



1st April 2016 – 31st March 2017

Administering Medicine

We will only administer prescribed medicines. The only exception to this is when a child is teething when we will administer a natural teething powder and sachets of calpol. (If a child requires medicine other than this we deem it unsuitable that they attend the nursery.)

In extreme cases when a child's temperature exceeds 39 °C and the parent/carer has been contacted for collection, the Nursery Manager or designated person in charge will obtain verbal consent to administer a dose of Calpol to lower the risk of a seizure.

Emergency Calpol Administration Procedure

If a child has a temperature the child's parents are informed and asked to collect their child. They will also be asked for verbal permission to administer Calpol which the nursery has on site (Please Note: Calpol is suitable for children up to the age of 6 years old) 5ml of Calpol will only be administered on the understanding that the parents are on their way to collect their child. When Calpol is administered a Medication Consent form will be completed and signed by the parent when they arrive at the Nursery.

If a child has a high temperature that is not going down and staff are unable to contact the child's parent's the Calpol registration consent form will be checked in the child's file. If it has been signed by the child's Parent's & after the child has been in our care for 4 hours, 5ml of Calpol will then be administered and staff will continue to contact the child's parent's to request that the child is collected. A medication form will be completed and signed by the child's parent when they arrive at the Nursery.

The parent/carer of any child requiring prescribed medicine during the time that they attend nursery must sign a medicine form. There are three forms – daily, weekly and monthly. Should medicine be required regularly we will implement a care plan.

The medicine form asks what, when and how the medication must be administered, **all medicines must be clearly labelled and in their original container.** All prescribed medicines should have the pharmacist's details attached to show the dosage needed and the date the prescription was issued. This will be checked along with expiry dates, before staff agree to administer medication.

Room leaders and **deputies** are responsible for administering medication. They must check that the correct medication is given to the child and witnessed by another staff member.

The **room leader** or **deputy** must sign the medicine form each time the medicine is administered and have the witness sign the medicine form to acknowledge that procedures were followed correctly. All parents/carers must update the medicine form when they register their child at **the start of a new form – daily, weekly or monthly. Without a signature medication cannot be administered.** When dropping off a child they must write on the form when the previous dose was given. When collecting the child, **parents/carers must sign the medicine** form to acknowledge the details of the medicine administration. The medicine form is only acceptable for the medicine stated and no other similar types of medication i.e. if the course of antibiotics changes, a new form will need to be completed.

If the child refuses to take the appropriate medication then a note should be made on the form.

The nursery will administer sachets of Calpol for teething for a period of 3 days. After this time medical attention should be sought.

All medicines, unless they are required to stay refrigerated, are kept in a high level cupboard in the downstairs kitchen, this cupboard is clearly labelled. All medicines must be clearly labelled with the child's name.

If the administration of medicine requires technical/medical knowledge then staff will receive training from a qualified health professional for that particular child.

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Admissions and Transitions Policy

Roundabout Nursery is open to all children and their families from the local community and further afield. We ensure that;

- Our equal opportunities policy is available to staff and parents. Prior to a child's attendance at the nursery the parents or carers must complete and sign a registration form. This provides the nursery with the following vital information:
 - Name, address and date of birth.
 - Starting date and number of sessions required.
 - Name, address and contact numbers for the parents/carers
 - Who has parental responsibility
 - Who lives at the child's home
 - Emergency contact details
 - Any allergies or special dietary requirements.
 - Details of the child's doctor
 - Illness and inoculation details
 - Any previous social care involvement
 - Any other settings attended previously or currently
 - Parental consent for emergency procedures.
 - Parents/carers will also be asked to provide the nursery with any further information which they feel will enable us to take the best care of their children. This could include particular likes and dislikes in food, comfort objects etc.
 - Parents are also required to complete an 'All about me' form which gives us a basic overview of the child's ability and home language.
- We accept Early Learning funding for three and four year olds and Me2 funding we work with parents to find the best hours for them working within our availability.
- Parents are given plenty of opportunity to visit us prior to registering with us and then time to settle their child before they start.
- We operate a waiting list with places allocated on a first come first served basis.

The number of children that attend our setting is strictly regulated by OFSTED and will not exceed 79 at any one time.

We try to make settling and transition as smooth and natural as possible by following these guidelines;

Settling

- Offer two settling sessions before the child starts
- One hour with a parent
- One hour without a parent
- Assigning a key worker and in tinies and toddlers operating a home contact book

Transition

- Change rooms the month after the child reaches their birthday, or earlier if appropriate
- Transition with peers and key worker

Leaving to attend school

- Discuss with the children what to expect and feelings
- Liaise with parents and school where possible
- Complete a full transition document
- Prepare the children with stories and play based around going to school.

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Armed Forces Policy

At Roundabout we understand that Armed Forces Families can need extra support. Primarily in two areas;

1. The frequency of postings and the implications of that;
 - (i) finding new housing, dentists, schools, nurseries etc and
 - (ii) having to make new friends and routines each time they do.
2. When partners are away from home for long periods of time meaning that, usually the mother, is left to care for the children 24 hours a day, 7 days a week. This can be both emotionally draining and physically exhausting.

We would like to support service families with this through;

1. Providing clear routines and a strong Key Person system allowing parents and children to settle as quickly as possible.
2. Doing additional crafts / cards / letters with the child for them to send to their absent parent – alleviating some of the pressure from the parent at home.
3. Allowing children who have a parent out on deployment half price places when booking additional one-off sessions on top of your normal contracted sessions. This discount applies only whilst the **parent is on duty** and is for **additional sessions only**. (This is subject to a minimum 15 hour contract being in place. If a parent doesn't have a 15 hour contract and wishes to book additional sessions at the half price rate, they must pay the first 15 hours at the full rate.)
4. Allowing staff who have a partner away on duty to put their child in free of charge, at the manager's discretion, whenever we have space available **and** there are no additional staffing cost implications. Where additional staff are required then the place will be half price as per the parent's policy.

The management reserve the right to change or cancel this policy at any time.

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Arrivals and Departures Policy

All children, parents and carers will be given a warm welcome on their arrival.

The staff will encourage parents/carers to sign their child in on the attendance record and the staff member will record the child's attendance on the fire register. Any messages passed on by the parents are to be recorded and shared with the staff in the child's room.

If the parent/carer requests the child to be given medicine during the nursery session, the nursery staff must ensure that a medicine form has been completed.

If the child is not to be collected by the parent/carer at the end of the session, the parent must give the staff a description of the nominated adult along with a password.

No child should be handed over to anyone rather than the known parent/carer unless an agreement has been made at the time of arrival. On departure, the staff will encourage the parent/carer or nominated adult to sign the child out on the attendance record to show that the child has left the building.

Adults arriving under the influence of alcohol and drugs.

If an adult arrives to collect a child and they are deemed to be under the influence of alcohol or drugs the **senior member of staff** on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social worker (through advice and assessment) if this is not possible.

Late Collection

The nursery closes at 6pm and no exceptions or special collection arrangements can be made past this time.

If a parent/carer is going to be late collecting their child, they must:

- Call the nursery as soon as possible to inform them of their situation.
- Confirm with the nursery that another authorised adult will be collecting the child. If the adult is not known to the nursery staff, the parent must give a detailed description of the authorised adult and the child's password, in order for the nursery to allow the child leave with the authorised adult.

Parents/carers of late children will incur a fee of £50.00 for the first 15 minutes and an additional charge of £5.00 added to the fee for every 5 minutes after 6.15pm.

Staff will try all of the child's contact numbers. Two staff members will remain on site until suitable arrangements have been made for the collection of the child.

If, after attempting to reach all contacts on the child's file for 45 minutes they fail to contact anyone, social services/Ofsted/police will be informed and it will become a child protection issue.

We will contact:

OFSTED (Early Years Dept.)

Tel: 0300 123 1231

Children's Services/ safeguarding children board: 01752 308600

Devon and Cornwall police: 08452 777444

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Behaviour Policy

At Roundabout Nursery we believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them. Children have the right to develop their play and learning without fear of being hurt or hindered by anyone else.

The room leaders and manager are responsible for behaviour management issues.

Through our friendliness, care, courtesy and respect, we provide a positive model for the children. Great care is taken to praise desirable behaviour such as kindness and a willingness to share. We aim to provide an environment in which the children can develop self-discipline and self-esteem in an atmosphere of mutual respect.

If a child does behave in an unacceptable way, physical punishment is never used, nor is it ever threatened. Adults will not shout. Children are never isolated, but given one-to-one adult support in trying to understand what was wrong, and in working towards a better pattern of behaviour. In any case of misbehaviour, it is made clear to the child that it is the behaviour and not the child that is unwelcome.

If we feel, as a staff, that the child is exhibiting repeated patterns of poor behaviour, the **room leader or manager** will request a brief meeting with the child's parent or carer to voice our initial concerns. This, on most occasions, will lead to an agreed plan of action. If the unwanted behaviour continues, then our SEN policies and provision will be followed.

Bullying is not acceptable in any circumstance and will not be tolerated. Parents/carers of a child who has taken part in an act of bullying, and those of the victim, will be informed on the day, and the incident will be recorded on an incident form.

If physical intervention is deemed appropriate, for example to prevent injury or damage to persons or property, minimum force will be used for the least possible amount of time. All incidents will be recorded on an incident form, and parents/carers will be informed on the day.

THE 1, 2, 3 BEHAVIOUR PLAN.

1. Calmly remind the child what the positive behaviour is and explain that what they did was not acceptable. Ask the child to verbally repeat the positive behaviour to you (only if age appropriate).
2. If the child repeats the behaviour remind the child that what they have done is not acceptable and the positive behaviour expected. Inform the child that if it happens again then they will have time away.
3. Time away (1 minute for every year of the child's life):
 - Sit the child somewhere where quiet and away from the situation (always use the same place).
 - State why you have placed the child in time away.

- Set the sand timer in a place that is clearly visible to the child
- Once the time is up explain to the child what the positive behaviour is again.
- The child should be encouraged to say sorry.

This plan will be adapted to meet the individual needs of the child and their level of understanding.

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Biting policy

Biting is a common behaviour that some young children go through. This is part of some children's development and can be triggered when they do not yet have the words to communicate their anger, frustration or need. At Roundabout we follow our positive behaviour policy to promote positive behaviour at all times.

Why do some children bite?

- Teething – swelling gums can be painful and cause discomfort; this can be relieved by biting or chewing on something
- Exploration – babies and young children explore the world around them using their senses, young children do not always know the difference between gnawing on a toy and biting someone
- Attention – when children are in situations where they feel they are not receiving enough attention biting is a quick way of becoming the centre of attention
- Frustration – children can be frustrated by a number of things, such as; wanting to be independent and do things for themselves and not having the vocabulary to express themselves clearly. This can lead to biting as a way of dealing with this frustration

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. We may increase the supervision of a child that is biting so that we can support them to find different ways to express themselves. We may encourage the child to take part in activities which help release frustration such as play dough or other physical activities.

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

- The child will be comforted and reassured
- The bite wound will then be washed with warm soapy water and cleaned with an antiseptic wipe
- If the wound is bleeding, it will be allowed bleed and not covered to reduce the risk of further infection
- If the bite has broken or bruised the skin, the parents/carers will then be contacted by telephone so they are aware that their child has been bitten
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, prompt treatment may be needed for both the 'biter' and the 'bitten'. Under the Health Protection Agency guidelines Parents/carers & Practitioners will need to seek medical attention. This could be through the Child's GP or an Accident and Emergency department
- When the child is collected there will be an incident form completed with all the information about the biting and any treatment given

For confidentiality purposes and possible conflict the name of the child who has bitten **will not** be disclosed to the parents.

