- 4 Accommodate the attendance patterns of individual children and families wherever possible

Prior to attending nursery, parents/carers must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, dietary requirements, collection arrangements, fees and sessions, contact details for parents/carers, doctor's contact details, health visitor contact details, allergies, parental consent, vaccinations etc.

All settings registered to accept nursery education funding must offer free places for three to five year olds for 12.5 hours per week. At The Old School House (Headcorn) we currently provide up to a maximum of 42 free funded places available for children, subject to availability. These places will be allocated on a first come first serve basis and can be booked a term in advance.

For admissions for nursery education funded sessions we have a termly or half termly intake, beginning the term following the child's third birthday.

Equal Opportunities

Statement of Intent

The nursery is committed to providing equality of opportunity for all persons and works in accordance with the following legislation;

- 1 Disabled Persons Act 1958, 1986
- 2 Race Relations (Amendment) Act 2000
- 3 Sex Discrimination Act 1986
- 4 Childrens Act 1989
- 5 Special Educational Needs and Disability Act 2001
- 6 Employment Equality (Age) Regulations 2006

The nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they be adult or child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, creed, marital status, ethic or national origin, or political belief, has no place within this nursery.

We believe that the nursery's activities should be open to all children and families, and to all adults committed to their welfare.

A commitment to implementing our equal opportunities policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery owner at the earliest opportunity.

The nursery and staff are committed to;

- 1 recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job application or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion/belief, colour, cultural or national origin, or sexuality, which cannot be justified as being necessary for the safe and effective performance of their work or training
- 2 providing a childcare place, wherever possible, for children who are designated disabled or disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- 3 striving to promote equal access to services and projects by taking practical steps, (where possible) such as ensuring access to people with additional needs and by producing materials in relevant languages and media and providing disabled facilities, such as a suitable bathroom and access ramps to buildings
- 4 providing a secure environment in which all our children can flourish and all contributions are valued
- 5 including and valuing the contribution of all families to our understanding of equality and diversity
- 6 providing positive non-stereotype information about different ethnic groups and people with disabilities
- 7 improving our knowledge and understanding of issues of equality and diversity
- 8 recognising that many different types of families successfully love and care for children
- 9 regularly reviewing childcare practice to ensure the policy is effective and to identify and change any practices which are discriminatory
- 10 making inclusion a thread, which runs through all of the activities of the

nursery, including encouraging positive role models through the use of toys, imaginary play and activities that promote non-stereotyped images.

Admissions/service provision

The group is open to every family in the community. Families joining the group are made aware of its equal opportunities policy.

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

Recruitment

The nursery will strive in its recruitment to ensure that the staffing levels reflect the community it serves. All vacancies will be advertised as widely as budget allows. Adverts will include the following statement:

'The Old School House (Headcorn) Ltd – striving towards equal opportunity'

Every effort will be made to ensure there is a representative balance on the selection group and all members of the group will be committed to equal opportunities practice as set out in this policy and will have received appropriate training in this regard.

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

At interview no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. At interview, all candidates will be

asked the same questions, and members of the selection group will not introduce or use any personal knowledge of the candidates acquired outside the selection process. The group will appoint the best person for the job, based on occupational skills. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Staff

It is the policy of The Old School House (Headcorn) Ltd not to discriminate, whether directly, or indirectly in the treatment of others. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds that are specified in this policy. Staff participate in equal opportunities training.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective equal opportunity policy. The nursery will strive towards the provision of regular equal opportunities training for staff .

Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment will offer children the opportunity to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others. The curriculum offered in the nursery encourages children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- 1 making children feel valued and good about themselves
- 2 ensuring that children have equality of access to learning
- 3 reflecting the widest possible range of communities in the choice of resources
- 4 avoiding stereotypes or derogatory images in the selection of materials
- 5 celebrating a wide range of appropriate festivals
- 6 creating an environment of mutual respect and tolerance
- 7 helping children to understand that discriminatory behaviour and remarks are unacceptable
- 8 ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities
- 9 ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning

Festivals

Our aim is to show respectful awareness of all major events in the lives of the children and families in the group, and in our society as a whole, and to welcome the diversity of backgrounds from which they come.

In order to achieve this, we aim to acknowledge festivals which are celebrated in our area and/or by families involved in the group:

Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.

Children and families who celebrate at home festivals with which the rest of the group are not familiar will be invited to share their festival with the rest of the

group, if they themselves wish to do so.

Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations and special foods and clothing involved, as part of the diversity of life.

Resources

These will be chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multi-cultural society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

Food

We will work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met. We will help children to learn about a range of food, cultural approaches to meal times and eating, and to respect the differences among them

Discriminatory behaviour/remarks – staff or children

These are unacceptable. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices. Further action may be taken if necessary.

Language

Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected.

Policy 05

Personnel

The nursery's policies in respect of personnel are governed by the following:

- 1 the best interests of the children, their welfare and development
- 2 the requirements of the National Standards and Ofsted's Early Years Directorate
- 3 compatibility between all members of staff and building a good team spirit
- 4 consideration of the advancement of each member of staff by both internal and external training to help them achieve their maximum potential
- 5 equal pay for work of equal value
- 6 compliance with the current legislation
- 7 the provision of a personnel specification and job description for each member of staff
- 8 the provision of a statement of terms and conditions for each member of staff
- 9 when recruiting members of staff, the applicant should be made aware of the policies and procedures, especially those relating to discrimination and equal opportunities
- 10 prior to the commencement of employment the successful applicant shall be provided with an offer letter (conditional on Criminal Record Bureau clearance) with the job description and induction procedure
- 11 harassment of any member of staff that can be classed as sexual, racial, age, religious, or political belief related will not be acceptable. This includes unwanted verbal or physical advances – the key factor in assessing harassment is whether it is unwanted.

Parents and Carers as Partners

We believe that children benefit the most when parents or carers and staff work together in partnership to ensure quality care and learning for the children. The nursery team welcomes parents or carers as partners and this relationship needs to be built on trust and understanding. It is important that we, as carers, are able to support parents in an open and sensitive manner. A two way sharing of information is key to this.

The nursery wishes to ensure parents and carers are part of the care and education team within the nursery.

Our policy is to:

- 1 recognise and support parents or carers as their child's first and most important educators, and to welcome them into the life of the nursery
- 2 generate confidence and encourage parents and carers to trust their own instincts and judgement regarding their own child
- 3 welcome all parents or carers into the nursery
- 4 welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to these mothers
- 5 ensure that all new parents and carers are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times upon request
- 6 maintain regular contact with parents and carers to help us build a secure and beneficial working relationship for their children both by being available on a daily basis to discuss any matters that parents/carers should wish to cover and by providing a contact book between home and the group

- 7 create opportunities for parents and carers to talk to other adults in a secure and supportive environment through activities such as 'open days', 'parents evenings'
- 8 inform parents and carers about nursery activities and events through regularly distributed newsletters and posters in the nursery and toddler unit entrance ways
- 9 operate a key person system involving parents for open discussions and information sharing regarding nursery and home circumstances, and individual needs
- 10 inform parents and carers on a regular basis about their children's progress and involve them in the shared record keeping about their children. Parents' open mornings will be held three times a year. Parents will be consulted with about the times of the meetings to avoid excluding anyone wherever possible
- 11 consider and discuss fully all suggestions from parents and carers concerning the care of their child and the running of the nursery
- 12 provide opportunities for parents and carers to contribute their own skills, knowledge and interests to the activities of the nursery in ways which are accessible to parents and carers with basic skills needs, or those for whom English is an additional language
- 13 inform all parents and carers of the systems for registering queries, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure
- 14 provide parents and carers with information about the Birth to Three and the Foundation Stage/Early Years Foundation Stage (pre-school curriculum) and about young children's learning in the nursery and at home
- 15 provide a written contract between the parent(s) and carer(s) and the nursery regarding conditions of acceptance and arrangements for

payment

- 16 respect the family's religious and cultural backgrounds and to accommodate any special requirements wherever possible and practical to do so
- 17 to find out the needs and expectations of parents and carers. These will be obtained through regular feedback via questionnaires, providing a suggestion system and encouraging parents to review working practices. These are then evaluated by the nursery to promote nursery practice, policy and staff development.
- 18 Invite parents to join the nursery group on Activity days, Christmas parties etc

Child Protection

Our nursery will work with children, parents and the community to ensure the safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form. Our group wants to work with children, parents and the community to ensure the safety of children. We intend to create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

To this end we will:

- 1 create an environment to encourage children to develop a positive self-image
- 2 encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- 3 provide a safe and secure environment for all children
- 4 ensure the layout of the rooms allows for constant supervision. Where children need to spend time away from the rest of the group, such as going to the toilet, the door is left ajar
- 5 always listen to 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. The nursery has a duty to be aware that abuse does occur in our society. 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 physical, sexual, or emotional abuse, or neglect.

Our prime responsibility is the welfare and wellbeing 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.

All staff will be familiar with their own responsibilities to act swiftly upon any suspicions or concerns that they may have about any child or member of staff at the nursery. The nursery will follow the procedures set out in the Full Day Care Standards and Local ACPC (Area Child Protection Committee) Guidance and as such will seek advice on all steps taken subsequently. The nursery has a duty to report any suspicions around abuse to the local authority who have an obligation to investigate such matters.

Staff must not make comment either publicly or in private about a parent or carer's supposed or actual behaviour. Staff must raise any concerns initially with the principal who will consider the appropriate action. If the principal is unavailable staff should raise concerns with the manager, who will pass this onto the principal at the earliest opportunity. Staff responsibilities do not include investigating the suspected abuse. However, the staff will keep accurate records of their observations, signed and dated, and of anything said to them by the child or others in connection with the suspected abuse. This information will be kept in the locked filing cabinet in the office.

It is always important to listen to children. Strict confidentiality will be observed at all times. All our staff will receive training on the protection of children from abuse. It is the policy of the nursery to provide a secure and safe environment for all children. The nursery will therefore not allow an adult to be left alone with a child who has not received their CRB check clearance.

The nursery aims to:

- 1 ensure that children are never placed at risk while in the charge of nursery staff
- 2 ensure that confidentiality is maintained at all times
- 3 ensure that all staff are familiar with child protection issues and procedures
- 4 regularly review and update this policy

Children will be supported by offering reassurance, comfort and sensitive interactions. Activities will be devised according to individual circumstances to enable children to develop confidence within their peer group.

Parents/carers and families will be treated with respect in a non-judgemental manner whilst investigations are carried out in the best interests of the child.

Contact telephone numbers

- | | |
|-----------------------------------|-------------------------------------------------------------|
| 1 Ofsted | 08456 404040/45 |
| 2 Local ACPC Unit | 01622 696366 |
| 3 Local authority social services | Children & Families Duty Team –
Maidstone – 01622 691640 |

Types of abuse

Physical Abuse

Action will be taken under this heading if staff have reason to believe there has been a physical injury to a child, including deliberate poisoning; where there is

definite knowledge, or a reasonable suspicion that the injury was inflicted or knowingly not prevented.

Procedure

- 1 Any sign of a mark or injury to a child when they come into nursery should be recorded and the principal informed
- 2 The incident will be discussed by the principal with the parent/carer
- 3 Such discussions will be recorded and the parent/carer will have access to such records
- 4 If there appear to be any queries regarding the injury, the principal will notify the Child Protection Unit of the local authority

Sexual Abuse

Action will be taken under this heading if the staff team have 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.

Procedure

- 1 The observed instances will be reported to the principal, or the manager who will pass this information to the principal
- 2 The matter will be referred to the local authority

Emotional Abuse

Action will be taken under this heading if the staff team have 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.

Procedure

- 1 The concern should be reported to the principal, or to the manager who will then pass this onto the principal
- 2 The concern will be discussed with the parent/carer by the principal
- 3 Such discussions will be recorded and the parent/carer will have access to such records
- 4 If there appear to be any queries regarding the circumstances, the matter will be referred to the local authority

Neglect

Action will be taken under this heading if the staff team have reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold and starvation) which results in serious impairment of the child's health or development, including failure to thrive.

Procedure

- 5 The concern should be reported to the principal, or to the manager who will then pass this onto the principal
- 6 The concern will be discussed with the parent/carer by the principal
- 7 Such discussions will be recorded and the parent/carer will have access to such records
- 8 If there appear to be any queries regarding the circumstances, the matter will be referred to the local authority

Recording suspicions of abuse and disclosures

Staff will make an objective record of any observation or disclosure and include:

- 1 Child's name
- 2 Child's address
- 3 Age of child and date of birth
- 4 Date and time of the observation or disclosure
- 5 Exact words spoken by the child or behaviour observed
- 6 Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time

These records are signed and dated and kept in a separate confidential file in the locked filing cabinet in the office. All members of staff know the procedure for recording and reporting. It may be thought necessary that through discussion with all concerned the matter needs to be raised with the ACPC and Ofsted. Staff involved may be asked to supply details of any information they have concerns with regard to a child. The nursery expects all members of staff to co-operate with ACPC and Ofsted in any way necessary to ensure the safety of the children.

Designated staff will attend child protection training.

Staffing and volunteering

We have a named person within the nursery that co-ordinates child protection issues. The designated person undertakes specific training and accesses regular updates to developments within this field. We will seek out training opportunities for all adults involved in the group to ensure that they recognise the signs of possible physical abuse, neglect, emotional abuse and sexual abuse.

The named person regarding child protection at the nursery is Darrell King.

- 1 We provide adequate and appropriate staffing resources to meet the needs of children

- 2 Applicants for posts within nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information. All applicants for work within the group, whether paid or voluntary, will be interviewed before an appointment is made and will be asked to provide at least one reference. All such references will be followed up. In the case of applicants with unexplained gaps in their employment history, or who have moved rapidly from one job to another, explanations will be sought.
- 3 We abide by Ofsted requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery and has access to the children
- 4 The group works in accordance with Ofsted requirements for all appointments, both paid and voluntary, which are subject to a probationary period and will not be confirmed unless the group is confident that the applicant can be safely entrusted with the children and once the obligatory 'fit person' checks have been satisfactorily completed
- 5 Volunteers, including students, do not work unsupervised
- 6 Adults are not left alone for long periods with individual children or small groups
- 7 We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern
- 8 We have procedures for recording the details of visitors to nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- 9 The development of staff within the nursery allows for constant

supervision. Where children need to spend time away from the group, the door will be left ajar

Informing parents

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

Support to families

- 1 The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers within the nursery
- 2 The nursery continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation
- 3 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 ACPC
- 4 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 Ofsted and the local authority child protection unit will be informed and investigated. This may result in the nursery disciplinary procedure being followed.

The incident will be dealt with by the registered person:

- 1 A full investigation will be carried out to determine how this will be handled
- 2 If the allegation could possibly interfere with the normal working of the nursery, either the member of staff or the child will be allocated to another area, after due consultation with all parties
- 3 The nursery reserves the right to suspend any member of staff on full pay during an investigation
- 4 All investigations/interviews will be documented and kept in a locked filing cabinet in the office
- 5 Unfounded allegations will result in all rights being re-instated
- 6 Founded allegations will be passed onto the relevant organisation (police) and will result in the immediate termination of employment. Ofsted will be notified immediately of this decision
- 7 Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents/carers

Policy 08

Curriculum Development Statement

We set out to assist all children attending nursery to attain their maximum potential within their perceived capabilities. An individual record of each child's development is maintained, showing their abilities, progress rate and areas needing further staff assistance.

The staff are very aware of the importance of the correct play environment for the child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. Planning of the learning experience by the staff is further designed to ensure, as far as practical, equality of opportunity between all children.

We promote the relevant frameworks and curriculum set by the DfES to support and enhance children's learning and development holistically. We develop a tailor made curriculum according to individual needs, which is based on observation to inform planning and draws on children's needs and interests.

Policy 09

Settling In

We aim for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents/carers to have confidence in both their children's well being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

We aim to help parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of the children and their families.

Children cannot play or learn successfully if they are anxious or unhappy. Our settling-in procedures aim to help parents/carers to help their children to feel comfortable in the group, to benefit from what it has to offer, and to be confident that their parents/carers will return at the end of the session.

The nursery staff will work in partnership with parents/carers to settle their child into the nursery environment by:

- 1 Providing parents/carers with relevant information regarding the policies/procedures of the nursery
- 2 Encouraging the parents/carers and children to visit the nursery during the weeks before an admission is planned
- 3 Planning settling in visits and 'trial' sessions (lasting approximately 1 – 2 hours). These are included as part of the registration fee and take place over a one or two week period dependent upon each child's needs, age and stage of development
- 4 Welcoming parents/carers to stay with their child during the first few

- sessions/weeks as appropriate, until the child feels settled and the parents/carers feel comfortable about leaving him/her. Settling in visits and 'trial' sessions are key to a smooth transition and ensure good communication and information exchange
- 5 Reassuring parents/carers whose children seem to be taking a long time settling into the nursery
 - 6 Encouraging parents/carers, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
 - 7 Allocating a key person to each child and his/her family to welcome and look after the child and his/her parents during the settling in period, and throughout his/her time at nursery to ensure the family has a familiar contact person to assist with the settling in process
 - 8 Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
 - 9 Inviting parents to telephone during the session if they wish to put their own mind at ease
 - 10 Nursery staff will telephone parents/carers if a child does not settle at all once their parent/carer has left.
 - 11 Children will not be taken on an outing from the nursery until s/he is completely settled
 - 12 Ask parents to complete a brief 'Profile' form about their child in advance of their attendance to enable us to know something of each child's background prior to their commencement at nursery
 - 13 Introduce new families into the group on a staggered basis, rather than all at once
 - 14 Introduce flexible admissions procedures, if appropriate, to meet the needs of individual families and children

Policy 10

Behaviour Management

Our nursery believes that children flourish best when they know how they are expected to behave. We also believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

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

The rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the group and explained to all newcomers, both children and adults.

We aim to:

- 1 Recognise the individuality of all our children

- 2 Encourage self-discipline, consideration for others, surroundings and property
- 3 Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- 4 Work in partnership with parents and carers by communicating openly
- 5 By praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them
- 6 Encourage all staff working with the children to accept their responsibility for implementing the goals in the policy
- 7 Promote non-violence and encourage the children to deal with conflict peaceably
- 8 Provide a key worker system enabling staff to build a strong and positive relationship with children and their families
- 9 Have a named person who has overall responsibility for issues concerning behaviour

The named person; Darrell King, will keep up to date with legislation and research and thinking on handling children's; access relevant sources of expertise on handling children's behaviour; attend regular training events, and check that all staff have relevant in-service training on handling children's. A record will be kept of staff attendance at this training.

We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of the nursery.

Nursery rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult, or by verbal bullying may be removed from the group. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour

is not acceptable. It is important to acknowledge that a child is feeling angry or upset and it is the behaviour we are rejecting, not the child.

When children behave in unacceptable ways:

- 1 Physical punishment such as smacking or shaking will be neither used or threatened
- 2 Children will never be sent out of the room by themselves
- 3 Children will not be singled out or humiliated in any way. Staff within the nursery will redirect the children towards alternative activities. Discussions with children will take place respecting their level of understanding and maturity
- 4 Staff will not raise their voices in a threatening way
- 5 In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- 6 How a particular type of behaviour is handled will depend on the child and the circumstances. It may involve the child being asked to talk and think about what he or she has done. It may be that the child will not be allowed to make his or her own choice of activities for a limited period of time. Where appropriate children may be asked to take some 'time out', sitting quietly in an allocated place
- 7 Parents will be informed if their child is persistently unkind to others or if their child has been upset. In all cases inappropriate behaviours will be dealt with in nursery at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellor
- 8 Children need to develop non-aggressive strategies to enable them to

- stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively
- 9 Confidential records will be kept on any negative behaviour that has taken place. Parents/carers will be informed and asked to read and sign any entries concerning their child
 - 10 If a child requires help to develop positive behaviour, every effort will be made to provide for their needs
 - 11 Through partnership with parents/carers and formal observation, staff will make every effort to identify the unwanted behaviour and the causes of that behaviour. From these observations and discussions an individual modification plan will be implemented
 - 12 Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.

Anti-Bullying

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

Children must be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened.

Any form of bullying is unacceptable and will be dealt with immediately. At our nursery, staff follow the guidelines below to enable them to deal with challenging behaviour:

- 1 staff are encouraged to ensure that all children feel safe, happy and secure
- 2 staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- 3 children need to be helped to understand that using aggression to get things is wrong and will be encouraged to resolve problems in other ways
- 4 our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem
- 5 the staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out
- 6 any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour
- 7 if any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only by co-operation that we can ensure our children feel confident and secure in their environment, both at home and in the nursery.

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

Nutrition and Mealtimes

Meal times should be a happy, social occasion for staff and children alike. Positive interactions should be shared at these times and enjoyed. The Old School House (Headcorn) Ltd is committed to offering children with healthy, nutritious and balanced meals and snacks that meet individuals needs and requirements, and to promoting healthy eating.

Parents are expected to provide a lunch-time meal for their children. Parents may also provide a tea-time meal if they wish, however The Old School House provides tea time snack for all children who are at nursery during tea-time. Parents may provide cold food or food which needs to be heated using a microwave. If the latter is the case, the food will be heated to above 75 degrees Celsius and checked using a thermometer, according to food hygiene guidelines. Rice will not be re-heated.