The child who has caused the bite will be told in terms that they understand that biting (the behaviour and not the child) is unkind, and be shown that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or show they are sorry, e.g. through hugging. An incident form will be completed and shared with the parents

at the end of the child's session. We may increase the supervision of a child that is biting so that we can support them to find different ways to express themselves. We may encourage your child to take part in activities which help release frustration such as play dough or other physical activities

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.

Where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, e.g. in some cases of autism where a child doesn't have the communication skills, the setting will carry out a risk assessment.

We appreciate that if a child has been bitten or has bitten someone, this can be distressing. We ask that parents/carers speak to staff about any concerns they may have in a calm manner. Please remember that staff cannot give information about any other children in the nursery, and will not disclose who has bitten a child or who a child has bitten.

The key to putting a stop to any challenging behaviour is a partnership approach. We ask that parents/Carers work with the nursery team and support any behaviour management techniques and use them at home as well as at nursery.

If a child's reoccurring behaviour is having a negative impact on a child/ren's experience at nursery, we will work closely with all involved to reduce and eliminate these issues.

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Break time policy

Government regulation states that all employees are entitled to 20 minutes in total when they work **more than 6 hours**. It also says that they are not entitled to be paid for it.

It also states that employers can tell employees when they take their unpaid breaks.

Roundabout Policy is this:

Working these hours or more:	Tea Break (paid)		Lunch Break (unpaid)
4 Hours	10 minutes		None
6 Hours	10 minutes	And	30 minutes
8 Hours	10 minutes	And	45 minutes

This will be the norm. On occasion you may request a longer break (if you have an appointment or something to do for example). You must take this request to your room leader at the beginning of your shift. There is no guarantee that it will be granted.

British Values at Roundabout Nursery

Through promoting British Values at Roundabout , we are an inclusive setting and our ethos and curriculum enables children to be independent learners, to make choices and to build strong relationships with their peers and all adults. Our setting believes that children flourish best when their personal, social and emotional needs are met, and where there are clear and developmentally appropriate expectations for their behaviour. We would challenge children, staff or parents who expressed opinions contrary to fundamental British values.

Through the following four areas, British values are underpinned through the Early Years Foundation Stage:

Democracy: We respect, listen to and act on children's and parent's voices. Children are involved in making class rules and they are expected to contribute and cooperate with them, taking into account the views of others.

The Rule of Law: We consistently reinforce our high expectations of children. Children are taught the value and reasons behind our expectations (rules) that they are there to protect us, that everyone has a responsibility and that there are consequences when rules are broken. Our 'Behaviour Management Policy' aims to teach children to behave in socially acceptable ways and to understand the rights and needs of others. We use positive strategies to handle any conflict and praise and acknowledge desirable behaviours.

Individual Liberty: At Roundabout , children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. As a setting we educate and provide boundaries for young children to make choices, to manage risks, through our provision of a safe environment and empowering teaching. Children are encouraged to know, understand and exercise their rights and personal freedoms and are given opportunities to resolve conflicts effectively.

Mutual Respect and Tolerance: We value all of our children and families. We celebrate our rich cultural and religious diversity and promote mutual respect. Children are modelled respect through caring, sharing and listening to others. Adults help children to understand how actions and words affect others. All children, including those with special educational needs and disabilities are valued for their individuality and supported to achieve their best. Children are taught that life is not the same for everyone and we support charities such as 'Red Nose Day', 'Children in Need', and sponsor two children from Uganda through the compassion project.

We aim to enhance children's understanding of different faiths and beliefs by participating in a range of celebrations throughout the year. Children have the opportunity to dress-up in clothes and try different foods from other cultures and we encourage parents/carers to participate and support our multi-cultural events.

We ensure that, messages of welcome reflect the wide range of languages and cultures that we are fortunate to have in our settings family. We actively promote courtesy and good manners towards all, this ethos embedded in everything we do; it is our determination to develop skills of empathy and tolerance to make everyone at our setting feel valued and respected.

Complaints Policy

We aim to provide a warm and caring environment where all children can develop and learn as they play. Our intention is to work in partnership with parents and carers and we welcome suggestions on how to improve our nursery. We send out yearly questionnaires and parents are welcome to make suggestions to room leaders or management.

Complaints will be dealt with both professionally and promptly to ensure that any issues arising are handled effectively and to ensure the welfare of all children.

If any parent has a cause for complaint regarding the care provided by the nursery, they should in the first instance take it up with the child's key worker or room leader.

If the issue remains unresolved or parents feel that they have received an unsatisfactory outcome, then these concerns must be raised to the nursery manager. The Nursery Manager will then investigate the complaint and report back to the parent ideally within one week but definitely within 28 days. This will be fully documented in the complaints log and will detail the nature of the complaint and actions arising from it.

If the matter is still not resolved a formal meeting will be held with the parent, Nursery Manager and a member of the nursery committee. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the recorded document, sign to agree and receive a copy.

A record of all complaints will be kept in the nursery. Parents are able to access this record.

If you decide to contact OFSTED regarding any concerns you may have about your child's care or if you feel we have not handled your complaint appropriately the contact details are:

Tel: 0300 123 1231
The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

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Confidentiality & Data Protection Policy

Roundabout Nursery holds information on all children registered in order to run the service it provides smoothly and efficiently; in doing so, we have to follow the Data Protection Act 1998, this means that the data held about children must only be used for specific purposes allowed by law. This policy explains the type of data held, why that data is held, and to whom it may be passed on.

Initial information about each child is provided by the parent/carer filling in the registration form. This includes name, address, date of birth, contact details (including names of all adults with permission to collect the child), medical details including name of doctor, any health/special educational needs issues, and any other personal information deemed relevant by the person completing the form.

Once the child starts at Roundabout, a keyworker is assigned to them and this member of staff maintains an All About Me File. Observations, photographs and samples of work are kept on this file, to assist staff to monitor, assess and report on the child's progress; parent/carers have access to this file at any time. A record of each child attendance is also kept.

From time to time, we may be required to share some information with other professional bodies:-
Local Education Authority – the Nursery Manager & Administrator are required to pass on details of all 2/3 and 4 year olds children eligible for Nursery Grant Funding at the beginning of each term.

Children's, Young Peoples and Families Department (Social care) – if the staff has any concerns relating to safe guarding children issues, information may be shared with this department.

Health/SEN – Staff may need to share information and observations of individual children with supporting agencies to ensure that the child's needs are being addressed and met efficiently.

School to which the child is transferring – as a child leaves nursery, the child's keyworker completes a Transition sheet for the child's new teacher. If a child is on the SEN Register, this information may be shared at the child's transferring school in advance, to ensure appropriate support and resources are planned. All staff work within the guidelines documented in the revised March 2015 information sharing guidance, including the seven golden rules to sharing information.

We will respect confidentiality in the following ways:

1. Parents will have access to the files and records of their own children but will not have access to information about any other child.
2. Staff will not discuss individual children, other than for purposes of curriculum planning/group management with people other than the parents/carers of the child.
3. Information given by parents/carers to the nursery staff will not be passed on to other adults without permission.
4. All information and records are stored securely, maintaining privacy and confidentiality at all times.
5. All information on children who have left the nursery will be archived and stored as required for 21 years.
6. Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions.
7. No contact details relating to parents, staff or management shall be given to others without their consent.
8. Any anxieties/evidence relating to a child's welfare/safety will be kept in a confidential file and will not be shared within the group except with the nursery manager and the child's

key worker. If, however, a child is considered at risk then our safeguarding policy will override confidentiality.

9. Students on recognised courses observing in the nursery will be advised of our confidentiality & Data protection policy and will be required to respect it.
10. All members' of staff, volunteers and student will be given a copy of the confidentiality & Data protection policy and will be asked to sign a confidentiality statement to indicate their agreement with the policy.

Access to information

We believe that an open door policy is the best way of encouraging partnership.

Parents and carers are welcome to view the policies and procedures, which govern the way in which the nursery works at any time when the nursery is open, simply by asking the nursery manager or by viewing them on-line.

Parents and carers are also welcome to see the records kept on their child; though the nursery will adhere to Data Protection Laws. As this would require withdrawing a member of staff from their usual duties, arrangements should be made in advance to ensure staff availability.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently store records for a minimum of 23 years.

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Technology and E-Safety Policy

This policy applies to all who use the nursery: children, staff, volunteers and parents. The SDP for safeguarding (Amy Relf) oversees the use of technology in the nursery.

Acceptable Use

Staff have access to work computers and the internet and other than the manager and deputy, they share a password to access this. They do not access it in the vicinity of children except for the use of the smart board in the Preschool Room. This is only used to access educational sites and age appropriate videos. Visitors do not have access to the computers.

Internet Use

It is expected that all children and staff will access the internet whilst at Nursery.

The manager and deputy have their own email accounts and passwords and the rest of the staff share a sign on and email address. All accounts can be monitored and we encourage the regular changing of passwords. Accounts are logged off when the user is not present.

Social networks are not to be accessed in the nursery. Mobile phones may only be used by staff in their staff room or locker room and those belonging to visitors are locked securely away in a designated drawer.

Cameras and images

Roundabout Nursery request permission from all parents/carers for their child to be photographed, or videoed, on occasions by members of staff. Such photographs will be used for display boards, learning journeys, special occasions and for observational purposes. Permission for this is only granted by adults with parental responsibility.

Photographs are an integral part of the children's learning journey's and show clear evidence of children's achievements. These photographs will only ever be taken using the nursery dedicated cameras and only downloaded onto the nursery computer.

There may be instances when the local press may be involved in promotions or events occurring. Every parent/carer has the right to refuse this request, in which case the child must not be photographed or videoed on any occasion.

Any photographs taken will be stored on the nursery computer and only printed out on the nursery premises. Staff are not permitted to print or store photographs in their personal computers or mobile phones.

Staff are not permitted to take photos of children on their personal cameras or phones. No mobile phones or personal cameras are allowed to enter the nursery rooms. Mobiles and are either kept in individual lockers or handed into the nursery Manager.

An emergency phone belonging to Roundabout is only allowed to be used for when staff and children leave the premises such as on a walk or a visit to other venues.

All practitioners must only access the internet for relevant information such as, religious festivals or the curriculum and for no other reason.

Staff/Visitors mobile phones

- Mobile phones must not be used unless on designated break and then this must be away from the children.
- Mobile phones will be stored safely in staff lockers at all other times

Social Networking

It is important when using social networking sites such as Facebook or Twitter that staff maintain confidentiality and ensure proper practice at all times. This is to protect the children, parents & families of the setting along with the staff. It is also to guard the nursery reputation and the staff's own personal reputation.

Staff guidelines when using social media sites include but are not limited to

- Staff must not mention any of the children from the nursery on their online profiles
- Staff must not write direct or indirect suggestive comments about work on their online profiles
- Staff must not publish photos of the children on their online profiles
- Staff must not publish photos of other staff while in the nursery on their online profiles
- Staff must not write anything about other staff members on their online profiles
- Staff must not use mobile phones to take photos in the nursery or to access social networking sites during their working hours
- In order to maintain professional boundaries staff should not accept personal invitations to be friends from parents of the nursery unless they know them in a personal capacity
- Staff members are advised to set their online profiles to private so that only friends are able to see their information
- Staff are responsible for adhering to the terms of service of each site they use
- Personal profiles should not contain any images or videos which may be perceived as inappropriate behaviour for a childcare professional
- Staff will not have the nursery name anywhere in their personal profile
- Any breaches of the Facebook & social networking policy could result in disciplinary action.

Roundabout nursery has a Facebook page available. This is a communication tool for the setting. We will use it to

- Promote certain events such as parent consultations, trips, social events & visitors
- Give hints and tips for activities the children have enjoyed and home learning ideas
- To give news
- To show photos of activities, trips or special events

If staff wish to use the social networking sites in their personal time we follow PSCB guidelines which it says "it is to recognised that early years practitioners and their managers are also likely to use social networking sites in their recreational time on their own personal computers. This form of activity is not to be discouraged however early years practitioners must agree to and adhere to a

'professional conduct agreement 'it must be ensured that the use of such sites will not compromise professional integrity or bring the early years setting into disrepute'

We also ask staff to sign a professional conduct agreement which details how to present oneself online and maintain professionalism.