We will ensure that:

- 1 a balanced and healthy mid-morning snack and tea are provided for all children who are at nursery at those times
- 2 drinks provided will either be fresh, chilled water or whole pasteurised cows milk
- 3 menus will be planned in advance, rotated regularly and reflect cultural diversity and variation. These will be displayed for parents
- 4 we provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings
- 5 fresh drinking water will be constantly available to Nursery and older children and frequently offered to children and babies, especially in warm weather
- 6 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 diet plan for their child
- 7 staff will show sensitivity in providing for children's diets and allergies. They would not make a child feel singled out because of her/his diet or allergy
 - 8 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
 - 9 staff will use meal and snack times to help promote children to develop independence through making choices, serving food and drink, and feeding themselves
 - 10 cultural differences in eating habits will be respected
 - 11 children will be encouraged to eat their savoury food, followed by any fruit, then snack foods such as crisps or biscuits. If a child does not finish his 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
 - 12 children who refuse to eat at the mealtime will be offered food later in the day
 - 13 children who are slow eaters will be given time and not rushed
 - 14 upon arrival at nursery, lunchboxes are stored in the fridge until required at lunchtime. Any lunchboxes still containing food at the end of lunch time will be returned to the fridge until the child is collected so that parents are aware of what has been consumed by their child
 - 15 we will promote positive attitude to healthy eating through play opportunities and discussions
 - 16 the nursery will provide parents with daily written records of feeding routines for children if required

See Policy 30 for Bottle Feeding

Special Educational Needs

Statement

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop 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.

The nursery believes 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 work with any child who has a specific need or disability to enable the child to make full use of the nursery's facilities. All children with special needs have a right to a broad and well-balanced education.

Our groups aims to have regard to DfES Special Educational Needs Code of Practice on the Identification and Assessment of Special Educational Needs, and to provide welcome, and appropriate learning opportunities, for all children.

The group monitors and reviews its policy regularly and makes adjustments when necessary.

We feel it is paramount to find out as much as possible about a particular child's condition and the way that affects his/her educational needs by:

- 1 liaising with the child's parents
- 2 liaising with any professional agencies
- 3 reading any reports that have been prepared
- 4 attending any review meetings with the local authority
- 5 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 needs.

Aims

- 1 recognise any special needs a child may have and ensure all staff are aware of and have regard for the Special Educational Needs Code of Practice on identification and assessment of special needs
- 2 include all children in our provision
- 3 provide practitioners to help support parents and children with special educational needs (SEN)/disabilities
- 4 develop and maintain a core team of staff who are experienced in the care of children with special needs and employ a special needs co-ordinator (SENCO) who is experienced in the care and assessment of children with special needs. Staff will be provided with specific training relating to SEN and the SEN Code of Practice
- 5 identify the specific needs of children with SEN/disabilities and meet those needs through a range of strategies
- 6 work in partnership with parents and other agencies in meeting individual children's needs including the health and education authorities and seek advice, support and training. This includes: therapists, health visitors,

psychologists, social workers, paediatricians and Portage workers

- 7 monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- 8 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
- 9 promote positive images and role models during play experiences of those with additional or special needs wherever possible

Our nursery Special Education Needs Co-ordinator (SENCO) is Mandy Farmer

S/he works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special needs policy of the nursery, always making sure plans and records are shared with parents.

Methods

- 1 designate a member of staff to be Special Educational Needs Co-ordinator (SENCO) and give his/her name to parents
- 2 provide a statement showing how we provide for children with SEN/disabilities
- 3 ensure that the provision for children with SEN/disabilities is the responsibility of all members of the nursery
- 4 ensure that our inclusive admissions practice ensures equality of access and opportunity
- 5 ensure that our physical environment is as far as possible suitable for children with disabilities
- 6 work closely with parents of children with SEN/disabilities to create and maintain a positive partnership

- 7 ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education
- 8 provide parents with information on sources of independent advice and support
- 9 liaise with other professionals involved with children with SEN/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 continuity of care and information exchange
- 10 use the graduated response system for identifying, assessing and responding to children's special educational needs
- 11 provide a broad and balanced curriculum for all children with SEN/disabilities
- 12 provide a differentiated curriculum to meet individual needs and abilities
- 13 use a system of planning, implementing, monitoring, evaluating and reviewing individual educational plans (IEPs) for children with SEN/disabilities
- 14 review IEPs regularly each term and hold review meetings with parents at this time
- 15 ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, taking into account their levels of ability
- 16 use a system for keeping records of the assessment, planning, provision and review for children with SEN/disabilities
- 17 provide resources (human and financial) to implement our SEN/disability policy
- 18 if it is felt that a child's needs cannot be met in the group without support of a one to one worker, funding will be sought to employ one
- 19 provide a key person system to ensure that each adult is especially responsible for, and close to, just a few children, so each child receives plenty of adult time and attention
- 20 provide a physical environment which is suitable for children with

- disabilities as far as possible
- 21 ensure the privacy of children with SEN/disabilities when intimate care is being provided
 - 22 liaise with external agencies to provide in-service training for practitioners and volunteers
 - 23 raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
 - 24 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
 - 25 provide a complaints procedure
 - 26 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 identify any child with special educational needs. Our nursery has identified a member of staff as a SENCO who will work alongside parents to assess the child's strengths and plan for future support. The SENCO 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 SENCO, working alongside colleagues and parents, will assess and record the child's needs and provide an individual education plan providing future support. This plan will be

continually under review in consultation with the child and his/her parent/guardian.

Early Years Action Plus

Is characterised by the involvement of external support services, usually requested by the SENCO 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 setting, in consultation with the parents and any external agencies already involved, to request a statutory assessment towards a statement of special educational needs.

Policy 13

Students

The nursery is committed to sharing best practice with those wishing to pursue a career in childcare. Therefore, students will be welcomed to join our staff and gain work experience within our nursery. We welcome the chance to encourage training. We accept student placements and recognise this as an opportunity to examine and revise our own practice. We will accept 2 student(s) at a time each term (one for Toddler Unit and one for Nursery) as more students than this places undue pressure on the staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

Students are expected to be associated with a recognised child related course, or on occasions, pupils from local secondary schools on work experience. Placements will be offered after discussions with the appropriate tutors, and close links have been established with the college or school.

Students will attend a pre-visit to the nursery for an interview, followed by their student induction and nursery tour. At this time students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook.

- 1 students will wear a badge to denote that they are students and will be supervised at all times by a member of staff assigned to them and will not be left alone with the children
- 2 we require students to keep to our confidentiality policy
- 3 it is expected that during the student's placement, their tutor will visit the

nursery or have verbal communication with the student co-ordinator to receive feedback about the student's progression

- 4 students will be offered support and guidance throughout their placement and offered constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities and will aid their development
- 5 an accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed

All students on placement must adhere to the same codes of conduct as permanent staff and this also applies to time-keeping and dress codes. Confidentiality must be upheld at all times. Students are attached to a senior member of staff who supervises their work and will explain the safety and fire requirements. All students are encouraged to contribute fully to the nursery routine and to spend some time in each area. Students must not be left alone with children and they should not be allowed to toilet the children.

Policy 14

Arrivals and Departures

It is the policy of the nursery to give a warm welcome to each child on their arrival.

Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety. The arrival and departure time of each child will be recorded in our attendance book as well as the register.

The staff member receiving the child immediately records his/her arrival in the attendance book and register as well as on the white board in the hallway. Any specific information provided by the parents should be recorded in the child's contact book to ensure that it is passed onto the relevant member of staff.

A member of staff will be at the door during the main arrival and departure periods (ie 9.00 am to 9.30 am and 12.00 pm to 12.30 pm) – generally either the principal, manager, supervisor or deputy. At other times of the day an internally approved member of staff who will ensure that the correct procedure for recording arrivals and departures is adhered to, may be on the door to release children to parents/carers.

If a parent/carer requests that their child be given medicine during the day the staff member must ensure that the medicine consent form is completed and signed and that the medicine is stored in the appropriate kitchen/fridge and the consent form put on the kitchen door as a reminder, folded to protect personal information. The member of staff receiving the medication should administer it or should allocate a member of staff to do so in their place. Once administered the time and details should be complete and the form kept for the parent/carer to sign when collecting the child and medicine. All medicines should be recovered

from the medicine box/fridge only when the parent/carer has arrived and can then be handed to him/her personally.

If the child is not to be collected by the parent/carer at the end of the session, the home book should be completed with the appropriate details of the person who is collecting the child.

The planned departure of the child should be anticipated by the group.

No child should be handed over to anyone other than the parent/carer who delivered the child in the morning, unless an agreement has been made at the time of child's arrival and this is recorded in the home book. Should anyone other than that person arrive to collect a child, the person who delivered the child will be immediately contacted by telephone to ascertain what procedure should occur. On departure, the attendance book must be immediately marked to show that the child has left the premises, and a deduction made from the total on the white board and register if during a morning session.

For arrivals and departures of visitors the appropriate records must be completed on entry and exit e.g. in the visitors book, white board and visitors must be given a Visitor badge to wear.

Policy 15

Staff Development and Training

The nursery highly values its staff. It is in the interests of the nursery, the children, families, and the individual, that each staff member be given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

Personal and professional development is essential to maintaining the quality and delivery of high quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions. At The Old School House (Headcorn) we ensure that 75% of staff are qualified to Level 3 or equivalent in childcare and education and aim towards 100%. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. We strongly promote constant professional development and all staff have individual training records and training plans to enhance their skills and expertise..

External training and support is sought as appropriate to the needs of the nursery and the children attending and to renew/update staff qualifications.

To facilitate the development of staff we:

- 1 coach, lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation
- 2 promote teamwork through ongoing communication, involvement and a no blame culture to enhance nursery practice
- 3 provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- 4 encourage staff to contribute ideas for change within the nursery and hold

- regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and curriculum planning
- 5 encourage staff to further their experience and knowledge by attending relevant external training courses
 - 6 encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to small groups of staff within the nursery
 - 7 provide regular in-house training relevant to the needs of the nursery
 - 8 carry out ongoing supervision with all staff. Staff appraisals are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs
 - 9 develop a training plan addressing both qualifications and continuous professional development needs of the setting and of individual staff
 - 10 promote a positive learning culture within the setting
 - 11 delegate responsibilities according to an individual's expertise
 - 12 cascade information and hold regular internal training events
 - 13 carry out training needs analysis for all individual staff, the team as a whole, and for the nursery
 - 14 carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
 - 15 provide inductions to welcome all new staff and assign a 'work-buddy' to coach and support new staff
 - 16 offer ongoing support and guidance
 - 17 offer to staff varied information sources including national publications and literature.

Confidentiality

The nursery's work with children and their families will bring us into contact with confidential information. It is a legal requirement on the nursery to hold information about the children and families using the nursery and the staff working at the nursery. This information is used for registers, invoices and for emergency contacts. However all records will be stored in a locked cabinet in line with data protection registration.

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

- 1 storing confidential records in a locked filing cabinet
- 2 ensuring that all staff are aware that this information is confidential and only for use within the nursery
- 3 ensuring that parents have access to files and records of their own children but not to those of any other child
- 4 gaining parental permission for any information to be used other than for the above reasons
- 5 the staff, through their close relationship with both the children and their parents, may learn more about the families using the nursery. All staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought. Staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an

awareness of the importance of confidentiality in the role of the key person. Students on placement in the nursery are advised of our confidentiality policy and required to respect it

- 6 issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions

- 7 any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. If, however, a child is considered at risk, our child protection policy will override confidentiality.

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

Policy 17

Dealing with racial harassment

We have the duty to create and implement strategies in the nursery to prevent and address racism. Such strategies include:

- 1 that the nursery records all racist incidents
- 2 that all recorded incidents are reported to the children's parents/carers, and when appropriate to the registering authority.

Parents have a right to know when racism occurs and what actions the nursery will take to tackle it.

In the Race Relations Act 1976 Section 71 there is a statement of the duty to 'promote harmony and good relations' between different groups in society. We have a statutory responsibility to monitor, review and eliminate racial discrimination.

Definition of racial harassment

'Violence which may be verbal or physical and which includes attacks on property and people because of their race, nationality, ethnic origins – when the victim believes that the perpetrator was acting on racial grounds and/or there is evidence of racism' – (Commission for Racial Equality).

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

Examples of racial harassment:

- 1 physical assault against a person or group of people
- 2 derogatory name calling, insults and racial jokes
- 3 racist graffiti and other written insults
- 4 provocative behaviour such as wearing racist badges and insignia and the distribution of racist literature
- 5 threats against a person or group of people because of their colour or race
- 6 discriminatory comment including ridicule made in the course of discussions in class or elsewhere
- 7 patronising words or actions.

Procedure

1. All staff in the nursery should be constantly aware and alert of any racial harassment taking place
2. They must intervene firmly and quickly to prevent all forms of racial harassment. Any allegation should be taken seriously and reported to the nursery manager
3. Each incident should be investigated and recorded in detail as accurately as possible in the incident book. This record should be available for inspection by staff, inspectors and parents where appropriate, on request.
4. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the incident book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the incident book as information on individuals is confidential to the nursery
5. Where an allegation is substantiated following an investigation, the parents of the child/ren who are perpetrators and victims should be informed of the incident and of the outcome
6. Continued racial harassment may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour
7. Adults found to be perpetrators must be reported immediately to the manager/principal.

Racial harassment needs to be recorded to ensure that:

- 1 strategies are developed to prevent future incidents
- 2 patterns of behaviour are identified
- 3 persistent offenders are identified
- 4 effectiveness of nursery policies are monitored
- 5 a secure information base is provided to enable the nursery to respond to comments about racial incidents.

Nursery staff

All staff should be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of racial distinctions that pupils or adults may express in nursery.

An atmosphere must be created where the victims of any form of racial harassment have confidence to report such behaviour, and that subsequently they feel positively supported by the staff of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are racist. Nor must staff appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. A sensitive and informed approach must be used to counter any racial harassment perpetrated out of ignorance.

When a member of staff violates this nursery code of practice he/she will be counselled by the nursery manager. It will be explained to them why the behaviour is unacceptable and what steps will be taken to remedy the situation. At this stage it will be made clear that the content of the discussion will not be used as evidence in further disciplinary action. A repetition of such behaviour will lead to a formal verbal warning at which point the member of staff will be advised of their right to have a witness present. From this point, the normal disciplinary codes of practice for employees of the nursery will come into effect.

Policy 18

Health, Safety and Hygiene

18.1 General statement of policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We wish to develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out within this policy and sufficient resources will be made available to honour our commitment.

The policy will be kept up to date, particularly as the business changes in nature and size, as and when necessary. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises. To achieve this we will actively work towards the following objectives:

- 1 establish and maintain a safe and healthy environment throughout the nursery
- 2 establish and maintain safe working procedures amongst staff and children
- 3 make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and

substances

- 4 ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety at work, and to ensure that they have access to health and safety training as and when provided
- 5 maintain a healthy and safe place of work and safe entry and exit from it
- 6 formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises
- 7 follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation.

We believe the risks in the nursery environment to be low but to maintain the maximum protection for children, staff and parents/carers we consider it necessary to:

- 1 ensure the highest entrances and exits from the building, including fire exits
- 2 regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action
- 3 ensure that all staff are aware of the fire procedures and regular fire drills are carried out
- 4 ensure that all members of staff are aware of the procedures in case of accidents
- 5 ensure that all members of staff take all reasonable action to control the spread of infectious diseases and that they wear protective gloves and clothes where appropriate
- 6 prohibit smoking on the premises
- 7 prohibit any contractor working on the premises without prior discussion with the officer in charge to negate any risks to the staff or children
- 8 no inappropriate jewellery to be worn
- 9 dress code is smart and practical with sensible shoes

- 10 no running inside the premises
- 11 all electrical sockets should be protected by safety plugs, and there should be no trailing wires
- 12 all cleaning materials/toilet cleaner to be placed out of the reach of children
- 13 protective clothing should be worn when serving food
- 14 prohibit certain foods e.g. peanuts are not allowed in the nursery
- 15 telephone calls must be received before 8am if a member of staff is not well enough to attend work
- 16 all staff should familiarise themselves with the First Aid boxes. All staff are first aid trained.
- 17 children must be supervised at all times
- 18 no student should be left unsupervised at any time.

Responsibilities

Responsibility for Health and Safety in the nursery is that of: Kerry Averde

The principal has overall and final responsibility for this policy being carried out at The Old School House (Headcorn) Ltd. The nursery manager will be responsible in her absence.

All employees have the responsibility to co-operate with senior staff and the principal and manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others. Neglect of health and safety regulations will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to put right, they must immediately report to the appropriate person named above.

Daily contact, monthly staff/planning meetings and health and safety meetings provide consultation between management and employees.

Other health and safety areas are managed by:

- 1 safety training
- 2 safety inspections
- 3 investigating accidents
- 4 monitoring the maintenance of equipment
- 5 risk assessments

18.2 General fire safety

The principal has overall responsibility for the fire drill and evacuation procedures. These should be carried out and recorded for each group of children at least twice a term.

Fire doors should never be obstructed or locked in any way

Fire extinguishers and a fire blanket are checked annually and staff know how to use them. These are located as directed by the Fire Brigade:

1. 9 litre water extinguisher inside the double internal entrance doors in the corridor
2. 2kg powder extinguisher mounted on the kitchen wall
3. 1.2m sq fire blanket near the cooker in the kitchen

Fire checklist

	Who checks	how often	location
Escape route	Principal/Manager	Daily	All locations
Fire extinguishers and blankets	NKM Fire Protection	Annually	All locations
Smoke/heat alarms	Manager	Termly	All locations
Fire alarms	Manager	Termly	All locations

Registration

An accurate record of all staff and children present in the building must be kept at all times and children/staff must be marked in and out on arrival and departure. An accurate record of visitors must be kept in the Visitor's Book. These records must be taken out along with the Register in the event of a fire, along with the portable phone and children's family contact details.

No smoking policy

The health and wellbeing of all children and adults on our premises is of utmost importance to us. Smoking has proved to be a health risk and in accordance with current legislation, the nursery operates a strict no smoking policy within its buildings and grounds. Parents are respectfully requested to abstain from smoking whilst on the premises or in our grounds. This rule also applies to staff, students, carers and visitors etc. Staff and parents/helpers accompanying children outside the nursery are not permitted to smoke e.g. whilst on an outing.

We respect it is personal choice to smoke, although the nursery supports healthy lifestyles and therefore will help staff and parents to stop smoking by:

- 1 providing fact sheets and leaflets
- 2 providing information of local help groups
- 3 NHS quit smoking helpline/ website: www.gosmokefree.co.uk
- 4 offering information regarding products available to help stop smoking
- 5 offering in house support.

Fire drill procedure

On discovering a fire

1. CALMLY raise the alarm by pressing the fire alarm button
2. immediately evacuate the building under guidance from the manager

3. check all rooms, toilets, corners, etc
4. using the nearest exit lead the children out, assemble at *the assembly points in the car park at the front of the building or garden, as appropriate*)
5. close all doors behind you.

The manager is to:

1. pick up the children's attendance book, visitor book and staff time sheet
 2. telephone emergency services: dial 999 and ask for the fire service
 3. in a safe place clear of the building – do a head count to ensure numbers tally with the number on the white board and carry out a role call to check the children against the attendance book
 4. Account for all adults similarly with a role call against the staff time sheet.
-
- 1 Do not try to collect personal belongings on evacuating the building
 - 2 Do not attempt to go back in and fight the fire
 - 3 Do not attempt to go back in if any children or adults are not accounted for
 - 4 Ensure the fire services are advised of anyone missing.

18.3 General policies & procedures

THE 1989 CHILDREN ACT - All staff must have an awareness of the 1989 Children Act.

Accidents

Location of accident files: Table in the appropriate main entrance

- 1 the person responsible for reporting accidents, incidents or near misses is the member of staff who witnesses the incident. They must record it in the Accident File, have it countersigned by another member of staff and report it to the manager. This should be done as soon as the accident is dealt with, while the details are still clearly remembered. The parents must be shown the Accident Report and asked to sign it as soon as they collect their child
- 2 the nursery manager must report serious accidents to the principal 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))
- 3 when the Accident File is full it will be kept for at least 21 years and 3 months
- 4 where medical attention is required, a senior member of staff should notify the inspectorate body as soon as possible. This can initially be by telephone and then in written form
- 5 where medical treatment is required you should also inform the insurance company in writing

First aid

The main first aid box is located in: the staff room, with smaller packs available in

the Toddler Unit kitchen and in the portable garden first aid bags.

Emergency first aid procedures are kept in the medicine cabinet in the staff room

The appointed person responsible for first aid is Louise Latham/Kerry
Averre

All staff are trained and qualified first aiders.

18.4 Medication policy

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

Prescribed medication

- 1 prescribed medicine can only be given to the person named on the bottle for the dosage stated
- 2 the parent or guardian of any child requiring prescribed 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 appropriate form. Another member of staff should check these details
- 3 the parent or guardian should give written permission for the administration of medication
- 4 the parent or guardian should sign and date a medication form daily to confirm the agreed dosage for that day
- 5 the parent or guardian 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 or guardian's signature must be obtained
- 6 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)**

- 7 if the child refuses to take the appropriate medication then a note should be made on the form
- 8 where medication is “essential” or may have side effects, discussion with the parent should take place to establish the appropriate response
- 9 wherever possible ask parents to request that GPs prescribe the least number of doses per day, i.e. 3 x daily, rather than 4 x daily.

Non-prescribed medication

- 1 the nursery will administer non-prescribed medication for a period of three days. After this time medical attention should be sought
- 2 if a child needs liquid paracetamol or similar during their time at nursery, such medication should be treated as prescribed medication with the onus being on the parent to provide the medicine. Follow the prescribed medication procedure. However liquid paracetamol (Calpol) will be kept on the premises, to use if necessary, after a parent’s permission has been sought
- 3 for any non-prescribed cream for skin conditions e.g. Sudocreme, written permission must be obtained from the parent/guardian
- 4 if any child is brought to the nursery in a condition in which he/she may require medication, sometime during the day, you should decide if the child is fit to be left at the nursery. If the child is staying, the parent or guardian must be asked if any kind of medication has already been given, at what time and in what dosage
- 5 as with any kind of medication, staff must ensure that the parent or

guardian is informed of any non-prescribed medicines given to the child whilst at the nursery, together with times and dosage given

- 6 the nursery DOES NOT administer medication unless written consent is given, or in an emergency, parental consent is given over the telephone.

Injections, Pessaries, Suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff. (If this causes a problem in providing appropriate care of a child, please consult Ofsted/*Care Commission.)