ICT misuse

ICT misuse will be treated in the same way as any other disciplinary issue on a sliding scale according to the severity of the incident. The incident will be recorded and kept on the staff members file. Should the incident involve the management team, the committee would become involved.

This policy is linked with online compass.

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Equal Opportunities Policy

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 are an adult or a child. The nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. All staff/Volunteers shall be encouraged to value and respect others and to challenge inappropriate attitudes, behaviour and practices.

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 Manager at the earliest opportunity.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Child Care Act 2006
- SEND Code of practice 2014

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements.
- Providing a child care place, where possible, for children who may have additional needs and fully encompassing an inclusive approach.
- Producing materials in relevant languages for all children and their families.
- Providing a secure environment in which all our children can flourish and all contributions are valued.
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity.
- Providing non-stereotypical information.
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity.
- Regularly reviewing childcare practice to ensure the policy is effective and practices are non-discriminatory.
- Making inclusion a theme, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour.

The Nursery is open to every family in the community and beyond. Staff will work in partnership with parents/carers and outside agencies to ensure the best interest of all those involved.

All members of the nursery will be respected and their individuality and potential recognised, valued and nurtured. All activities and the use of play equipment offer members the opportunity to develop in an environment free from prejudice and discrimination. The nursery offers a curriculum catering for all children's needs.

Nursery resources will be chosen to give a balanced view of the world and an appreciation of the rich diversity of our multicultural society.

- Toys and equipment will be chosen with the differing needs of children in mind.
- Displays will show and reflect a positive image towards the world in which we live.
- Books will be chosen to meet all the children's ages and abilities and to reflect the main differing lifestyles there in our society.

Nursery staff must not appear to approve of any views which are prejudicial in a direct manner, a sensitive and informed approach, must be used to offset any harassment performed out of ignorance.

The nursery recognises the importance of training as a key factor in the implementation of an effective equality policy.

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in a selection of materials used
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with additional needs and children from disadvantaged backgrounds.
- Ensuring that children whose first language is not English have full access to the early learning opportunities and are supported in their learning.

The nursery recognises the wide range of additional needs of families in their community and will consider what part it can play in meeting these needs.

The appointed person ensuring equal opportunities is adhered to is Amy Relf (Nursery ENCO).

Signed Date 16th March 2016 Review date: March 2017

First Aid Policy

The Manager, Deputy Manager, Room Leaders and Deputy Room Leaders all hold a current Paediatric First Aid Certificate. This training is updated every 3 years to ensure these remain current.

Accidents

If a child or a member of staff has an accident they will immediately receive first aid.

When administering first aid staff must wear protective clothing (disposable aprons and gloves).

The qualified staff member will then:

- Comfort the child and reassure them.
- Find out how the accident happened, why and where.
- Treat the injury accordingly
- If using a cold compress ensure the cold compress is clean or cloths/gauze strips are sterile.
- An accident form will be completed and countersigned by the room supervisor.
- The parents will be informed either by telephone, prior to collecting the child, or explanation will be offered at the end of the child's session. The parents will be asked to sign the accident form to acknowledge that they are aware of the accident.

The staff and visitors accident book is located in the upstairs admin office.

Each room has a First Aid box on display with a sign to show where it is kept. All first aid boxes are checked to ensure they are fully stocked each month.

All accident forms are checked by the nursery manager and deputy manager and assessed to ensure no recurring accidents are taking place and promote active risk reduction. The accident books are filed and stored for 21 years after the children have left the setting.

Pre Existing Injuries

Parents and carers are required to inform a member of staff (preferably their child's key person) on arriving at the setting if their child has sustained an injury since their last session with us. The staff member will then complete a pre-existing injury form with the parent/carer. If staff see evidence of injury on a child that has not occurred in the Nursery and has not been reported to any member of staff, parents will be asked for information on the incident and instructed to fill out the appropriate paperwork. If an injury has been noticed by a member of the staff after parents have left the premises, parents will be asked to fill out the pre-existing injury form at the end of the session. If the injury appears serious, then parents will be contacted over the telephone for information/or at the end of the day. If there is a safeguarding concern, the designated Child Protection Officer (Deputy Child protection Officer in her absence) will be informed.

Incidents

In relation to injuries to children or adults, there are occasions when a child may deliberately harm another person. Young children often do not have the language to express their needs or feelings, sometimes have a lack of empathy for other people and are still developing the skills needed for sharing and taking turns. This can result in conflicts happening which can flare up quickly. Staff do intervene as soon as possible to support children to develop their social skills. However, from time to time injuries do occur. The most common of these will be pushing, hitting, scratching and sometimes biting. When an injury has been inflicted on another person, the injured party will be comforted and first aid administered as in the above sections. Staff will talk to the other child about their actions and behaviour and how the situation should have been handled. The parents of this child will also be informed about their child's behaviour if it felt that it is serious enough by staff. In the situation of biting, the parents will always be informed.

The Nursery Manager will report any serious accidents, Incidents to the Nursery Committee for further investigation and will also report the incident to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Ofsted and our Early Years Safeguarding & Welfare Officer **Maria Hollett**.

Allergies and allergic reactions

- Information is passed on through the parents from the registration form and settling sessions regarding allergic reactions. This information is then shared with all relevant staff within the setting.
- The deputy manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information will be shared with all of the relevant staff.
- All food prepared for a child with a specific allergy will be prepared in an area where there has been no chance of contamination.
- The nursery manager, cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include devising an appropriate menu or substituting meals on the current menu.
- If a child has an allergic reaction to food, a bee sting etc, a member of staff will administer the appropriate treatment and the parents will be contacted immediately.
- If this treatment requires specialist treatment such as the use of an epipen, then all staff members including the Nursery Manager will receive specific training prior to the child attending the nursery.
- If the allergic reaction is severe, a staff member will call for an ambulance immediately and the parents will be contacted and informed of the situation.
- A senior member of staff will accompany the child and will take the child's registration form, medicine form, medication and the child's comfort object.
- All incidents will be recorded, shared with and signed by the parents.

A parent/ carer is legally required to give permission for all hospital treatment for their child. Parents/carers on registering their child with us will therefore be required to sign the registration form giving the relevant permission.

If a child sustains an injury needing unusual treatment e.g. blood transfusion and the nursery is unable, after trying all contact numbers available to them to contact parent/carers, it may become necessary for a senior nursery representative to sign a treatment consent form.

If you object to any of the above please put your concerns in writing to the Nursery Manager.

Roundabout Nursery's named emergency driver is **Rebecca Wright**.

If a child becomes ill while in nursery:

PROCEDURE FOR VOMITING AND DIARRHOEA

- The Room Leader/Key person should ascertain the nature of the child's sickness. For diarrhoea a member of staff will contact the Parents/Carers after two episodes of diarrhoea within one session.
- The Parent/Carer is asked to keep the child at home for 48 hours after the last bout of vomit or diarrhoea.

PROCEDURE FOR A VERY HIGH TEMPERATURE

- If a child is suspected of having a high temperature the child's temperature is taken.
- If the child's temperature is above 38°C the Parent/Carer is called to advise them of their child's condition
- The child is stripped down to their vest or nappy and a tepid compress is applied to the back of the child's neck to try and reduce the temperature.
- The Parent/Carer will be asked to collect the child.

Please refer to the medication policy regarding emergency administration of Calpol

Exclusions for illness

When a child becomes unwell at nursery we will contact the parents to inform them of their child's symptoms and advise them on action to be taken. Should the child have any of the illnesses listed below then we shall follow the recommended exclusion periods

We follow health and safety policy and refer to Public Health England to guide us on suitable exclusion times.

Parents are informed about any infectious diseases that a child that attends the setting has, this is done so with parent/carers right to confidentiality in mind. We expect parents to inform the setting if their child/children are suffering from any illnesses or diseases that may put others at risk. As a setting, we have a duty to report any notifiable diseases to Public Health England and on their advice and confirmation also OFSTED. We would then follow their advice and direction. We keep abreast of new information relating to infections, notifiable and communicable diseases and local health issues.

In the event that a member of staff has been absent from work due to sickness/ illness, a return to work meeting will take place on the day of your return by Emma Marlow.

Please note the list below is not exhaustive and advice is taken from Public Health England. (PHE) along with our setting policy.

Please refer to the sheet overleaf for guidance on exclusion timescales for the setting

Guidance on infection control in schools and other childcare settings

Disease/ illness	Minimal exclusion period
Antibiotics prescribed	24 hours from when they start their antibiotics.
Vomiting	Child must be off from nursery for 48 hours once free from the symptoms
Conjunctivitis	The child should be receiving treatment for 24 hours before attending nursery.
Diarrhoea	The child must be off from the nursery for 48 hours once free from the symptoms
Chickenpox	Spots must be dry before the child can attend nursery.
Gastroenteritis, food poisoning, salmonellosis and dysentery	The child cannot attend nursery unless authorised by their doctor.
Head lice	No exclusion period but the child must be receiving treatment.
Hepatitis A *	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)
Measles	4 days from the onset of the rash
Meningococcal infection *	The child must not attend nursery until they have fully recovered from the illness.
Mumps *	Exclude child for five days after onset of swelling
Oral thrush	All signs of the illness must have disappeared before the child can attend nursery.
Pertussis (whooping cough) *	Five days from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment.
Rubella (German Measles) *	4 days from the onset of the rash
Shingles	7 days from the onset of the rash.
Scarlet fever and Streptococcal *	Until clinical recovery or treatment of antibiotics.
Threadworm	All symptoms must have disappeared and the child must be receiving treatment before they can attend nursery.
Thrush	No exclusion period
Tonsillitis	None / 24 hours if given antibiotics
Tuberculosis	The child cannot attend nursery unless authorised by their doctor.
Typhoid Fever	The child cannot attend nursery unless authorised by their doctor.
Impetigo	Until lesions are crusted and healed, or 48 hours after starting antibiotic treatment
Ringworm of scalp or body	All signs of the illness must have disappeared before the child can attend nursery.
Scabies	48 hours from the time of treatment.
Slapped cheek (Fifth disease)	No exclusion providing the child is well
Hand, foot and mouth	No exclusion providing the child is well

*Highlighted areas denoted as a notifiable disease

The nursery has the right to refuse admission to a child who is unwell. This decision will be taken by either the Nursery Manager or Deputy Manager and is non-negotiable.

* denotes a notifiable disease. It is a statutory requirement that doctors report a notifiable disease to the proper officer of the local authority (usually a consultant in communicable disease control). In addition, organisations may be required via locally agreed arrangements to inform their local PHE centre/ Early years welfare officer Maria Hollett & regulating bodies (for example, (OFSTED)

Outbreaks: if an outbreak of infectious disease is suspected, please contact your local PHE centre.

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Fire Safety Policy

The Nursery Manager has the overall responsibility for the fire drill and evacuation procedures. The fire drill is carried out every other month. These fire drills will occur at different times of the day to ensure evacuations are possible under different circumstances.

All staff members, students and volunteers will be shown all fire exits and routes during their induction.

All fire equipment is checked annually; the certificate can be found in the nursery risk assessment file located in the nursery office.

An accurate record of all staff, children and visitors present in the building will be kept at all times. These records will be taken out along with the register and emergency contacts list in the event of a fire.

All fire drills will be timed and recorded in our risk assessment file, located in the nursery office. This is overseen by the Deputy Manager.

Staff, children and visitors can only re-enter the building once the Manager or Deputy is satisfied it is safe to do so.