Staff medication

Staff are able to access the first aid box in the staff room when required.

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

Storage

All medication for children must have the child's name clearly written on the container and be kept in a medicine cabinet which is kept locked at all times, other than when medicines are being issued or received. The key to the medicine cabinet must be kept safe and out of reach of the children at all times.

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

18.5 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.

Information regarding immunisations should be recorded on children's registration documents and updated as and when necessary.

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.

18.6 Sickness/illness policy

Children should not be left at nursery if they are unwell. Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, 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 such children until they are well, to protect the other children and staff in the nursery. Illnesses of this nature are very contagious and it is exceedingly unfair to expose other children/adults to the risk of an infection.

We are unable to administer any medication, including liquid paracetamol or similar, without written consent from the parent/carer. For ongoing medication (ie creams or inhalers) a Regular Medication form will also be completed six monthly to ensure that information is accurate and up to date. If a child is left at nursery when they have a temperature, or if they have been unwell, and a consent form for medication has not been signed, we will contact the parent/carer by phone and ask them to attend immediately if the child's condition deteriorates during the day. We can only accept a written statement from the child's doctor to administer liquid paracetamol or similar when needed, if there is a history of a medical condition such as Febrile convulsions/fits within the family. This has been an area of some confusion for parents, who are unaware of the seriousness with which our insurance company treats this matter. We will invalidate our public liability insurance if we administer liquid paracetamol or any other medication without written consent. We would ask all parents to adhere to the policy of the nursery in this matter and to seek clarification if they are unsure.

If a child requires antibiotics, we will administer them after the first 48 hours of the course. A medication form however must be completed. 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 an antibiotic. Our policy, therefore, is to exclude children on antibiotics for the first 48 hours of the course. A medication form must

also be completed for nappy rash cream and liquid paracetamol, which must be clearly labelled with your child's name and date. **It must be handed to a member of staff and not left in the child's bag.** This is a vital safety issue and we trust parents/carers will co-operate with this policy.

The nursery has the right to refuse admission to a child who is unwell. If your child becomes ill whilst at nursery, you will be contacted immediately and asked to collect your child as soon as possible.

If your child has a minor accident at nursery, a member of staff or one of our qualified first aiders, if necessary, will deal it with. Details will be recorded in the Accident Book. Parents/carers will be asked to sign this form to confirm they have seen a record of the accident when collecting their child. If the accident/illness is of a serious nature, the parent/carer or the emergency contact the nursery has been given, will be called. If necessary, medical assistance will also be called.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control Nurse for their area. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given.

Transporting children to hospital procedure

1. if the sickness/injury is severe, call for an ambulance immediately. DO NOT attempt to transport the sick/injured child in your own vehicle
2. whilst waiting for the ambulance, contact the parent/guardian and arrange to meet them at the hospital
3. 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
4. remain calm at all times. Children who witness an accident may well be affected by it and may need lots of cuddles and reassurance.

Head Lice

Parents are encouraged to check their children's hair regularly for signs of head lice. As head lice are communicable, if parents become aware that their child has head lice they are requested to inform the nursery, so the nursery can pass this information onto other parents. However this information will remain anonymous and at no time should the child with head lice be identified.

If staff become aware or suspect that a child may have head lice, they should not infringe the child's personal space or rights by checking thoroughly but should highlight their concerns to the parents. This should be done sensitively and in private so as not to cause embarrassment and to respect privacy and confidentiality.

18.7 Allergies & allergic reaction policy

- 1 information passed on through parents from the registration form regarding allergic reactions and allergies must be shared with all staff in the nursery
- 2 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
- 3 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
- 4 a sick child needs, above all, its parent/guardian; therefore every effort should be made to contact him/her as soon as possible
- 5 if the allergic reaction is severe a member of staff will summon an

- ambulance immediately. DO NOT attempt to transport the sick/injured child in your own vehicle
- 6 whilst waiting for the ambulance, contact the parent/guardian and arrange to meet them at the hospital
 - 7 a senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and child's comforter
 - 8 staff must remain calm at all times; children who witness an allergic reaction/accident may well be affected by it and may need lots of cuddles and reassurance.

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.

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 Milton or freshly diluted bleach (one part diluted with ten parts water). Such solutions must be carefully disposed of immediately after use.

The nursery will not necessarily be aware if there is a child carrying Hepatitis or 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. If a needle is found the local authority must be contacted to deal with its disposal.

18.8 Visitors & supervision

Visitors

All visitors must sign the Visitor's Book on arrival and departure. If a visitor is spending a considerable part of the day within the nursery, the manager must point out fire procedures. A member of staff must accompany visitors in the nursery at all times whilst in the building.

The manager is responsible for all students and relief staff receiving information on Health and Safety in the nursery.

Supervision

- 1 whether children are in or out of the building, they must be supervised at all times
- 2 be aware that children can drown in only a few centimetres of water
- 3 special care should be taken when children are using apparatus e.g. climbing frame and when walking down outside steps
- 4 a member of staff must supervise large outdoor play equipment at all times
- 5 when outdoors, staff must be aware of bushes, shrubs and plants
- 6 children must be carefully supervised when using scissors
- 7 if the nursery 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
- 8 if children are sleeping, the door should be left ajar and the baby monitored switched on, and the speaker end placed in clear earshot of members of staff
- 9 at no time should a child come into the nursery from the garden, without an adult being present in the nursery building
- 10 we have a minimum average of one member of staff to 6 children in the nursery unit and one member of staff to 3 children in the toddler unit, and more in both if there are younger children present

Security

- 1 no child should be given into the care of any person we DO NOT know. If in doubt check the person's identity by ringing the child's parent/guardian or the emergency number. Information must be passed on to all staff and recorded if it specifies whom can/cannot collect a child
- 2 the home book, for a child to be picked up by a person other than his or her parent/guardian or named emergency contact must be signed in this event. Photo identification and/or a password are also beneficial where possible
- 3 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 book and accompanied by a member of staff at all times whilst in the building
- 4 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.

18.9 Advice & consultancy

Name	Contact No
Local Health and Safety Inspector	01622 602145
Fire Officer	01622 890880
Environmental Health Officer – Food Hygiene	01622 602202
Medical Health Officer – Kent & Medway Infection Control & Health & Protection	01622 710161
Health and Safety Officer	01622 602202
Health Visitor – Headcorn area – Maggie Marks	01580 895840
Ofsted	08456 404045

Health and safety training

Person responsible for training: Kerry Averre

Special training required for all staff:

Area	Training required
Dealing with blood	In house training/course
Use of fire extinguisher	In house training
Risk assessment	In house training/course
Changing of nappies	In house training
Child protection	In house training/course
Manual handling	In house training/course
Stress awareness	In house training/course
First aid	Course

At least one member of staff on duty MUST hold the Full First Aid At Work Certificate.

18.10 Safety checks

Written checks must be carried out on a weekly basis on the premises and all equipment on a daily basis as its used.

The person responsible for this is: Kerry Averre

All staff should be constantly aware of the nursery environment and monitor safety at all times.

Risk assessments

The nursery carries out written risk assessments annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored, checked and by whom?

Safety checks on premises, both indoors and outdoors, are made before every session.

Equipment is checked regularly and dangerous items discarded or repaired to an adequate standard. All staff are vigilant on a daily basis to potential risks. New equipment or changes to activities are risk assessed on an on-going basis.

The layout and space ratios allow children and adults to move safely and freely between activities. Children are not permitted to run inside the premises.

Electrical equipment

Who checks	How often	Location/Tel. no.
Hawkesworth Appliance Testing	Annually	01845 524498

Mains information

Locations of:

Water stop tap: Nursery - Kitchen under sink
..... Toddler Unit – 2 valves in Nursery toilets

Gas point:.....Not applicable.....

Fuse box:.....Cupboard in corner of Nursery Quiet Room.....

Main electricity box:..... Cupboard in corner of Nursery Quiet Room

Dangerous substances

All dangerous substances including chemicals MUST be kept in a locked area or out of children's reach. Safety Data Sheets (COSHH) must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron, and goggles.

Hot drinks

Staff should take extra care when drinking hot drinks. Hot drinks should not be drunk around children, and should be placed at all times out of the reach of children.

Transport and outings

The arrangements for transporting and the supervision of children when away from the nursery need to be carefully planned. The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures.

Room temperatures

Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times. Staff must always be aware of the dangers of babies and young children being too warm or too cold.

Where fans are being used to cool rooms, GREAT CARE must be taken with regard to their positioning.

Babies and toddlers policy

- 1 care should be taken to ensure that babies/toddlers do not have access to activities containing small pieces, which could be swallowed or otherwise injure the child
- 2 potties should be washed and disinfected after every use
- 3 cot mattresses must meet safety standards
- 4 babies under two years should not be given pillows, cot bumpers or any soft furnishings to prevent risk of suffocation
- 5 highchairs are not used at nursery, horseshoe shaped low chairs are used with a safety harness where appropriate
- 6 babies should never be left propped up with bottles as it is both dangerous and inappropriate

- 7 sleeping children are constantly checked with a baby monitor in operation at all times whilst they are sleeping and are checked in person on a regular basis
- 8 staff should not lift children to change nappies whilst pregnant.

Sun care policy

The nursery is 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.

The following guidelines are for the prevention and care of children in the sun:

- 1 children must have a clearly named sun hat. If children do not have a hat at nursery, one shall be provided for that session and parents will be expected to take this home and wash it prior to its return.
- 2 children must have their own sun block cream named and dated with written consent for staff to apply
- 3 children need light weight cotton clothing suitable for the sun
- 4 children will only be outside in the shade and not be out in direct sun between 11.15am – 2.15pm on hot days
- 5 children will wear a sun hat when outside on sunny days
- 6 children will have sun cream applied before going outside after lunch. Parents must apply suntan lotion at home in the morning
- 7 Nursery and older children have free access to the water fountain and younger children are offered cooled water more frequently throughout the day.

Asian and black skin colouring

- 1 carers of children with this type of skin should be aware that these skin types can be very tolerant to sunshine. However it is important to remember that burning can still occur if living in Britain.

18.11 Manual handling policy

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. A variety of injuries may result from poor manual handling and staff must all be aware and adhere to the nursery's manual handling policy.

Preventing injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard – in this case, to remove the need to carry out hazardous manual handling. For example, it may be possible to re-design the workplace so that items do not need to be moved from one area to another.

Where manual-handling tasks cannot be avoided, they must be assessed as part of the risk assessment. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

As part of a manual handling assessment the following should be considered:

- 2 the tasks to be carried out
- 3 the load to be moved
- 4 the environment in which handling takes place
- 5 the capability of the individual involved in the manual handling.

A number of factors increase the risk of manual handling injuries, and these should be considered and controlled. The following paragraphs offer a number of suggestions.