Evacuation

- Raise fire alarm by breaking glass and pressing fire alarm button
- Dial 999 Postcode: PL4 9HP
- Grab 'Grab bag' (containing emergency numbers, blankets, biscuits and drink) and fire register
- Use nearest exit to evacuate building
- Where possible, close doors
- Assemble in basketball court and count children
- Wait for instructions before re-entering building

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Food & Allergen Management Policy

Mealtimes should be a happy, social occasion for staff and children alike. Menus are amended termly and are based on a 4 weekly rota system. They are displayed on the parents' notice board and given to parents at the beginning of term and are based around the Eatwell Plate Proportions.

Attached to the Menus are our ingredients lists which highlight in **Bold** any of the 14 Allergens contained in the food. There is a Allergen chart for each weeks menu, identifying any of the 14 Allergens in each meal.

Roundabout Staff will ensure that any child with a known allergy will not be given anything that they are allergic to by following the nursery procedure. In the event of an unknown allergy causing a reaction staff will stay calm and once again follow the nursery procedure.

Allergy Management Procedure

- All parents are to record any allergies their child has on their registration form
- This information is then transferred onto the nursery allergy chart, of which every room has a copy
- Where possible a treatment plan will be obtained, with any medicines needed to be prescribed and provided by the parents for us to keep on the premises
- The chef & Nursery staff will work in partnership with parents to create meals that suit individual allergy needs
- Any individual meals will be clearly labelled with the child's name and what the meal is
- If a child need's an epi pen staff will receive training on how to administer this prior to the child starting at Roundabout. Training will be organised by nursery management & the parents
- epi pens will be kept in a container, clearly labelled, out of reach of children

In the event of an allergic reaction...

- Staff will dial 999 immediately
- Call parents/carers
- Stay calm until emergency services arrive
- Where a treatment plan is provided, follow all necessary instructions

Roundabout are committed to ensuring the health and safety of all the children in our care, with respect of any cultural, religious or moral beliefs regarding food, and children with allergies and specific dietary requirements. The nursery will work in partnership with all parent/carers to ensure all individual needs are met as far as practically possible.

All meals are freshly prepared daily by our qualified chef Jayne Ormston who holds a level 2 Food Safety award in catering. All staff members hold the same award or a basic hygiene certificate for food handling.

At Roundabout Nursery we follow these procedures:

1. We shall provide a balanced and healthy breakfast, midday meal, tea and two daily snacks.
2. Individual dietary requirements will be recorded and respected.
3. Staff will set a good example of table manners.
4. Cultural difference in eating habits will be recorded and respected.
5. Children will be encouraged to say "Please" and "Thank you".
6. Children will be encouraged to be independent through making choices, serving drinks and feeding themselves where possible.
7. Conversation will be encouraged at an appropriate volume.
8. Children not on special diets will be encouraged to eat a small piece of everything before being given pudding.
9. Children who refuse to eat a meal at the mealtime will be offered a cup of milk.
10. Children who are slow eaters will be given time to finish and not rushed.
11. Quantities will be appropriate for the ages of the children.
12. Fresh drinking water will be constantly available and offered to the children at regular intervals throughout the nursery day.
13. The nursery will provide parents of the Tiny Tots and Toddler areas daily written records of feeding routines.

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Head Lice Policy

It is the policy of Roundabout Nursery to take appropriate steps to prevent the spread of head lice among children and staff; however it is primarily the responsibility of parent/carers.

Although staff are not permitted to inspect a child for head lice, if it is noticed that a child is scratching, parent/carers will be informed at the end of the session and asked to check their child at home. If however, lice can be clearly seen on a child's head, we reserve the right to ring the parent/carer to collect their child for treatment.

We recommend the hair should be washed, conditioned and combed with a fine tooth comb, lice comb, before children are returned to nursery. Leaflets or additional information are available on request.

Whilst children are not excluded during an outbreak of head lice, parent/carers are expected to work responsibly with staff to help keep the spread and re-occurrence of head lice to a minimum.

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Health and Safety Policy

In accordance with the Health and Safety at Work Act, the nursery maintains safe working conditions and ensures that all staff are sufficiently aware of and practice safe systems of working. Every practitioner has the responsibility to adhere to the Health and Safety Policy and its practices, which includes both the safety of themselves and others in their care. All staff are made aware of the Health and Safety Policy and are expected to follow its procedures.

Safety in Practice:

The children's safety is important to us within the nursery. Therefore to minimise risks:

- Toys/resources are appropriate for the age and stage of development of the children.
- All staff are responsible for reading operating instructions on new equipment.
- All staff are responsible for checking the layout of the room and equipment for safety.
- All toys/resources conform to all relevant safety regulations. Second hand toys are acceptable once the Health and Safety Officer has approved it.
- Accident/Incidents are recorded as they happen.
- Heaters/electrical points and leads are adequately guarded. Portable electrical equipment are checked annually for safety, including fire extinguishers.
- The fridge temperature should be between 1-5 degrees. If it is not please report it immediately to the Health and Safety Officer. The fridge temperature is monitored daily and recorded on the sheet placed on fridge door. Freezer compartment must be checked too and must be -18 °C
- All dangerous materials/cleaning materials will be put out of reach of all children.
- Inhalers/medication will be stored in the small kitchen so that it is easily accessible to adults working with children.
- Adults do not have hot drinks near the children at any time.
- Adults supervise children at all times and will ensure that appropriate adult/child ratio is adhered to at all times.
- All adults are aware of systems in operation for children's arrivals and departures.
- On trips, the adult: child ratio will be decided upon according to the needs of the children and their ages.
- Before we take children on a trip a visit is made to the place of interest and a risk assessment is carried out by the Lead Practitioner. If there is a high risk outcome the trip will not be planned.
- Transport provided for the trips will be considered with safety as paramount. Seating arrangements, seat belts and car seats will all be considered.
- Insurance certificate for the building and contents is renewed annually and displayed in the nursery.
- Fire drills are held regularly, and fire exits are kept clear at all times.
- No smoking is allowed on the nursery premises.
- No alcohol or drugs are allowed on the premises and we will not allow anyone to work who we believe is under the influence of them.
- A correctly stocked first aid box is available in each room and Ilona Piec is responsible for ensuring they are checked and restocked on a regular basis.

- No jewellery is to be worn by children to include bracelets, rings and necklaces. Stud earrings only are permitted.

Daily indoor and outdoor risk assessments are carried out on preschool, toddlers and baby areas. Any areas for concern are brought to the attention of Health and Safety Officer and added to our action plan.

Risk assessments are reviewed by the nursery Manager and Health & Safety officer annually.

If a risk is seen by anyone, please inform any of the following immediately:

- Room Leader, Deputy and Manager

Maintenance

The following areas will be subject to regular maintenance inspections arranged by the Plymouth Christian Centre:

- Electrical equipment,
- Large equipment (cookers, microwaves etc),
- PE equipment
- Burglar alarms
- Boiler systems,
- Mains water system
- Fire equipment.

All documentation can be found in the Risk Assessment file located in the office.

Healthy Workplace

Dress Code

Staff must follow our dress code at all times. The dress code is detailed in the nursery staff handbook.

Staff breaks

10 minutes paid break for all staff working **more than** 4 hours. 30 minute – 60 minutes unpaid lunch at the discretion of staff member and Room Leader.

Personal Hygiene

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

All hands must be washed before handling food, after using the toilet or toileting children, after playing outside and wiping noses.

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 is cleaned every evening by the nursery housekeeper **Almaz Tesgay** and the nursery toilets will be cleaned at least twice a day. The nappy changing areas 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.

The nursery follows COSHH (Control Of Substances Hazardous to Health) to ensure the safety at all times. All hazardous substances are stored safely away from the children's playrooms, in clear labelled containers. All staff are fully aware how to handle these substances, and know that they must use the protective clothing provided.

Regular toy washing rotas must be established in all rooms and recorded.

No Smoking Policy

We are committed to promoting children's health and well-being. This is of the upmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds.

- All persons must abstain from smoking while on the premises.
- This applies to staff, students, parents, carers, contractor's parents, carers, contractors and any other visitors to the premises.
- Staff accompanying children outside the nursery are not permitted to smoke. We also request that parents accompanying nursery children on outings refrain from smoking while caring for the children.
- Staff who smoke during their break make every effort to reduce the effect of the odour and lingering effects of passive smoking for children and colleagues.
- If staff choose to smoke during breaks they are asked to change into their own clothing and smoke away from the main entrance.
- All staff bags are stored safely and securely and are inaccessible to children so children will not be exposed to anything in their bags which could present a hazard such as cigarettes/electronic cigarettes and lighters.

This policy also includes the total exclusion of e-cigarettes or any form of them that could represent smoking to the children.

Staff medication

Employees are advised to notify their manager should they be prescribed medication, or plan to take over the counter medicines, that may cause serious side effects, and impair their ability to perform their duties safely and effectively. Similarly, if an employee experiences side effects as a result of taking prescribed or over the counter medication, they must notify their line manager immediately. The employee is responsible for the security of any prescription medicines that they bring into work with regard to the safety of others, e.g. children having access, or someone trying to steal prescribed drugs which may be abused.

Pre-employment and annual health declarations are completed by staff all long term medications must be disclosed in this document. Short term medication must be recorded on a staff medication form and discussed with management.

Immunisation

We recognise, where possible, that children are vaccinated in accordance with their age. If children are not vaccinated, it is the parent's responsibility to inform the nursery to ensure that other children, staff or families who use the nursery are not exposed to any unnecessary risks of any sort.

The Nursery Manager must be aware of any children who have not been vaccinated within the nursery in accordance to their age. Roundabout Nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents.

All information regarding immunisations will be recorded on a child's individual registration form and updated as when necessary.

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.

Infection Control

We maintain high hygiene standards in the nursery to prevent a virus or infection moving around the nursery environment. To do this we follow the infection control procedure:

- Encourage children to use tissues when coughing and sneezing to catch germs.
- Encourage the children to dispose of the tissues in a hygienic way and wash their hands.

- Ensure all staff wear the appropriate clothing when changing nappies or children who may have had a toileting accident. Staff are requested to dispose of the protective clothing in the bins provided and wash hands immediately.
- All potties and changing mats are cleaned and sterilised before and after each use.
- The children's toilets are cleaned at regular intervals during the day.
- Staff will encourage the children to wash their hands after using the toilet and potties.
- All toys and equipment are cleaned on a regular basis by following a toy cleaning rota and using an antibacterial cleaner. All baby toys and equipment will be cleaned on a as and when basis due to items being placed into their mouths.
- Individual bedding will be used by children and labelled clearly to show which child it belongs to. This will be washed at least once a week and will not be used by any other child.
- The Manager retains the right of refusal of all children, parents, staff and visitors who are considered to be contagious and may have an impact on the welfare of the rest of the nursery.
- The nursery will ensure stocks of tissues, hand washing equipment; sterilising fluid/tablets and anti-bacterial hand gel are maintained at all times.

Intimate Care

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

In order to maintain the child's privacy, the majority of these actions will take place on a one to one basis and wherever possible will be supported by the child's key worker.

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

- Promote consistent and caring relationships through the key person system in the nursery and ensure all parents understand how this works
- Ensure all staff undertaking intimate care routines have suitable enhanced DBS checks.
- Train all staff in the appropriate methods for intimate care routines and access specialist training where required i.e. specialist medical support.
- Ensure all new staff are fully aware of all nursery procedures relating to intimate care routines.
- Follow up on these procedures through room leader meetings and appraisals to identify any areas for further development or training.
- Work closely with parents on all aspects of the child's care and education as laid out in the parent partnership policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all of the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs.

- Ensure all staff have an up to date understanding of safeguarding children and child protection. This will include identifying signs and symptoms of abuse and how to raise these concerns in the most appropriate and speedy manner.
- The nursery conducts regular risk assessments on all aspects of the nursery operation and this area is no exception. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

Manual Handling

The procedure is as follows:

- If the child is old enough, ask them to move to a position that is easy for you to pick them up and ask the child to hold onto you as this will support you and the child when lifting.
- Do not place the child on your hip; carry them directly in front of you in order to balance their weight equally.
- Where possible, avoid carrying the child a long distance.
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms.
- You must not carry anything else when carrying a child. Make two journeys or ask another staff member to assist you.
- If a child is struggling or fidgeting whilst you are carrying them, stop, place the child down and reassure them before continuing.

Security

We have a key code security system on all of our entry doors. Access can be gained through the main and back entrance via a security camera system. **Staff will only permit entrance to the main nursery after verification of individuals.**

Sun care

As part of the children's learning process, activities and discussions will take place with the children to raise awareness of keeping safe in the sun.

Parents are asked to put sunscreen on their child in the morning and we will top them up as necessary during the day. With the permission of parents, we will use a Nursery sunscreen with a minimum factor of 30 but parents may supply their own named bottle of sunscreen if they would prefer. (Please see permission on registration form);

Children must have a clearly named sun hat which will be worn at all times whilst outside in the sunny weather.

Staff are to take particular care when children are outside during the hottest part of the day between 11.00am and 3.00pm. During this period staff and children should:

1. Wear sunhats
2. Wear clothing covering shoulders and arms.
3. Only be outside for limited periods when it is sunny.
4. Wear appropriate sunscreen.
5. Wear sunglasses with appropriate UV filters.
6. Use the appropriate shaded areas to set up activities.
7. Staff are to ensure children drink plenty of fluids so they don't get dehydrated, and avoid physical activities on very hot days to minimise the risks of heat stress, heat exhaustion and heatstroke.

Signed Date 16th March 2016 Review date: March 2017

Information Sharing Policy

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

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

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

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

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

In sharing information we are mindful of the Data Protection Act 1998, and the Freedom of Information Act 2000, as outlined by the Statutory Framework for the Early Years Foundation Stage and in line with Ofsted requirements. All staff are aware of the need for confidentiality, and staff and children's records are securely kept and only available to those who need to see them. We keep all records securely for 21 years, in line with legal requirement, after which time they are confidentially destroyed.

In Sharing Information we adhere to the "Seven Golden Rules" as outlined by the DfCSF 2015

- The Data Protection Act is not a barrier to sharing information
- Be open and honest
- Seek advice
- Share with consent where appropriate
- Consider safety and well-being
- Necessary, proportionate, relevant, accurate, timely and secure
- Keep a record

Permission will be sought to share information from a child's parent/carer before other professionals are contacted, and only those with parental rights can give or refuse consent for sharing information.

However in the event of a safeguarding issue we may share information without consent – parents/carers give signed consent to this as part of our registration procedures. Information may be collected from other professionals involved in the care and education of our nursery children, to inform planning and continuity of care, and including for example children's likes and dislikes, activity themes, dispositions and skills and particular requirements.

Date 16th March 2016 Review date: March 2017

Signed:

Lone Working Policy

Lone working is defined for the purpose of this policy as any occasion when a member of staff works without a colleague in the same room as them. Adults working in one to one settings with children may also be more vulnerable to unjust or unfounded allegations being made against them. Both possibilities should be recognised so that when lone working situations are unavoidable, reasonable and sensible precautions are taken. Every attempt should be made to ensure the safety and security of children and the adults who work with them.

Occasions of lone working include:

- Changing nappies
- Offering support using the toilet/potty
- Offering support with hand washing and changing of clothes
- Settling children to sleep in sleep room or in sleep areas
- Enabling free flow play to access indoor and outdoor provision
- Pre – School class room

Simple measures are in place to control and avoid risks associated with lone working.

- All staff have an up to date DBS check
- Ensure that lone workers receive appropriate information about safe working practices & receive training as required
- All base rooms have telephone access to support from other rooms & office
- Staff are within calling distance of each other while operating free flow play
- Pre – School classroom is attached to the toddler room with open door

Signed Date 16th March 2016 Review date: March 2017

Lost child policy

Child escape

Should the occasion arise that a child does escape then the procedure is as follows:

- Deploy staff to check the nursery for security and to prevent any other child from escaping.
- Search the surrounding areas.
- Inform the parents/carers and police
- During this period, staff will continue to search for the missing child, whilst other staff maintain as near to normal routine as possible for the other children.
- The Nursery Manager will meet with the police
- The Nursery Manager will meet with parents/carers even if the child is found.
- Write a report on an incident form and send a copy to Ofsted
- Inform Ofsted
- Risk assessments will be carried out and security enhanced to ensure that this incident will not happen again.

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 procedures will be implemented immediately.

- All staff present will be informed and an immediate thorough search of the area will be made, ensuring that all other children will remain supervised throughout.
- In the event of a child not being found, the designated person in charge will immediately inform the police.
- The designated person in charge will then inform the nursery who will contact the child's parents/carers giving detail of what has happened.
- Staff from the nursery will be sent to assist the safe return of the other children.
- At least one member of staff will remain at the scene whilst others return to the nursery with the other children. This member of staff will continue searching for the child/children.
- The remaining member of staff will meet the police and parents/carers when they arrive at a designated point.

Signed Date 16th March 2016 Review date: March 2017

Parent Partnership Policy

Partnership with parents is paramount. Parents are children's first and most enduring educators.

When parents and practitioners work together the results have a positive impact on the child's development and learning. A successful partnership needs a two way flow of information, knowledge and expertise.

Parents are encouraged to discuss their child's progress by attending parent's evenings giving everyone an opportunity to talk privately and confidentially with issues or concerns.

All parents are made to feel welcome and valued and are encouraged to be actively involved.

We will:

- Welcome all parents into the nursery.
- Make all new parents aware of the nursery policies.
- Operate a key worker system to ensure close relationships are built up and encourage parents to share information about their child too.
- Ensure that all parents are informed on a regular basis about their child's progress.
- Weekly activity sheets are placed on show for the parents to view.
- Regular newsletters are issued to keep parents up to date with information about the nursery
- When possible, to further encourage the children's development, parents will be asked to send in objects from home e.g. photographs.
- Involve the parents in shared record keeping about their own child, either formally or informally, but definitely through termly summative assessments.
- Welcome contributions of parents, whatever form they may take.
- Provide opportunities for parents to learn about the nursery curriculum.
- Regularly evaluate our services by asking parents to complete questionnaires once a year.

Parents are required to keep the nursery informed of any changes to personal circumstances which may have an effect upon the child e.g. change of address.

Parents are also requested to keep us informed of any circumstances which could have an effect on a child's emotional well being e.g. bereavement, separation.

Signed Date 16th March 2016 Review date: March 2017

Safeguarding Policy

The purpose of Roundabout Nursery's Safeguarding Policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children who attend our setting. The policy aims to ensure that:

All our children are safe and protected from harm.

Safeguarding in Roundabout Nursery is considered everyone's responsibility and as such our setting aims to create the safest environment within which every child has the opportunity to achieve their five outcomes from every child matters:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic wellbeing

Legislative Background

This policy is based on "Working Together to Safeguard Children and young people 2015 and the Common Assessment Framework (CAF)

Working Together to Safeguard Children and young people 2015

This sets out how organisations and individuals should work together to safeguard and promote the welfare of children and young people in accordance with the Children's Act 1989 and the Children Act 2004.

Common Assessment Framework (CAF)

This is a generic assessment for children with additional needs, which is used by practitioners across all children's services in most local areas in England. It aims to help early identification of need, promote coordinated service provision and reduce the number of assessments that some children and young people go through.

Roundabout is also part of a project called **Encompass**, which is run between all Plymouth schools, Early Years Settings, and the Devon and Cornwall Police. The project has been designed to provide early reporting of any domestic violence incidents that occur outside of nursery, which might have an impact on a child in the setting. This is done through a phone call to us following an incident. The project ensures that at least one member of the nursery staff, known as the Key Adult is trained to liaise with the police and to use the information that has been shared in confidence. The named Key Adult at Roundabout Nursery is **Amy Relf**.

There are two **designated Child Protection Officers (Amy Relf and Jacy Calvert)** who have undertaken many relevant courses and use their training to cascade new information to staff and to advise and guide staff who may have concerns about a child or children. The **named member of the Nursery Committee for Safeguarding** is **Liz Crudgington (Registered Person/Manager &**

Committee member) . Liz has also undertaken CCPAS training and is the designated safeguarding lead for kids club.

At specific staff meetings all staff are made aware of the signs and symptoms of different types of abuse and neglect. All staff undertake Child Protection training and update training at least every three years.

Child Protection Officers regularly liaise with relevant agencies such as Health Visitors, Family Support Workers, Social Services, the CAF coordinator, and anyone who may be involved with the wellbeing of a child (and/or their family).

Within each area of the nurseries (Tiny tots, Toddlers & Preschool) there is a 'Child Protection Diary' in which staff note anything about the child which they feel is significant. There are various types of abuse, and many ways in which abuse can occur. The following list is not exhaustive and signs and symptoms of one type of abuse may also be found in the other types of abuse.

Significant changes in a child's behaviour

Cuts and bruises (explained and unexplained)

Comments made by the child

Deterioration in child's wellbeing (i.e. when a child who previously has mastered the toilet starts to soil themselves)

Inappropriate behaviour or language

Unusual eating patterns (i.e. continually hungry)

Change in appearance

Signs of extreme tiredness

Unusual or extreme emotional reactions

Signs of negative attachment

The main forms and some of the possible indicators of abuse are as follows:

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

Physical harm may be caused when a parent/carer feigns the symptoms of or deliberately causes ill health to a child they are looking after.

Most injuries occur accidentally and can be simply explained, but injuries that are not explained adequately by the child or carers may indicate abuse. In young children especially babies, internal injuries causing crying may be mistaken for other signs of distress especially when there are no external signs.

Signs which may suggest physical abuse include:

- Any bruising to a baby – pre-walking stage
 - Multiple bruising to different parts of the body
 - Bruising of different colours indicating repeated injuries
 - Bruises in 'difficult to explain' or unexpected places
 - Fingertip marks or bite marks
 - Burns of any shape or size
 - An injury for which there is no adequate explanation
-
- Any injuries appearing regularly after absence (eg weekends)
 - Flinching when approached/touched
 - wariness when children cry

- regressive behaviour

Sexual Abuse

Sexual Abuse involves forcing or enticing a young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. It may include non-contact activities such as involving children looking at or participating in the production of pornographic material or watching sexual activity, or encouraging children to behave in sexually inappropriate ways.

Signs which may suggest sexual abuse include:

- Something a child has told you or someone else
- A child who shows worrying sexualised behaviour in their play with other children
- A child who seems to have inappropriate sexual knowledge for their age
- Physical pain/discomfort/irritation in genital area

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. It may involve a parent/carer failing to provide adequate food, shelter, clothing, failure to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may include neglect of a child's basic emotional needs.

Signs which may suggest neglect include:

- Children who appear persistently undersized or underweight
- Children who continually appear tired or lacking in energy
- Children who suffer frequent injuries due to lack of supervision
- Children who appear dirty or unkempt
- Language delay

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to the child that they are worthless or unloved, inadequate or valued only so far as they meet the needs of another person.

Signs which may suggest emotional abuse include:

- Children who display behaviours such as sucking, biting, rocking
- Children who show high levels of anxiety, unhappiness, or withdrawal, inability to play
- Indiscriminate affection
- Children who display aggressive behaviour
- Language delay

Disclosure

Disclosure occurs when a child tells you or lets you know in some other way that she or he has been or is being abused. Disclosure can be direct, indirect or a third party disclosure. When young children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour or play.