Correct lifting procedure

Planning and procedure

- 1 think about the task to be performed and plan the lift
- 2 consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- 3 never attempt manual handling unless you have read the correct techniques and understood how to use them
- 4 ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury
- 5 assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- 6 remove any unnecessary packaging, if this will make the task safer
- 7 reduce the size and weight of loads to make handling easier. This could involve suppliers packing items into smaller consignments before delivery or unpacking packages before moving them
- 8 assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads
- 9 if more than one person is involved, plan the lift first and agree who will lead and give instructions
- 10 plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- 11 lighting should be adequate
- 12 control harmful loads – for instance, by covering sharp edges or by insulating hot containers
- 13 avoid lifting unsafe loads, such as damaged glass or badly packed chemicals
- 14 check whether you need any personal protective equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before

- use and check that it fits you
- 15 ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
 - 16 consider a resting point before moving a heavy load or carrying something any distance.

Position

- 1 stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

Lifting

Always lift using the correct posture:

- 2 bend the knees slowly, keeping the back straight
- 3 tuck the chin in on the way down
- 4 lean slightly forward if necessary and get a good grip
- 5 keep the shoulders level, without twisting or turning from the hips
- 6 try to grip with the hands around the base of the load
- 7 bring the load to waist height, keeping the lift as smooth as possible.

Moving the load

- 1 move the feet, keeping the load close to the body
- 2 proceed carefully, making sure that you can see where you are going
- 3 lower the load, reversing the procedure for lifting
- 4 avoid crushing fingers or toes as you put the load down
- 5 position and secure the load after putting it down. Make sure that it is rested on a stable base
- 6 report any problems immediately, for example, strains and sprains. Where there are changes, for example to the activity or the load, the task

must be reassessed.

The task

- 1 carry loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- 2 avoid awkward movements such as stooping, reaching or twisting
- 3 ensure that the task is well designed and that procedures are followed
- 4 try never to lift from the floor or to above shoulder height. Limit the distances for carrying
- 5 minimise repetitive actions by re-designing and rotating tasks
- 6 ensure that there are adequate rest periods and breaks between tasks
- 7 plan ahead – use teamwork where the load is too heavy for one person.

The environment

- 1 ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- 2 remove obstructions and ensure that the correct equipment is available.

The individual

- 1 never attempt manual handling unless you have been trained and given permission to do so
- 2 ensure that you are capable of undertaking the task – people with health problems and pregnant women may be particularly at risk of injury.

18.12 Office policy

Staff can help to prevent health problems by:

- 1 sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- 2 maintaining a good posture
- 3 avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach

- 4 changing position regularly
- 5 using a good keyboard and mouse technique with wrists straight and not using excessive force
- 6 making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- 7 adjusting the screen controls to prevent eyestrain
- 8 keeping the screen clean
- 9 reporting to their manager any problems associated with use of the equipment
- 10 planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

- 1 good lumbar support
- 2 seat height adjustability
- 3 no excess pressure on underside of thighs and backs of knees
- 4 foot support if needed
- 5 space for postural change, no obstacles under desk
- 6 forearms approximately horizontal
- 7 minimal extensions, flexion or straining of wrists
- 8 screen height and angle should allow for comfortable head position
- 9 space in front of keyboard to support hand/wrists during pauses in typing
- 10 seat back adjustability.

18.13 Healthy work place policy

The nursery is committed to providing a workplace, which supports and encourages a healthy staff team through sharing information, training and family friendly issues.

Personal Hygiene

All members of the group, both adults and children, are encouraged to observe the following to maintain good personal hygiene

- 1 Hand washing after using the toilet
- 2 Toothbrushes (if brought to the nursery for use) will not be shared
- 3 Children with pierced ears are not allowed to share each other's earrings
- 4 Tissues are available in each room, and should be used and disposed of hygienically
- 5 Children are encouraged to shield their mouth, then wash their hands, when sneezing or coughing
- 6 Paper towels are used for drying hands and then disposed of hygienically

Dress code

Staff must follow the dress code at all times.

Staff breaks

It is the responsibility of the nursery manager to ensure that all staff working five hours or more takes a break of 15 minutes, 30 minutes or 60 minutes dependant on hours worked and ensuring that ratio's are maintained. Staff who are entitled to take an hour lunch break, may be asked to take this as two 30 minutes during busy times. This would be taken as 30 minutes over the lunch period and a further 30 minutes at an agreed time during the afternoon.

Cleaning

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every evening and regular checks will be made in the bathrooms. The nappy changing facility will be cleaned after every use. Any

mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care. Disposable rubber gloves will be used when cleaning up spills of bodily fluids, and immediately disposed of. Floors and other affected surfaces are disinfected according to the manufacturer's instructions.

Spare laundered underwear and other children's clothing, are available in case of accidents and soiled garments should be wrapped in polythene bags before going home with the child the same day.

All surfaces are cleaned daily with an appropriate cleaner (anti-bacterial spray for tables and other surfaces used prior to the consumption or preparation of food or refreshments). The following colour coding will apply to specific areas for cleaning purposes;

RED mop and bucket– Children's and staff toilet floors

YELLOW mop and bucket – Kitchen floors

BLUE mop and bucket – All other floors

Paper towels will be used to clean/wipe off anti-bacterial spray from work surfaces and tables prior to food preparation or consumption
Disposable Blue/Red cloths will be used for General cleaning

Kitchen

- 1 staff need to be aware of the basic food hygiene standards
- 2 staff should not be involved in the handling of food if suffering from any infection/contagious disease or skin trouble
- 3 raw and cooked foods to be prepared in separate areas
- 4 wash fruit and vegetables thoroughly before preparation
- 5 fridge and freezer temperatures must be recorded first thing in the morning by the appropriate person

- 6 all food to be covered at all times in and out of the fridge
- 7 staff should wear an overall/apron when preparing food
- 8 children's packed lunches should be stored in the fridge in the main kitchen, and staff packed lunches in the staff fridge in the staff room. However in the case that there are too many children's lunches, the staff room fridge may be used as an 'overflow' area
- 9 fridges to be cleaned out weekly
- 10 microwave to be cleaned after each use
- 11 oven to be cleaned out regularly
- 12 freezers to be cleaned out every three months
- 13 care must be taken to ensure that food is correctly stored in fridges
- 14 when heating food it should be done until over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving. Food should only be heated immediately before it is to be consumed (allowing for cooling period to suitable eating temperature). Food is only to be heated once at nursery, it should NOT be re-heated a further time
- 15 all opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc
- 16 blended food should be placed in suitable airtight containers, named and dated
- 17 surfaces to be cleaned with anti-bacterial spray
- 18 only disposable kitchen cloths to be used.
- 19 tea towels to be scrupulously clean and washed on a hot wash between each session
- 20 all utensils will be kept clean and stored in a dust-free place, e.g. cupboard or drawer. Cracked or chipped china will not be used
- 21 windows to be opened as often as possible along with the vents
- 22 where food/milk is prepared for babies there must be a separate area within the kitchen which is specifically designated for this preparation

- 23 bottles should be labelled with the child's name, time and date, and once cool this should be stored in the refrigerator
- 24 bottles and teats should be thoroughly cleaned with hot soapy water and sterilized after use (they should not be washed in the dishwasher)
- 25 bottles may be heated in a bottle warmer, jug of boiling water or microwave. If a bottle is heated by standing it in hot water, this should be done in an area which children do not have access to
- 26 if dummies are used they should be cleaned and sterilized. This also applies to dummies which have been dropped
- 27 sterilizer to be washed out daily
- 28 children must NOT enter the kitchen at any time
- 29 all cupboards to be cleaned out termly
- 30 doors to the kitchen to be kept closed/locked at all times
- 31** food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately.

Nursery

- 1 staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- 2 regular toy washing rotas must be established in all rooms. Toys should be washed with sanitising fluid
- 3 floors should be cleaned during the day when necessary. Hoover bags should be changed frequently and mop heads should be washed in a separate wash
- 4 children's faces will be cleaned with disposable wipes
- 5 high chairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly
- 6 all surfaces should be kept clean and clutter free
- 7 children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor.

Staff rooms

- 1 it is the responsibility of each member of staff to ensure that their staff room is kept clean and tidy
- 2 all implements used for lunch or break to be washed and tidied away.

Nappy Changing

The following procedure should be followed when changing nappies:

- 1 All appropriate supplies should be available before you commence, ie. Nappy, wipes, clean clothes etc
- 2 If in the toddler unit the nappy changing unit should be used, if in the nursery the changing mat should be used in the bathroom
- 3 Open supporting bracket before nappy changing unit is opened
- 4 Open nappy changing unit and put on disposable gloves
- 5 Place child on changing area with his/her head towards the top (left hand side) of the unit
- 6 Remove appropriate clothing and dirty nappy
- 7 Place dirty nappy in disposable bin
- 8 Clean child with wipes as appropriate and use cream as appropriate, if supplied by the parents/carers
- 9 Put new nappy on child
- 10 Replace child's clothing
- 11 Lift child down from nappy changing unit
- 12 Clean changing mat with antiseptic spray and paper towel
- 13 Remove disposable gloves and put in nappy bin
- 14 Write details as appropriate in nappy changing record book
- 15 Close nappy changing unit and close bracket/store changing mat in appropriate place
- 16 Wash hands

***ENSURE AT ALL TIMES THAT NO CHILD IS EVER LEFT UNATTENDED ON
THE CHANGING UNIT***

18.14 Animal policy

Pets

- 1 pets should not be allowed near food, dishes, worktops or food preparation areas. Children should wash their hands with soap and water after handling animals
- 2 when arranging an outing to a farm, staff must all be aware of the farm outing checklist (see below).
- 3 Children must not be left unsupervised when handling a nursery pet
- 4 Arrangements must be made for all Nursery pets during Nursery closure periods

Checklist for visits to farms

- 1 a site visit must be made by a senior member of staff before an outing to a farm can be arranged. Check that the farm is well managed, that the grounds and public areas are as clean as possible, and that suitable First Aid arrangements are made. Animals should be prohibited from any outdoor picnic areas
- 2 check that the farm has suitable washing facilities, appropriately signposted, with running water, soap and disposable towels or hot air hand dryers. Any portable water taps should be appropriately designed in a suitable area
- 3 ensure that there is an adequate number of adults to supervise the children, taking into account the age and stage of development of the children

- 4 explain to the children that they cannot be allowed to eat or drink anything, including crisps and sweets while touring the farm because of the risk of infection
- 5 ensure suitable precautions are in place where appropriate e.g. in restricted areas such as near slurry pits or where animals are isolated.

During the visits

- 1 if children are in contact with, or feeding animals, warn them not to place their faces against the animals or put their hands in their own mouths afterwards
- 2 after contact with animals and particularly before eating and drinking, ensure all children wash and dry their hands thoroughly. If young children are in the group, hand washing will need to be supervised
- 3 meals, breaks or snacks should be taken well away from the areas where animals are kept and children should be warned not to eat anything which has fallen on the ground. Any crops produced on the farm should be thoroughly washed in portable water before consumption
- 4 ensure children do not consume unpasteurised produce, e.g. milk or cheese, or taste animal foodstuffs, such as silage and concentrates
- 5 manure or slurry presents a particular risk of infection and children should be warned against touching it. If they do touch it, ensure that they thoroughly wash and dry their hands immediately
- 6 ensure all children wash their hands thoroughly before departure
- 7 ensure footwear is as free as possible from faecal materials.

18.15 Waste management policy

The nursery monitors closely the management of waste and disposes of it in accordance with local authority requirements. Staff are made aware of the need to minimise energy waste and the nursery uses appropriate measures to save energy, such as energy saving lighting etc. The nursery recycles paper waste at paper banks and ensures that where possible other sources of waste are recycled to reduce the effect on the environment. This policy is reviewed annually and is carefully considered in the best interests of the children, nursery and the environment.

Special Consideration for Employees

We recognise that certain employees such as young persons, new and expectant mothers and persons with a disability require special consideration under The Management of Health and Safety at Work Regulations 1992. The Health and Safety Policy should have regard to such persons both at the commencement of employment and during the course of it. The following procedure is therefore set down to achieve this aim.

Procedure

Any employee requiring special consideration will be assessed by the nursery principal/manager on induction to the nursery or when their condition or disablement comes to light. The risk assessments relating to the occupation of such workers will be considered at these times and special measures such as training and supervision, arrangements, modifications, and medical surveillance if necessary will be agreed upon with the worker.

Further assessments and reviews will be carried out at appropriate intervals.

Policy 20

Late collection and non-collection

- 1 all parents agree an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late
- 2 any collection after 6 p.m., when the nursery closes, will incur a late charge
- 3 if a parent/carer is more than 15 minutes late collecting their child, the following procedure will be initiated by staff:
 - inform the principal/nursery manager if a child has not been collected
 - the principal/manager will check for any information regarding changes to normal routines, parents work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their home or work. If this fails the emergency contacts will then be contacted as per the child's records
 - the principal/manager and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
 - if the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on the full incident record

- in the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team (01622 696366 / 691640) and Ofsted to advise them of the situation
- the two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

Visits and Outings

As part of our curriculum the children at the nursery undertake a range of local outings including walks, visits, etc, off the premises and permission will be sought for your child to be included in such outings. Outings and visits are planned to compliment and enhance learning opportunity and extend play opportunities for the children. These will be carefully planned and the following guidelines will be followed on all outings from the nursery, however local or frequent they may occur.

- 1 written permission will always be obtained from parents before taking children on trips
- 2 appropriate staffing levels for outings depend on how the safety and the individual needs of the children can be assured
- 3 On outings the adult : child ratio for children between the ages of 1 to 5 will be at least one to two and the ratio for children aged 5 to 11 will be one adult to six children
- 4 If a small group goes out, sufficient staff should remain at the nursery to ensure appropriate staff : child ratios on the premises
- 5 a travel first aid box will always be taken on all outings along with any special medication or equipment required
- 6 a completed Trip Register and parent/staff contact numbers will be taken on all outings
- 7 regular headcounts will be carried out throughout the outing. Timing of headcounts will be discussed in full with the nursery manager/principal or out of school co-ordinator prior to the outing
- 8 a senior member of staff will always carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing.

- 9 all staff will be easily recognisable by other members of the group; they will wear the nursery uniform, wherever possible. Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- 10 at least one qualified first aider will always be a member of the group
- 11 a mobile phone will be taken as a means of emergency contact
- 12 in the event of an accident, staff will assess the situation, if required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- 13 a pre-visit checklist and risk assessment will always be carried out before the outing. It is recommended that the venue be visited prior to your trip. This will ensure that the chosen venue is appropriate for the age, stage and development of the children.

A full risk assessment and outing plan will be carried out for each outing and this will be displayed for parents to access. This plan will include details of:

- 1 the name of the designated person in charge - the outing leader
- 2 the name of the place where the visit will take place
- 3 the estimated time of departure and arrival
- 4 the number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- 5 the equipment needed for the trip i.e. coats, safety reins, pushchairs, rucksack, packed lunch, etc.
- 6 staff contact numbers
- 7 method of transportation and travel arrangements (including the route)
- 8 financial arrangements
- 9 emergency procedures

10 the name of the designated first aider and the first aid provision

11 links to the curriculum

Use of vehicles for outings

All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery.

The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.

All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the vehicle e.g. to tyres, lights, etc, and a log book of maintenance, repairs and services is maintained.

The vehicle is kept in proper order and is fully insured for business use and is also protected by breakdown cover.

All vehicles are fitted to the supplier's instructions with sufficient numbers of safety restraints, appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts.

When we use a mini bus, the driver is checked that they are over 21 years of age and hold a P.V.C. driving license. This entitles the driver to transport up to 16 passengers.

When children are being transported, there is always be at least one adult in the vehicle, excluding the driver, where more than three children under the age of five years are being transported.

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

- 1 ensure seat belts, child seats and booster seats are used
- 2 ensure the maximum seating is not exceeded
- 3 all children will be accompanied by a registered member of staff
- 4 no child will be left in a vehicle unattended
- 5 extra care will be taken when getting into or out of a vehicle
- 6 the vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

In the event of a child being lost, the Lost Child Procedure will be followed:

- 1 any incidents or accidents will be recorded in writing
- 2 Ofsted will be contacted and informed of any incidents.

Please check the advice and guidance references given in the **Outing Organiser** document. A copy of this planning record is left at the nursery before going out on any outings.

Leader & contact number during outing

Deputy leader & contact number during outing

Venue – name, address & telephone number Preliminary visit made/information received

Date and times of outing / itinerary

Number of children

Age range of children

Route

Children with Special Needs / special requirements

Adult / child ratio

Group Supervisor - special skills needed

Supervisors/Staff names – names and special skills (with contact numbers)

Travel arrangements/information – *e.g. public / private, company used, times, emergency contacts*

Financial arrangements / information / cost per child – *e.g. venue, travel & insurance costs, funding available*

Insurance information – *e.g. type of insurance & cover, who's covered, emergency contact*

You may wish to photocopy the next two sheets to give to the Group Supervisors.

Emergency procedures – *e.g. who's in charge, recording incidents, liaison with others*

First aid provision - First Aiders, responsible person, venue & travel provision

Aims and objectives of outing / curriculum links including outing activities – *e.g. what to expect at venue, where children will go & what they will do, what learning will take place*

Pre-visit activities – *e.g. what learning will have taken place before the outing*

Post-visit activities / follow up – *e.g. what learning / consolidation will take place after the outing*

Organisation Leaders consent (*insert signature*)

.....

Evaluation

Venue – *e.g. suitability, facilities, content, attitude to clients*

Transport – *e.g. helpfulness, reliability, attitude to clients*

Itinerary/activities at the venue – *e.g. what worked & what didn't, which were most effective*

Pre-visit & post-visit activities – *e.g. what worked & what didn't, which were most effective*

Policy 22

Lost Child Procedure (from Nursery/Toddler Unit)

In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately.

- 1 the nursery manager will be informed immediately and all staff present will be informed and an appropriate number of staff deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that all other children remain supervised throughout
- 2 the manager will carry out a second search of the area
- 3 if the child has still not been accounted for, the manager will contact the police
- 4 the manager will also contact the parents/carers of the missing child
- 5 during this period, staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- 6 the manager will meet the police and parents/carers
- 7 the manager will then await instructions from the police
- 8 any incidents must be recorded in writing
- 9 Ofsted must be contacted and informed of any incidents
- 10 with incidents of this nature parents, carers and children may require support and reassurance following the traumatic experience.

Policy 23

Lost Child Procedure (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.

- 1 the organiser will be informed immediately and all staff present will be informed and an appropriate number of staff deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised throughout
- 2 if appropriate, on-site security will also be informed and a description of the child/children given
- 3 in the event of a child not being found, the designated person in charge will immediately inform the police
- 4 the designated person in charge will then inform the nursery who will contact the child's parents/carers giving details of what has happened. In the case of the whole nursery being on an outing, all parents/carers details would be taken on the trip by the person in charge
- 5 staff from the nursery may need to be sent to assist the safe return of the other children
- 6 during this period, staff will be continually searching for the missing child, whilst other staff maintain the safety of the remaining children

- 7 at least one member of staff will remain at the scene whilst others return to the nursery with the children. This member of staff will continue searching for the child/children
- 8 the remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- 9 any incidents must be recorded in writing
- 10 Ofsted must be contacted and informed of any incidents
- 11 with incidents of this nature parents, carers and children may require support and reassurance following the traumatic experience.

Policy 24

No Smoking Policy

Children's health and wellbeing is of the utmost importance for the children in our care. Smoking has proved to be a health risk and therefore in accordance with current legislation, the nursery operates a strict no smoking policy within its buildings and grounds. Since July 2007, it is illegal to smoke in enclosed places.

Parents are respectfully required to abstain from smoking whilst on the premises, both inside the building and within the grounds. This rule also applies to staff, students, carers and visitors etc.

Staff accompanying children outside the nursery are not permitted to smoke e.g. whilst on an outing.

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles.

Policy 25

Supervision of Staff

The person in charge is responsible for ensuring all staff are registered to work on the premises. Checks are carried out by the inspection body, however staff can work in the nursery before these checks are completed as long as they are supervised by registered staff at all times.

All nursery staff will be informed of staff awaiting registration clearance.

Unregistered staff will never:

- 1 be left unsupervised whilst caring for children
- 2 take children for toilet visits unless supervised by registered staff
- 3 change nappies whilst unsupervised
- 4 be left unsupervised during outdoor play
- 5 be left alone in a room with children
- 6 administer medication
- 7 administer first aid.

Whilst ensuring all the above are adhered to, we still recognise that it is vital that the unregistered member of staff is made to feel part of the team and participate fully in every other aspect of the nursery day.

Equipment and Resources

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

- 1 provide play equipment and resources which are safe, and where applicable, conform to the BSEN safety standards or Toys (Safety) Regulation (1995)
- 2 the equipment follows the Montessori method of education in the majority utilising practical life, sensorial, maths and language materials, together with various other support materials/toys
- 3 provide a sufficient quantity of equipment and resources for the number of children
- 4 provide resources which promote all areas of children's learning and development
- 5 select books, equipment and resources which promote positive images of people of all races, cultures, ages and abilities, are non-discriminatory and avoid racial and gender stereotyping
- 6 provide play equipment and resources which promote continuity and progression, provide sufficient challenges and meet the needs and interests of all children
- 7 store and display resources and equipment where children can independently choose and select them
- 8 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
- 9 keep an inventory of resources and equipment.

Nursery Operational Plan

The Old School House (Headcorn) Ltd provides quality affordable childcare for the local community. Quality childcare brings benefits for the whole community - enabling parents /carers to return to work and combine employment with family life, and enabling employers to retain and recruit employees from the local community.

We want Parents/carers to feel confident about the quality of care that is provided for their child/children, in order for parents to work without concern for their child's/ children's health and welfare.

In order for The Old School House (Headcorn) to run effectively and efficiently serving the local community needs, it is important that an operational plan is produced and implemented. It is envisaged that this plan will become a blue print for managing the nursery. It describes how the nursery will be run and what type of service will be provided, it will translate what is actually going to happen in the nursery, the structure of the nursery, who is responsible and guidance on practices and procedures.