Do

Stay calm
Go slowly
Reassure – they are safe with you and not in trouble
Be supportive – you are glad they have told you
Gather facts
Make notes, use actual words used
Save all drawings/artwork and the original information you note down
Report immediately to the Safeguarding Officer or Manager

Do Not

Ask leading questions
Make assumptions
Ask a child 'why?'
Make promises
Show concern or fear
Make value judgements

When a concern is raised, staff bring it to the attention of the Child Protection Officer and Nursery Manager who will then decide on a course of action., following the guidelines "What To Do If You're Worried A Child Is Being Abused." (Department of Health). They may decide to:
Contact Children's young peoples and families department to make a referral or to ask for further advice, Make a referral to the police, Call a Common Assessment Framework (CAF) meeting.
Speak to the parents/carers, Health Visitor, or other relevant agencies, Monitor the situation.

What action the Nursery Manager and Child Protection Officer decide to take depends on the nature and severity of the concern.

If staff decide to monitor a situation they will observe the child and record any further incidents of concern, factually and with dates, times and signatures. If it becomes apparent that a child is vulnerable (vulnerable meaning that there is a known lack of nutrition, shelter, love, warmth or education) and that the situation may become a child protection issue at a later date, a CAF meeting may be called to prevent this from occurring.

In the case of a CAF meeting being necessary, the initial paperwork will be filled out by **Amy Relf** or **Jacy Calvert**, the parent/s/carers and a member of staff with whom parent/s/carers are most comfortable. The Child Protection Officer will do her utmost to ensure that any relevant agency is invited to the CAF and she also understands that the CAF may later be led by a more relevant agency if necessary.

If the Safeguarding lead and Nursery Manager decide that the situation warrants a referral the nursery staff will support and aid the child, their family and the CYPF throughout this process.

If, after investigation/referral, a child is classed as "In need of a multi-agency child protection plan" or is classed as a 'vulnerable child' we will work together with any organisation or agency to help and support the family make any relevant changes in their lives. In the case of Core Group Meetings and Case Conference meetings the appropriate Room Leader/Key person and safeguarding lead will attend and complete any necessary reports.

We will continue to carefully monitor the child's progress by recording incidents of concern, monitoring attendance and by keeping in touch with relevant agencies. In the case of non-attendance we will ring the parent/carer on the same day.

If the Nursery Manager and Safeguarding Officer believe a child/ren is in immediate danger of the loss of life, Children's young peoples and families department and/or the police will immediately

be contacted. All staff are also aware that they have the right to contact Children's young peoples and families department or the police themselves.

It is the responsibility of the Safeguarding team to feedback information to relevant staff regarding vulnerable children. Confidentiality is something that we take very seriously. We share relevant information with Room Leaders and any other staff who regularly work with or come into contact with vulnerable children.

Staff caring for children:

All staff hold a relevant DBS check to ensure they are suitable to work with children and young people unsupervised, before they start working at Roundabout Nursery. Staff work to specific ratios and these ratios are organised to ensure there are always at least two members of staff present with the children.

There is a requirement that all Roundabout Nursery Employees / volunteers complete an annual self-declaration relating to criminal convictions incurred since their previous DBS check/annual self-declaration. It is important that all staff are aware that we reserve the right to undertake a DBS check at any stage, for example if we had concerns about the individual.

All employees undertake approved and certificated Safeguarding training and CAF training, though, Plymouth City Council, and Plymouth Safeguarding Children Board, as appropriate.

Students/Volunteers

We ensure that students/Volunteers on a placement have been DBS/referenced checked and have been given a copy of the nursery's safeguarding policy. All students on a placement are never left unsupervised with the children at any time.

See also 'Student Policy'.

Looked After Child

Roundabout Nursery are committed to providing quality provision based on equality of opportunity for all children and their families. Staff are also committed to provide the best support to enable 'looked after children' reach their full potential.

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

- Childcare Act 2006
- Children Act (1989)
- Adoption & Children Act (2002)
- Children & Young Person Act (2002) Children & Families Act (2014)

Definition of Looked After Children (LAC)

The term 'looked after children' is defined in law under the Children Act 1989. A child is looked after by a local authority if he or she is in their care or is provided with accommodation for more than 24 hours by the local authority. Looked after children often fall into four groups:

- Children who are accommodated under voluntary agreement with their parents
- Children who are the subject of a care order or interim care order
- Children who are the subject of emergency orders for their protection
- Children who are compulsorily accommodated. This includes children remanded to the local authority or subject to a criminal justice supervision order with a residence requirement.

We recognise that children who have been or are a looked after child may have experienced traumatic experiences throughout some or all of their childhood. This has an impact on the wellbeing of the child which in turns affects the learning and development. Not all children are taken into care due to abuse, however the separation from their families and home causes disruption in their emotional well-being.

We place an emphasis to promote children's well-being, confidence, to be resilient, listened to, to enhance the ability for children to be strong through staff empathy and understanding. All children learn and develop at an individual pace and staff will ensure that they are supporting and facilitating learning at the correct level for individual children.

Principles:

- We prioritise the well-being of the children to enable them to feel safe and secure to aid individual learning and develop across the curriculum.
- We encourage inclusive practice across the setting to ensure we are meeting the individual needs of the child taking into account the challenges that may be presented due to previous experiences.
- We aim to provide continuity and stability for children through the allocation of the key person.
- We listen to children and support them to have a voice.

The Designated team for looked after children is: Amy Relf – Deputy Manager and Jacy Calvert Nursery Supervisor.

Each child is allocated a key person. The key person will support the child initially to aid their transition and settling in and to build up a professional relationship with the child, carers and any other professionals that are involved in the care of the child. The key person will work alongside the Amy Relf & Jacy Calvert and liaise with the carer and external agencies such as the social worker or local authority.

The key person will undertake observations of the child as normal taking into account the individual needs of the child and their interests, this is shared on a regular basis with carers and other professionals.

If the child has a CAF (Common Assessment Framework) in place or is subject to a Child in Need or Child Protection plan we will contribute as necessary and attend core meetings, strategy meetings and case conferences.

Where necessary a Personal Education Plan (PEP) or a Personal Care Plan (PCP) will be put into place, including:

- The child's individual needs and interests and how these will be supported
- The emotional needs of the child and how they can be supported
- Any significant behaviour displayed by the child
- Child's sense of self – culture, language etc. and how this can be supported
- Child's ability to communicate, socialise and contact they have had with other children

We will also consider:

- Recording and sharing of information with carers, local authority and other professionals
- What contact does the child have with their birth parents – any supervised contact, when, where, time period
- Who may collect the child from nursery – are there any court orders that need to be taken into account etc.
- What written report is required – case conferences, core group meeting and or strategy meeting
- If the longer term plan is for the child to return to their birth parents, the birth parents should be included in the planning for the child – advice should be gained from the local authority (social worker) and should be in agreement with them.

Transitions from Roundabout nursery to other settings/Schools will be handled sensitively and the relevant paperwork will be passed on to ensure correct information is shared confidentially.

Transfer of child protection records

When a child leaves an early years setting (either to move to another setting or to school) a copy of their child protection file should be transferred to the new establishment as soon as possible. The child protection file should be transferred separately to the child's main file and/or transfer document. The main file or transfer document should include a discreet symbol to identify that separate child protection records exist (for example, a small red dot inside the back cover). Consent is not required for sharing child protection information.

Where child protection and safeguarding concerns are current (i.e. there are on-going concerns) or open to Children, Young People and Families (Children's Social Care) information should ideally be shared within five working days and the allocated social worker informed of any move (where applicable). Details of the allocated social worker (where applicable) should be shared with the new establishment.

Child protections records, such as minutes of Child Protection Conferences and Reviews can also be shared. Such records will usually include a statement regarding disclosure and the need to seek authorisation from the Independent Chair before reports are shared. This authorisation is not required where reports are shared between establishments responsible for educating the same child (i.e. between settings or settings and schools).

In all cases, the receiving establishment must be made aware of any current child protections concerns prior to transfer and before the child starts. Initial contact should be made in person or by phone. Where cases are current and/or complex, a meeting may be preferable. This should be arranged between the designated persons (for safeguarding /child protection) of the originating and receiving establishments. It may also be appropriate to include the child's key worker or teacher in these meetings.

Records should subsequently be shared within five working days. Documents should ideally be delivered by hand and marked 'confidential – for the attention of the addressee only'. Where this is not possible, documents should be sent recorded delivery and a receipt obtained. If documents are to be sent electronically, they must be password protected and sent by secure email only.

If a case/concern is historic, professional judgement should be used as to whether information is shared or not, in line with data protection guidelines and child protection procedures, on a case by case basis. A chronology should be shared as a minimum in most cases, unless initial concerns were unsubstantiated and there have been no subsequent issues. The receiving establishment should be invited to request further information if needed at a later stage. The decision to share or not share and the reason for such should be recorded.

The responsibility for transfer of child protection records is always that of the originating establishment. Where the receiving establishment is not known, the Early Years Safeguarding and Welfare Officer should be contacted in the first instance in order to try and establish where the child has gone to allow for sharing of child protection information. If a child, subject to child protection leaves, the allocated social worker must also be informed. If a new / receiving setting has concerns that a child has been subject to previous child protection / safeguarding concerns and information has not been made available, the Early Years Safeguarding and Welfare Officer can be asked to undertake a background check (on any child protection records held by Children, Young People and Families) and/or to identify the previous setting where applicable. This information will be shared on a need to know basis.

Original copies of all child protection records should be retained for a minimum of 25 years and held securely. Records should be securely disposed of after this time and a record of disposal kept. Paper records should be shredded and electronic records securely deleted.

(Information in this section written by Maria Hollett – Early Yrs Safeguarding & Welfare Officer 2015)

Parents/Carers:

We share our child protection procedures with parents and carers. Parents and carers are welcome to share their concerns about these procedures with the Child Protection officer or Senior Nursery Staff as we realise these procedures tackle some very serious issues and may worry parents and carers.

Visitors

All visitors to the setting are registered on arrival and are never left unsupervised with the children at any time. The exception to this rule is in the case of any child who is in need of a multi-agency child protection plan who needs to be interviewed alone by police child protection officers and Children's young peoples and families department. In this situation nursery staff ensure relevant identification is shown and verified.

Mobile phones are not allowed to be used by anyone in areas accessed by children.

Advice and Assessment – 01752 308600

Out of hours Advice and Assessment – 01752 346984

Local Authority Designated Officer – Simon White - -01752 307144

CAF Officer – Matthew Chapple- 01752 398365

Maria Hollett – Plymouth City Council – 01752 307486

Procedure for making a referral to Children's, Young Peoples and Families Department Advice and Assessment (CYPF)

01752 308600 Out of hours 346984

If a practitioner has concerns about a child's welfare and feels that they are at risk of significant harm or a child in need, they must follow the following steps:

1. Record all signs of injury on an 'existing injury form' when they arrive at nursery (or as soon as noticed). Discuss this with the parent. Record the parent's response and sign and date the form.
2. Discuss their concerns with Amy/Jacy (SDP) or Liz (Deputy SDP). At this point concerns will either remain or be alleviated. Record verdict, manager sign and then put in child's folder.
3. If concerns remain Amy/Jacy or Liz will phone Advice and Assessment to develop a better understanding of the child's needs.
4. If there is an immediate danger to the child then the police will be called immediately as well as contacting A & A.
5. Where possible we will notify the parents before making a referral to A & A (unless we feel it would place the child at an increased risk of significant harm). If consent is refused and we believe that this dissent constitutes a risk to the child we will still contact A & A. We will always make a contact log of any phone calls.

6. Amy will follow up the telephone referral in writing within 48 hours including forwarding any relevant documentation. A & A should acknowledge the referral within 1 working day. If it is not received within 3 days Liz will follow it up.
7. Amy, Jacy and Liz will continue to work with and take guidance from CYPF whilst they carry out necessary investigations. We understand that the CYPF is the lead agency in carrying out any child protection investigations; therefore we will not carry out any enquiries ourselves understanding that this may have a detrimental impact on any legal action.
8. If a practitioner continues to be worried when a concern is not referred it is their duty to take it to Advice and Assessment themselves.
9. If Amy, Jacy and Liz consider that the child/family would benefit from particular services a CAF meeting will be organised with consent of the family and relevant professionals invited. **(Matthew Chapple 398365)** Amy may contact Matthew in this instance.