It is envisaged that this plan may then be used by the nursery manager, parents and outside agencies to assess the quality of the service provided and how it will be operated. Further more staff may also use the plan as a quality tool of reference for general day-to-day practice.

We understand that it is important that this plan is reviewed on a regular basis, using reflective practice, and any necessary changes made and implemented.

Suggested contents to be kept in your operational plan (*delete/insert records as required*):

main index

- 1 *Full Day Care Standards/*National Care Standards/*National Minimum Standards for Full Day Care (**delete as appropriate*)
- 2 Nursery operational plan
- 3 Operational plan review
- 4 Nursery leaflet
- 5 Mission & vision statement
- 6 Care objectives
- 7 Inspection report
- 8 Organisation structure
- 9 Senior management contacts
- 10 Nursery organisation structure chart
- 11 Staff deployment
- 12 Training analysis/chart
- 13 Designated person
- 14 Important information
- 15 Nursery plans
- 16 Emergency locations
- 17 Emergency contacts
- 18 Emergency evacuation procedures
- 19 Policy & procedure documentation
- 20 Health & safety documentation
- 21 Daily operations statement
- 22 Daily routines for each age range
- 23 Check list for new starters
- 24 Parent pack

Contact numbers

Contact	Name	Telephone number
Electrician	Phil Roe	07946 261576
Police		999
Police Community Support Officer	Viv Hickmott	07969 583923
Hospital	Maidstone	0845 1551000
NHS Direct		0845 4647
Gas board	Not Applicable	Not Applicable
Water board	Mid Kent Water	0845 6032603 / 8506060
Plumber	Tony Meintjes	07930 552711
Fire & rescue		999
Fire equipment testing	NKM Fire Protection	01892 724242
Fire officer	Headcorn Retained Station	01622 890880
Ofsted		08456 404045
Electricity supplier	EDF Energy	0800 7838866
Local authority early years service	See Attached	See Attached
Children's links	Kent Children's Info' Service	08000 323230
Social Services		01622 691640
Environmental health		01622 602000
Waste management	Veolia	01634 731460
Pest control	Neil Homden, 1 st A Pest Control	01622 211311
Health visitor	See child's registration form	As appropriate
Health and safety		01622 602202
Insurance help line	Royal & Sun Alliance Policy No RTT209837 Reference 13745	0208 7633010
Window call out	Under Royal and Sun Alliance <i>Local 24 hr firm - Pilkington</i>	0500 006060 01622 758728
Alarms (burglar)	Rob Perfect	01233 820631
Builders	Tony Meintjes	07930 552711
Computer	Mike Chapman	07738 817260
Doors	Tony Meintjes	07930 552711
Local paper	Kent Messenger Maidstone	01622 717880

Emergency locations

Water main stop tap	Main Kitchen – under sink
Gas point	N/A
Fuse box	Cupboard in Quiet Room
Boiler	Boiler Cupboard in main kitchen

Policy 28

Whistle blowing

The group aims to provide the best possible care for all children under its care and the policies and procedures have been developed to encourage best possible practice to ensure that this aim is fulfilled.

It is essential if staff observe another member of staff who is not working in the interests of best practice that this is identified. However this should be done in a professional and confidential manner. At no times is it acceptable to use this procedure to air personal issues.

The procedure relates purely to working practice and should only be used if it is believed by the whistle-blower to be a genuine cause for concern.

The following procedure should be followed;

- 1 Dependent on the severity of the situation the observer may wish to speak to the member of staff at an appropriate time, and in an appropriate manner to voice their concerns about that member of staff's working practice
- 2 The member of staff observing the situation should use their good judgement as to whether the matter is resolved at this point or requires further discussion with the principal/manager/supervisor
- 3 It may be that the observer feels the matter is severe enough to be reported directly to the manager/principal
- 4 If this is the case the observer should provide a detailed account of the issue to the principal/manager, initially verbally, however they may later be

asked to provide a written statement

- 5 The manager/supervisor will then decide the best course of action to take regarding the issue
- 6 The whistleblower will have the full support of the senior staff in reporting untoward practices, and they can remain anonymous if they wish to, in most circumstances, however in certain circumstances this may not be appropriate or possible

In all matters of whistle blowing the subject should not be discussed by the whistle blower with anyone other than the person involved or the manager/principal/supervisor as appropriate.

Policy 29

Emergency Evacuation

In certain situations it may be necessary to completely evacuate the nursery buildings and grounds. The decision to do so will be taken by either Darrell King, Principal or Kerry Averre, Manager.

In the case of a full emergency evacuation being carried out the fire drill procedure will be followed in the main:

1. CALMLY advise that everyone is being evacuated
2. immediately evacuate the building under guidance from the manager
3. check all rooms, toilets, corners, etc
4. using the nearest exit lead the children out, and walk them calmly down to a safe place – either Headcorn Primary School or the village hall.

The manager is to:

5. pick up the children's attendance book, visitor book and staff time sheet
6. pick up the children's record sheets and staff emergency contact details, the first aid kit and mobile telephone
7. once in a safe place – do a head count to ensure numbers tally with the number on the white board and carry out a role call to check the children against the attendance book
8. Account for all adults similarly with a role call against the staff time sheet.
9. Do not try to collect personal belongings on evacuating the building

Parents or if necessary, emergency contacts are to be contacted as soon as possible to inform of the situation and advise that their children be collected as soon as possible from the school/village hall as appropriate.

Policy 30

Bottle Feeding

If children are to be fed with bottles the following procedure should be used:

- All equipment (bottle and teat) should be cleaned as soon as possible after use, with hot soapy water and a bottle brush.
- Equipment should then be sterilised before use – either using cold water and solution following the manufacturers instructions or by using a steamer according to manufacturers instructions. If using sterilising solution this should be changed every 24 hours, and equipment should be placed in the solution for at least 30 minutes. It is important to ensure that no air is trapped inside the equipment whilst it is being sterilised. In both cases any equipment that is not used immediately after sterilisation should be re-sterilised before use.
- Before making up a feed, make sure the surface is clear and clean and your hands are washed
- If sterilising solution has been used the equipment should be rinsed with cooled boiled water
- Stand the bottle on a clean surface, avoid putting the teat and cap on the work surface
- When making up infant formula milk, fresh tap water should be boiled and then left to cool for no longer than half an hour. Always put the cooled

boiled water into the bottle first and check the water level according to the manufacturers instructions

- Loosely fill the scoop with the appropriate amount of milk powder and level it off with a clean knife, without compacting it. Add the milk powder to the water
- Holding the edge of the teat, put it on the bottle and screw the retaining ring onto the bottle
- Cover the teat with a cap and shake the bottle well until the powder is dissolved and feed as soon as possible
- Using formula milk that is not freshly made up may increase the risk of the baby becoming ill
- Under no circumstances is fresh milk to be re-heated in order to feed a child

Bereavement Policy

Rationale:

We believe that bereavement and loss are an inevitable part of living and growing. Early Years practitioners will provide opportunities within their settings for children to develop their own appropriate range of emotional, spiritual and intellectual responses to manage these experiences.

We believe that the ethos of the pre-school, based on openness and mutual support, provides a framework in which these experiences can be realised in an enriching manner.

Process

The pre-school will act in a planned and agreed manner, so that all staff know what is expected and can contribute their part in a way that is consistent with the values that have been adopted.

The pre-school will have identified, through the process of a one day bereavement conference, a named pre-school bereavement contact. This person will be aware of the needs of bereaved children and will have collated resources in order to support them.

The pre-school bereavement contact, in partnership with the practitioners will co-ordinate the pre-school's response and be fundamental in liaising with bereaved family.

As far as possible, all staff should be told together by the named person. By creating a list of people to be told, the pre-school can be sure that no one close to the situation will find out by chance.

All the parents/carers will be told in writing at the same time and as promptly as circumstances will allow.

Following this the children in pre-school will be told at a time previously notified to the parents.

Staff will be consistent in their use of terminology to ensure clear understanding of the concept of death.

Absentees from pre-school will also need to be informed at the earliest opportunity. The pre-school will have procedures to track who is informed, when and by whom, to ensure that no one is missed.

The pre-school will have a range of strategies that it may adopt in the days and weeks that follow any significant loss. Decisions about which to undertake will be determined following discussions with the family concerned and will take into account the cultural/religious beliefs of the family.

The child's key worker or other named member of staff will be identified to keep in touch with the family so contact from the family's perspectives is manageable. This person will co-ordinate the sending of a card.

Attendance at the funeral and other forms of remembering will be agreed by the staff team. If you decide to close the setting in term time, this will need to be with the prior agreement of KCC due to funding regulations

Staff will have ongoing opportunities for peer support in order to maintain their well being.

The pre-school bereavement contact will take responsibility for recording details of a bereavement on the child's Record of Transfer and ensuring this information is passed to the next setting, with parents permission.

The pre-school will provide ongoing support and will ensure that the anniversary of the death is remembered.

Curriculum

In the event of bereavement or significant loss the pre-school has identified activities that will support the child/children to explore their feelings and memories. Some opportunities may include:

Telling the Story

- Use puppets
- Use toys
- Use stories
- Use playdough

Expressing feelings

- Feelings biscuits
- Volcano/mad box

- Water balloons
- Bag of feathers

Remembering

- Memory box
- Memory jar
- Photo albums
- Memory bracelets
- Bookmarks

Coping strategies

- Sad box
- Worry dolls
- Handprints
- Special dates

Parents/carers

In acknowledging the role of the pre-school in supporting children with bereavement and loss, the pre-school will work alongside the parents/carers in this process.

The parents/carers remain the most significant support to young children in understanding death. The pre-school can support parents/carers in this by:

Sharing with parents/carers the intentions of the pre-school to act in a particular way in the event of a death.

Offering guidance to parents/carers on how they might support their child.

Sharing information with families about other sources of support e.g. Winston's Wish Family Line, participation in a Slide Away pre-school workshop.

Keeping parents/carers fully informed about the actions of the pre-school throughout the immediate period of grieving.

Parents/carers will be invited to be involved in any pre-school response that occurs after the death, e.g. a remembering time. The format of this will take into account the beliefs and wishes of the bereaved family.

Outcomes

By adopting a planned and considered approach the pre-school can with some degree of confidence support the emotional well being of the child. As a result:

Staff will

Feel equally valued.

Have an opportunity to prepare themselves for the supportive role they adopt.

Be given time and space to work through their own feelings.

Become aware of the needs of bereaved children, and be offered training, to develop strategies to support them.

Children will

Be offered support by sensitive, trained staff working together.

Have the opportunity to tell their story, express their feelings, share their memories and develop coping strategies.

The pre-school will

Have clear expectations about the way that it will respond to the death, not simply react.

Provide a nurturing, safe and supportive environment where there are no expectations in their responses to the children's grief.

The family will

Feel supported.

Be given an opportunity to express their feelings of loss.

Have opportunities to understand and communicate with their child about their loss as a result of the activities provided by the pre-school.

The parents/carers will

Be given guidance on how to support their child/children.

Be aware of the support offered and understand the processes that will follow

bereavement.

Nursery Contract

Policy 31

Permission Forms

Policy 32

Terms and Conditions