Procedure for making a referral to the Local Authority Designated Officer

(for allegations of abuse against staff members or volunteers)

1. If an allegation of abuse, or suspicion, is made against any practitioner the individual receiving the allegation will immediately inform Liz or Amy. (If the allegation is against Liz or Amy they must go straight to Nicki Kitto, the committee member responsible for safeguarding).
2. The practitioner needs to make a record of (i) the concern or information received, (ii) the date and then sign it and give to Liz or Amy.
3. Liz or Amy will collate the information about
 - (i) The child/ren, parents and siblings
 - (ii) The person against who the allegation is being made
 - (iii) Any witnesses.

They will keep a chronological order of incidents or concerns.

4. We will not automatically suspend any practitioner as a result of an allegation. We will make an informed decision in the best interest of both the accused individual and the children and families involved. If we feel the children are at risk we will suspend the practitioner, but we will consult with the LADO before doing this. **(307144)**

Where the practitioner is a student or volunteer we will withdraw their placement with immediate effect until the allegation has been investigated and an outcome determined.

5. We will consult the LADO for advice on;
 - (i) When to inform parents of any children involved
 - (ii) Deciding if any children involved are at risk and whether we need to inform the A & A team or Police Child Abuse Investigation Unit. **(284522)**
6. The Manager will:

- (i) **Refer the allegation to the LADO as soon as it is possible** (but within one working day)
- (ii) **Contact Ofsted as soon as it is possible** (but within 14 days of receipt of allegation)
- (iii) Attend any strategy meetings to decide the next course of action
- (iv) Report them to the Safeguarding Children's Operational Unit at the DCSF if the allegation is substantiated.

* * * SEE FLOW CHARTS FOR FURTHER CLARIFICATION * * *

Written with guidance from South West Safeguarding and Child Protection Group.

www.swcpp.org.uk

The Prevent duty

All Ofsted registered early years providers from 1 July 2015 have been subject to the Prevent duty (section 26 of the Counter-Terrorism and Security Act 2015).

This means that early years providers must have "due regard to the need to prevent people from being drawn into terrorism". This duty **does not** require early years providers to undertake any new functions. The term 'due regard' simply means that early years providers should put an appropriate amount of weight on the need to prevent children and young people being drawn into terrorism through their current practice.

Early years providers are already responsible under the EYFS for keeping children safe, including from the risks of extremism and radicalisation, and for promoting the welfare of children in their care. The Prevent duty simply reinforces these existing duties and highlights the need to consider the risks of extremism and radicalisation when considering the vulnerabilities of a child or family.

Furthermore early years providers **already** focus on children's personal, social and emotional development. The EYFS supports early years providers to do this in an age appropriate way, through ensuring children learn right from wrong, mix and share with other children and value other's views, know about similarities and differences between themselves and others, and challenge negative attitudes and stereotypes.

This means that early years providers will be meeting the requirements of the Prevent duty through their everyday practice. There is no expectation that early years providers will have to make any significant changes to how they currently work – they simply need to adopt an awareness of Prevent and to reflect this in existing child protection and safeguarding policies; and to understand how children's PSED can be supported through Fundamental British Values.

In order to support early years providers in developing their awareness of Prevent the DfE has published a guidance document - the **Prevent duty, Departmental advice for schools and childcare providers (June 2015)**. This [advice](#) is intended to help schools and early years providers think about what they can do to protect children from the risk of radicalisation and suggests how they can access support to do this.

One of the recommendations contained in the guidance is that schools and childcare providers receive WRAP (Workshop to Raise Awareness of Prevent) Training as soon as possible. It is suggested that :

"As a minimum.....schools and childcare providers should ensure that the Designated Safeguarding Lead undertakes Prevent awareness training and is able to provide advice and support to other members of staff on protecting children from the risk of radicalisation."

The Ofsted Common Inspection Framework which implemented in September 2015 includes reference to "providers promoting children's welfare and preventing radicalisation and extremism".

This means that early years providers will be expected to demonstrate activity in the following areas:

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

If you have a concern about a child

If you have a concern about a child – you should follow your settings standard safeguarding / child protection procedures.

You can also contact your local police force or dial 101 (the non-emergency number). They can talk to you in confidence about your concerns and help you gain access to support and advice.

The Department for Education has dedicated a telephone helpline (020 7340 7264) to enable staff to raise concerns relating to extremism directly. Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk. Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk of harm or a security incident, in which case the standard child protection procedures should be followed

(Information in this section written by Maria Hollett – Early Yrs Safeguarding & Welfare Officer 2015)

Signed..... Date 16th March 2016 Review date: March 2017

Mobile Phones & Cameras

Mobile Phones

Staff Usage of Mobile Phones

All mobile phones belonging to staff must be locked in the lockers at the beginning of each day. Phones may be used during breaks only in the staff room area, but need to be locked away again afterwards. Staff should not use their phone in the nursery.

If staff use their phone for work purposes such as management these must be kept in their work office or only used in an area where children are not present.

Usage of Mobile Phones on Outings

The person in charge of the outing must take the nursery mobile and ensure it is fully charged and contains credit. Staff are not permitted to take their mobile phones with them.

Parent/ Carer & Visitor Usage of Mobile Phones

Parents/Carers & Visitors to the setting may not use their mobile phones whilst on the premises where children are present. Phone calls should only be made/ taken in the foyer or outside the front entrance.

Cameras

- Members of staff should not bring their own cameras into the nursery.
- All photographs of children should only be taken on a designated camera for the sole use of the nursery. The camera usage will be monitored by the room leaders. All cameras should be stored securely.
- The photographs should only be taken of children for whom we have permission to photograph. (All staff to be made aware of which children cannot be photographed).
- There should always be a valid reason for taking photographs i.e. to promote children's learning and development. Once photographs have been printed for assessment & display use, then images must be deleted from the camera.

Signed Date 16th March 2016 Review date: March 2017

Special Educational Needs and Disabilities Policy (SEND)

We believe that all children are entitled to an education that enables them to achieve the best possible outcomes regardless of their abilities and to become confident, young children that can communicate their own views and who are ready to make the transition into compulsory education.

To help children reach their full potential we seek guidance from the SEND Code of Practice 2014 and provide;

- ☐ Work in partnership with the child's parents
- ☐ Liaise with other professional agencies.
- ☐ Read any reports that have been prepared.
- ☐ Attend meetings with the local authority and other professionals.
- ☐ Regularly monitor observations carried out on the child's development.

Through carrying out general observations and summative assessments using the EYFS Statutory Framework, it maybe highlighted that a child has special educational needs. These may arise from communication and language, physical development or personal, social and emotional development.

When such concerns are raised, appropriate interventions and targets will be discussed and agreed on by the nursery SENCO, key worker and the parents of the child. These interventions will be in the form of an **Individual Education Plan** which the key work will put into place and monitor the progression of the child. The IEP's will then be reviewed by the SENCO and the key worker every six weeks. It maybe decided that the child will need no further action as they have made suitable progress or to carry on with a new IEP. In some cases the SENCO will look to the **SEND Pathway** for support, if a child has not made any or enough progress as we would have hoped. In these cases, outside agencies will be contacted with the parent's permission and a **Team Around Me** will be put into place. Here a multi-agency support plan will be developed which will allow all agencies involved with the child work to a common goal. The **TAM** may decide that the child may need further help which is when an **Education Health Care Plan** will be requested. All children at SEN support should have a Pre-CAF completed. (Please see page 35)

Our **SENCO** for the nursery is **Joanna Pester**. She works closely with all staff to make sure that there are systems in place to plan, implement, monitor, review and evaluate the special educational needs practice and policy. She has an afternoon out of the room per week to ensure all records and reports are kept up to date.

the best possible outcomes regardless of their abilities and to become confident, young children that can communicate their own views and who are ready to make the transition into compulsory education.

The role of the nursery SENCO is to:

- ☐ Liaise with the parents and other professionals in respect of the children with additional needs.
- ☐ Ensure that parents/carers are informed at all stages of the assessment, planning, provision, and review of their child's education.
- ☐ Provide parents with information and sources of advice and support.
- ☐ Advise and support other practitioners within the setting.
- ☐ Ensure appropriate IEP's are in place.
- ☐ Ensuring that the nursery environment is suitable for all children including those with additional needs.
- ☐ Keep all records up to date and confidential.

All IEP's and records of children are kept up to date and situated in the deputy manager's office.

Transition to school

When a child is ready to leave the nursery setting to attend Primary School, we will provide the school with a transition form which will have relevant information about the child. When a child with additional needs is looking to start school the nursery staff will look to make this transition as smooth as possible so that the child is not disrupted too much. We will look to get into contact with school and arrange meetings to discuss certain needs and even support the child on their visits to their new environment. We take into account the individual needs of the children and provide them with the support we think will be most beneficial.

Admissions arrangements for children with additional needs.

If a child attending our setting is already known to an outside agency, then we will look to get into contact with them so we can provide similar support. This support could range from targets in an IEP to specialist equipment. This will depend on the needs of the child.

If a parent of carer have any concerns about their child's development or if they feel that they made need additional support then they can ring **Single Point of Contact** on **01752 307264**

Signed..... Date 16th March 2016 Review date: March 2017

Staffing and Employment Policy

The aims of the nursery's staffing and Employment policy are as follows

- to ensure that the best possible staff are recruited
- to ensure people looking after children are suitable to fulfil the requirements of their role
- to ensure that all job applicants are considered equitably and consistently
- to ensure that no job applicant is treated unfairly on any grounds including race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, marital status, disability and age
- to ensure compliance with all relevant recommendations and guidance including the recommendations of the Department for Education and Skills (DfES) in "safeguarding children: safer recruitment and selection in education settings" and the code of practice.
- to have effective systems in place to ensure suitability of staff and other person coming into regular contact with children including obtaining information about whether a person is disqualified.
- to ensure that the nursery meets its commitment to safeguarding and promoting the welfare of children by carrying out all necessary pre-employment checks & gaps in employment.

At Roundabout Nursery we are vigilant in our recruitment procedures aiming to ensure all the people working with children are qualified and suitable to do so.

We do this by the following:

- We advertise any job vacancies through reputable means such as the job centre or local paper.
- We ensure that all adverts include our safe recruitment procedures stressing the need for a DBS check and at least 2 references, one of which should be from the applicant's current or most recent employer.
- All shortlisted candidates will receive a job description, a person specification, an equal opportunities monitoring form and a request for photographic identification prior to interview.
- All applicants need to fill in an application form giving details of all workplaces since school and giving explanations of when not in work.
- The nursery manager, deputy manager and/or a committee member will sit on the interview panel and will be involved in the overall decision making.
- All candidates will be required to produce their photographic identification at the start of the interview and proof that they are eligible to work within the UK.
- All candidates will be asked the same set of questions based on specific areas of child care, safeguarding children, planning and following the curriculum and their understanding of the legal frameworks that are used in the nursery.
- We will also ask questions relating to a specific role and again ask different questions if we want to find out more about a candidate.
- Candidates will be scored by the interview panel for their answers, and also scored for their individual experience and qualifications.
- Based on this information the interview panel will decide who is the most suitable person for the position, taking into account their individual scores and knowledge and understanding of early years and the needs of the nursery.

- Each candidate who has been interviewed will receive written confirmation of their success.
- The successful candidate will be initially offered the position subject to reference and DBS checks. All checks will be taken up before employment commences and followed up with a phone call.
- All qualifications will be checked and photocopies of certificates taken with permission for the staff members personnel file.
- All new staff members will undergo a full induction and be assigned to a senior staff member, who will introduce them to nursery life. As part of the induction staff members will be given the nursery policies and procedures to read and become familiar with.
- The new staff member will be given regular reviews to monitor their progress and to ensure the nursery is fully supportive whilst the new staff member settles in.
- Staff are not allowed to work if under the influence of alcohol or drugs.

A high adult to child ratio is essential in providing good quality nursery care.

In our nursery we commit to the following adult to child ratios:

Babies and tiny tots – 1 adult to every 3 children

Toddlers – 1 adult to every 4 children

Main room – 1 adult to every 8 children

We operate a "Key Persons" system within the Nursery. One member of staff will have overall responsibility for a small group of children within their room. The Key Persons ensure each child and family have a link with the members of staff who are involved with all aspects of their child's development.

We work towards an equal opportunities employment policy, seeking to offer job opportunities equally to both women and men, with or without disabilities, from all religious, social, ethnic and cultural groups.

Over half of our staff hold an NVQ 3, NNEB or teaching qualification. Regular in-house training is available to all staff and volunteers. Our nursery budget includes an allocation towards training costs.

We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation.

Staff working with their child or close family member

Where possible we will place staff members in a different room to their child.

Although we do not wish to place restrictions on staff members seeing their child throughout the nursery day, we must consider the routine and the upset that a visit may cause to the child when the parent leaves the room again. This will be agreed by the staff member, room leader and manager in order to cause as little upset to all the children involved.

If a staff member's baby requires breastfeeding, the nursery will adapt the agreed guidelines to suit both the baby's and mother's needs and cover will be provided during this time.

We support our staff by means of termly supervision and annual appraisals.

Supervision

Supervision exists to enable staff to discuss any issues, particularly concerning a child's development and well-being, to identify solutions to issues and to receive coaching to improve their personal effectiveness.

This is the structure for Supervision at Roundabout;

Room Leaders and Pre-school – Manager, half an hour each per term

Tinies and Toddlers – Deputy Manager, ¼ of an hour each per term

Group supervision, for example by means of a team meeting / Room leaders meetings, are offered in between these times.

Staff are asked at their termly supervision sessions whether any medication they are taking has changed. We will make a decision on their suitability to work directly with children and what responsibility they should have. Staff medicine is stored securely in their lockers.

In order to help to reduce stress in the workplace all members of staff in the nursery will:

- Have the opportunity to relax away from the children at regular and appropriate times so that they may experience varied levels of stress during the working day.
- Have the opportunity to feel positive and proud about their work and the work of the nursery
- Develop a responsible attitude and understanding towards their own stress levels so that they can take action or seek support, long before stress becomes a critical issue within their lives.
- Develop a responsible attitude and understanding towards the stress levels of colleagues so that they can support and help colleagues who appear to be suffering from undue levels of stress.
- Develop a responsible attitude and understanding towards signs of stress in children which may be an indication of neglect or abuse.

We see stress management as a process of co-operative team work and welcome and encourage the involvement of the committee, parents and other professionals. It involves looking at:

1. The amount of work a person is expected to undertake
2. The satisfaction derived from that work
3. The way in which that person's work is valued by others
4. The amount of time given to a person in which to undertake that work.
5. The esteem in which that person is held by others
6. The individuals self esteem
7. An understanding of the stress that is involved in caring for young children

Parents work towards the nursery's aims of reducing stress in children by:

- Ensuring that children regularly attend the nursery in good health.
- Providing support for the discipline within the nursery
- Being realistic about their children's abilities and offering encouragement and praise
- Participating in discussions concerning their child's progress and attainments
- Ensuring early contact with the nursery to discuss matters which affect a child's happiness, progress and behaviour.

In order to continually enhance self-esteem and thus reduce the build-up of stress, the Manager will facilitate:-

- Staff meetings in which achievements are noted and commended
- Individual one to one discussions between the nursery manager and a member of staff
- Press releases and communications with the mass media and local community

No complaint from any member of staff concerning stress is ever ignored, set aside or thought of as trivial. Every stress issue raised is taken seriously and a solution is found.

Monitoring of stress

- Records of absence through illness and the reason for the illness are kept. Appropriate monitoring of sickness absence is recognised as an essential early warning measure of increased stress.
- Clear guidelines are given to staff to report absences
- When a member of staff returns to work after an absence of any length a return to work interview takes place. The interview follows clear guidelines set out for this meeting and all information gathered.

Uniforms

Uniforms must be worn at all times. The uniforms consist of:

- Smart black tailored trousers.
- Smart black, flat, closed toe shoes.
- Named tunic tops provided by the nursery.
- Black cardigans.
- Summer term and holidays: black sandals (not flip-flop style) and cropped black trousers are allowed
- When it is very warm: a plain pink t-shirt may be worn, but the tunic is always the preferred option

- Staff must not smoke in their uniforms.

Jewellery

Jewellery is **NOT** permitted other than a wedding band, watch and stud earrings.

Hair and make up

Hair that is longer than the nape of the neck must be tied back at **all** times. Minimal amounts of make up are permitted but appropriateness will be monitored by the Manager. Nails must be no longer than fingertip length (they should not be visible over fingertips when palms are facing up).

Attitude

We aim to provide a warm and inviting environment for children and parents, and so staff members must be aware of their attitude, body language, tone of voice and facial expressions. Staff must display a positive attitude towards the children and their work and be courteous to all colleagues, parents and children.

Signed Date 16th March 2016 Review date: March 2017

Student Policy

The nursery is committed to sharing best practice to those wishing to pursue a career in childcare. Therefore, students will be welcomed to join our staff and gain work experience within our nursery.

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

Students will be given a full induction on the first morning of their placement.

Throughout their time with us, students will:

- Be supervised by staff members at all times and will not be left alone with the children.
- Students will not count as part of the nursery ratios, unless they are long term and even then we would not plan to use them, it would just be in case of emergency.
- Students will be asked to read all nursery policies relating to their placement during their induction.
- Students will be required to keep to our confidentiality policy.
- Students will be given support, guidance and feedback throughout their placement and staff members will liaise with the students tutor.

All students on placement at the nursery will be required to wear smart black trousers, t-shirt/polo shirt or top provided by training centre and flat shoes and will be expected to turn up on time and be respectful to staff and families who use our nursery.

All students are encouraged to contribute fully to the nursery routine and to spend time in each area.

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Visits and Outings Policy

A full risk assessment will be carried out for each outing; this will ensure the chosen venue is appropriate for the age, stage and development of the children.

When a trip or outing is planned the nursery will:

- Secure individual written consent slips signed by the parent/carer.
- Advise parents of the time and place the visit will take place.
- Advise parents on the equipment needed for the trip i.e. coats, packed lunch etc.
- The ratio of staff to children will always be at least 1 adult to 2 children regardless of the children's age.
- There will be a designated person in charge and a designated first aider.
- Check if any of the children have medical needs that are on the trip/outing. All medication required must be taken and managed by the person in charge of the children. The child's Medication form and administration details must be taken on the outing

The staff members will:

- Divide the children into small groups
- Take a register with them
- Take a first aid kit with them
- Take a mobile phone and contact numbers
- Take a copy of the lost child procedure
- Complete the register at regular intervals of the trip.

When taking a child out on a trip in which transport is to be used, the following procedures will be used:

- Ensure seat belts, child seats and booster seats are used.
- Ensure the maximum seating is not exceeded.
- All children will be accompanied by a member of staff.
- No child will be left unattended in the vehicle.
- Extra care will be taken when getting in and out of the vehicle.

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Whistle Blowers Policy

Whistle blowing is where a member of staff can raise a concern, however trivial, in confidence to a senior member of staff.

Roundabout Nursery is committed to the highest standards of quality, integrity, openness and accountability. In demonstrating this commitment Roundabout Nursery encourages members of staff who have serious concerns about any part of their work to come forward and express their concerns.

Any members of staff who raise concerns can do so in confidence without the fear of reprisal or victimisation.

The Public Interest Disclosure Act 1998 set out a process for staff to follow which offers them a confidential route to raise genuine concerns and provides support throughout the process.

Procedure

If a member of staff has concerns that they need to raise with Roundabout Nursery they should first consider using the nurseries personnel policies and procedures which include:

- Complaints
- Equal opportunities
- Confidentiality
- Health and safety

In the majority of cases serious concerns should be properly investigated and handled sensitively and fairly through the personnel policies and procedures listed in the employer's handbook.

Step one

In most cases it should be possible for staff to raise an honest and reasonable concern about misconduct with the manager or deputy manager, who will investigate and give appropriate feedback. This may be done orally or in writing.

If an individual feels unable to raise the matter with the manager or deputy manager for whatever reason or isn't satisfied with the outcome, they should raise the matter with Nicki Kitto or any other committee member they feel most comfortable disclosing the information to.

Step two

If all these channels have been followed and the staff member still has concerns, or if a member of staff has a genuine concern about raising serious problems and feels that they need to follow a process which offers them a confidential reporting line without fear of reprisal or victimisation, then the following internal route should be followed.

To enable a formal process to be available to staff in this situation, Roundabout Nursery is led by a committee which can be contacted via the nursery manager or directly through Nicki Kitto. If a member of staff asks the line manager or committee members to protect their identity, then this information will not be disclosed without the staff member's consent. This contact will be treated in confidence and a meeting will be arranged with the committee to investigate the matter fully. In situations where concerns cannot be resolved without revealing the identity of the staff member who has raised the problem then this matter will be discussed with the individual about whether and how to proceed.

An individual has the right to remain anonymous throughout this process.

A member of staff can also contact Ofsted complaints department with any concerns they may have about the setting, on the following contact details:

OFSTED (Early Years Dept.)

Tel: 0300 123 1231

This policy exists to protect those wishing to raise genuine concerns about what they believe to be misconduct in the work place. It follows that any member of staff found to be deliberately abusing the protections afforded by this policy could leave themselves open to serious disciplinary action.

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Zero Tolerance Policy

Introduction

Staff face on a daily basis the challenge of trying to deliver an effective educational service at pupil, class room and managerial level. Our staff also work positively towards developing a working partnership with parents, guardians and other family members (from here on referred to collectively as parents)

Policies and procedures are in place to protect our individual pupils and staff as employees and as such parents are strongly advised to follow these procedures.

Occasionally some parents choose not to follow the existing procedures and protocols when they believe they have a concern or an issue and choose to respond in a negative, hostile or intimidating manner towards our staff.

Whilst these incidents are isolated and rare they can often involve persistent, unacceptable behaviour towards either one or more members of staff.

The Management and Committee have an obligation to ensure the provision of a safe and secure environment for all our staff and children.

This policy aims to provide clear guidelines for the management of unwanted behaviour.

Behaviours not acceptable on school on nursery premises:

- Screaming, shouting, loud intrusive conversation
- Threats or threatening behaviour
- Malicious allegations relating to staff, other parents, committee, visitors.
- Harassment and Bullying
- Offensive Language, including derogatory, sexist, racist remarks
- Intimidating behaviour – verbal or non-verbal
- Inciting hatred and hostility towards others
- Wilful damage to property
- Theft
- Violence – to persons or property
- Offensive sexual gestures or remarks

Any parent behaving unlawfully will be reported to the police.

Procedure

All parents are strongly advised to follow the existing procedure for concerns and complaints.

Should unacceptable behaviour occur:

Stage 1/ The Manager will give an informal warning about consequences should the behaviour persist.

Stage 2/ Failure to stop will result in a formal letter outlining the consequences should the behaviour persist and state clear boundaries/ rules for a given time.

Stage 3/ Failure to stop will result in a third and final formal letter stating affirmative action with a given time period. There are no rights of appeal in this incidence. The likely action will be that either;

- (i) The child can remain at the nursery as long as another adult brings and collects them or
- (ii) That the child can no longer attend the nursery.

Throughout the process a parent can be reassured their children's care and education will not be affected in any way.

In all cases, the Manger exercises the right, with the full support of the Committee to make a judgement as to which stage to implement based on the nature and severity of the incident.

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